ABSTRACT

The high employee turnover rate in the Information Technology Product Development Unit at Telkom University has resulted in the loss of critical knowledge, leading to decreased productivity and disrupted service continuity. This issue is further exacerbated by the absence of an integrated system to document and distribute the knowledge held by employees. This study employs in-depth interviews with stakeholders in the IT Unit of the PuTI Directorate at Telkom University to explore knowledge needs, barriers to knowledge sharing, and the potential use of the service desk application as a knowledge-sharing platform. The interview data were analyzed using the Knowledge Value System (KVS) Framework and mapped into a journey map, knowledge canvas, service blueprint, and knowledge capture template. The findings indicate that the existing ticketing system holds significant potential to be optimized as a long-term knowledge-sharing platform. The proposed system design includes strengthening the culture of sharing, utilizing internal social networks, integrating information technology, and implementing incentive systems such as through the use of Notion. Furthermore, this study proposes the integration of Large Language Model (LLM) technologies such as ChatGPT as a knowledge broker to support information retrieval, documentation automation, and knowledge extraction from unstructured data. This approach is expected to enable a more effective and sustainable knowledge-sharing system that fosters collaborative knowledge transfer within the organization.

Keywords: ***Knowledge Sharing, Knowledge Management, Information Technology, Large Model Language, Knowledge Value System Framework***