Question Bank as a Knowledge Tree
Sowing the Seeds of Knowledge

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"One cannot see the trees through the forest"
Resources
- Internal Lecturers
- External Lectures
- Participants
- Technical Writer
- Content Developer
- Photographer
- IT Technical Support

Product
- PPT
- Learning Material
- Documents
- Zip files
- Video
- PC Requirements

Agenda
- Background on NDS & KLC
- Knowledge Tree – what is it?
- Learning Applications
- Challenges & Future
NDS customers around the world

- Launched on over 70 TV platforms
- In more than 35 countries
- Supporting over 30 languages
Global and local resources

- Headquartered in the UK, with offices and R&D centers around the world
- NDS employs over 4100 people

Who are we?

Knowledge and Learning Center (KLC)
- Established in 1997 (NDS in 1985)
- Team- 8 people
  - Content development
  - Frontal training
  - e-learning
  - Company wide open days
  - New employee orientation
  - Library
  - Documentation
  - Learning infrastructure

Learning at NDS brings results to the business
Knowledge Tree Approach

Courses → Learning → Knowledge

Knowledge Tree

1. Taxonomy
2. Categorizes information in learning applications

The tree grows & changes, it’s dynamic
Applications Support Learning

- Questionmark
- Doogle
- Learn@NDS
- LMS

- Item (Question) bank in QM

Folder Views

Show all

Topics

- 1NDS Products
- 2Technologies
- 3Skills and Competencies
- 4Processes and Methodologies
Questions are saved in the topic (3rd level)

QuestionMark @ NDS

- Certification Programs
- Long Term Training Programs
- Pre tests (ILT)
- Post tests

In use 3.5 years
- Past year growth of 30% in amount of questions

- Target audience – mostly technical (developers, system engineers, software engineers/developers, test engineers)
QM Summary

- Decided to use the Knowledge Tree taxonomy
- Questions are saved in the 3rd level = topics
- Only topics that have questions are displayed

Tips

- Old topics that have moved are marked with (O) – dynamics of the tree
- Tagging (meta-tags) – activity name, difficulty level
Benefits of Knowledge Tree

- **Common** organizational structure (language)
- **Easy** to find content (all regions)
- **Reuse** of items – other activities
- **Collaborative** environment – global level

**Resulting in effective Knowledge Sharing**

Saving an item in an inaccessible place is like losing it

Challenges

- Interface between applications isn’t automatic
- Update KT based on business needs
- High coordination between team members (locally and globally)
Future

- Work on global projects using QM Live
- Working with other KLC offices, taxonomy according to the KT has to be identical in all regions
- NDS UK has purchased QM and is using the KT structure

Summary

- Learning at NDS brings results to the business
- The tree grows & changes, it’s dynamic
- Saving an item in an inaccessible place is like losing it

An investment in knowledge pays the best interest

(Benjamin Franklin)
Thank you!

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