OPERATIONAL RELIABILITY INDEX FOR THE KNOWLEDGE MANAGEMENT SYSTEM

ABSTRACT

Embodiments of the present invention provide systems, methods, and computer program products for an operational reliability index ("ORI") scoring system in the knowledge management system that is standardized and centralized across the channels and sub-channels in an organization. The ORI system scores the reliability or confidence of the channels, sub-channels, and applications in an organization. The ORI receives reliability data associated with one or more predictability factors related to a business application. The ORI determines predictability factor reliability scores for each of the one or more predictability factors based on the reliability data and weighted values assigned to the predictability factors. Weighted values are also assigned to the categories, applications, sub-channels, and channels. The ORI determines at least one of a category reliability score, application reliability score, business sub-channel reliability score, or business channel score based on the determined predictability factor reliability scores and the weighted values.

Figure 13a