

# GURU Knowledge Management Feasibility Study



TRANSFORMATIONAL  
INVESTMENT  
CAPACITY

## Project Summary

### Problem

MSF's employees, sections and centres generate a large amount of relevant and context-specific content every day. The quantity, as well as the complexity of classifying this information, storing it in accessible formats and the technological dispersion in which we work make it difficult for users to find or access this content within the MSF digital ecosystem. Some challenges include a constantly growing volume of valuable content generated by individual MSF entities and its decentralized management through unique section/OC-based solutions.

### Proposed Solution

Through a feasibility study, the project proposes to assess a technological model based on artificial intelligence which includes a chatbot to guide users in their search for information in the complex ecosystem of MSF information systems: "MSF GURU", a virtual knowledge assistant. This will pave the way for a future knowledge-sharing organization.



### Potential Impact

- The feasibility study will produce a cost-benefit evaluation of the various search optimization solutions for MSF's needs, which include AI, tagging and other tools to improve the management, access and preservation of MSF's institutional knowledge

### Viability

- Leverages a strong team with extensive experience and network in MSF and external support/expertise in IT, knowledge management and AI
- Focuses on field staff inclusive access to information systems

### Risk Mitigation

- Evaluates the ambitions of the project by carrying out a feasibility study focusing on limited inputs
- Leverages an agile approach by consulting technology experts and by using pre-built technologies
- Focuses on the user experience, innovation and cybersecurity

### Scalability

- Easy adoption for all the OCs: designing a solution that is compatible and interoperable with other technologies
- Leverages a user-centric design approach, with particular focus on users' needs and field users

**Area/Type:** Operation Improvements and Technology, feasibility study

**Sponsor/Support:** OCBA

**Length/Project Status:** 3 months; **ONGOING**