Evaluation of experience-based support for organisational employees - the Pellucid platform study

Słota Renata[1], Majewska Marta[1], Kitowski Jacek[1,2], Lambert Simon[3], Michal Laclavik[4], Hluchy Ladislav[4], Viano Gianni[5]

[1]Institute of Computer Science, AGH University of Science and Technology, Mickiewicza 30, 30-059 Cracow, Poland

[2]Academic Computer Center CYFRONET-AGH, Nawojki 11, 30-950 Cracow, Poland

[3]CLRC Rutherford Appleton Laboratory, Chilton, Didcot, OX11 0QX, UK

[4]Institute of Informatics of SAS, Dubravska cesta9, 845 07 Bratislava, Slovakia

[5]Softeco Sismat SpA, Via De Marini 1, Torre WTC, 16149 Genova, Italy

Abstract. The purpose of this chapter is to present the platform for support of employees in e-government area and the results achieved in three pilot sites. The intelligence theory behind the discussed Pellucid system is the experience management based on Active Hints. The system foundation, experience definition and modelling process were described. Then, the quality assessment of the platform experience management abilities is presented. Tests were performed in three pilot sites where Pellucid were deployed. The overall platform quality in the final user evaluation and test on selected components important in experience management life-cycle are described.