PERFORMANCE DASHBOARD MONITORING FOR THE KNOWLEDGE MANAGEMENT SYSTEM

ABSTRACT

Embodiments of the present invention provide a method, system, computer program product, or a combination of the foregoing for creating a knowledge management system including a performance dashboard monitoring system that is standardized and centralized across the channels and sub-channels in an organization. The performance dashboard monitoring system is used to track, measure, and resolve incidents that occur throughout the channels, sub-channels, systems, and applications of an organization. The system receives information related to two or more incidents, where each incident is associated with one or more of a business channel, sub-channel, or application. The system stores the information on a memory device. The system tracks the status of at least one incident between the occurrence and the resolution of the incident. The system displays on a user interface the information related to the incident on a channel, sub-channel, application, or individual incident level.

Figure 4a