

Knowledge Management Platform (KMP)

AI Pilot Project with the CMS Office of Information Technology



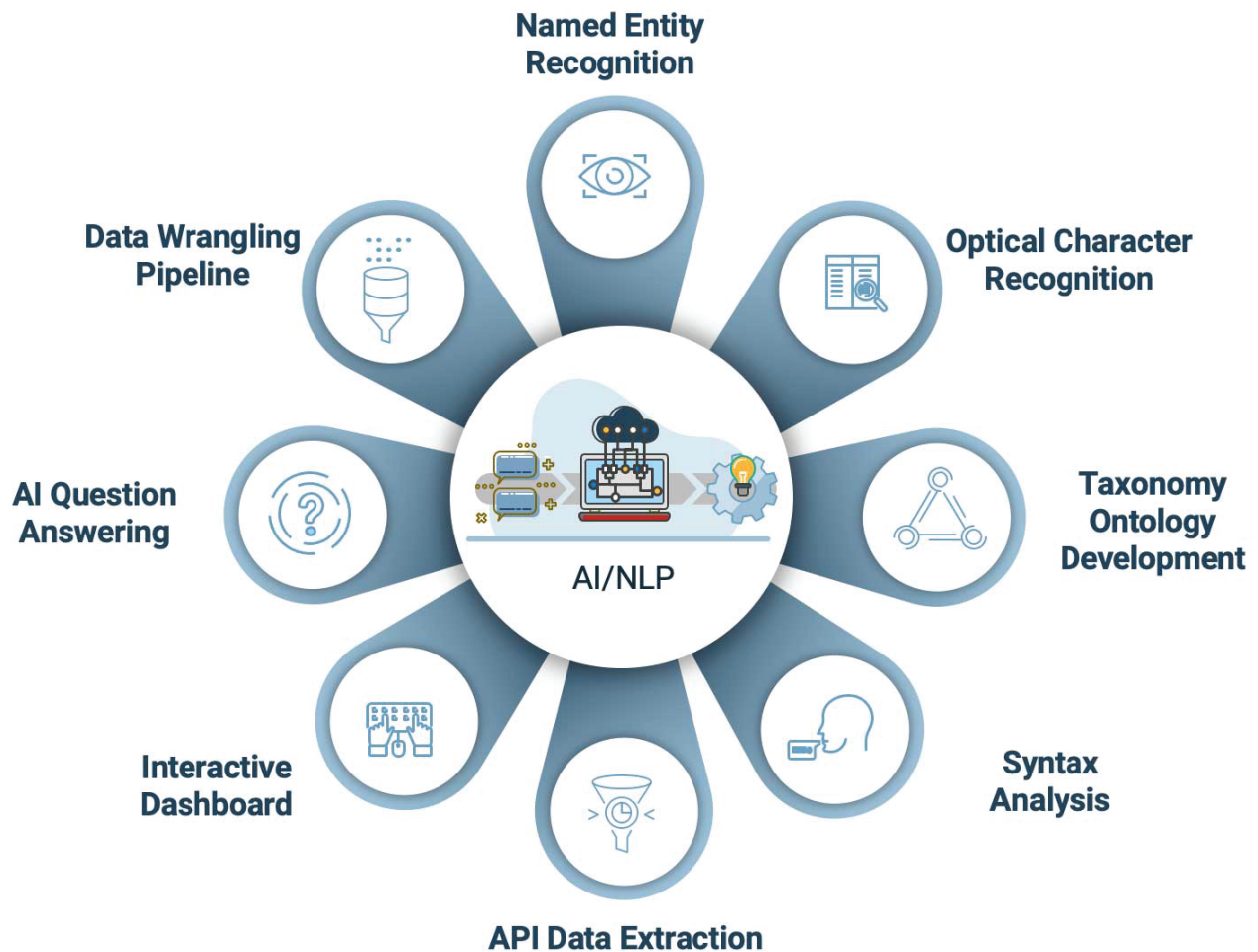
The Knowledge Management Platform (KMP) is a centralized artificial intelligence (AI) cloud platform to enhance data analytics initiatives across various data sources encompassing both structured and unstructured data. Its objective is to establish fundamental components for natural language processing (NLP) and machine learning (ML) to streamline operations, automate knowledge retrieval and facilitate the development of a comprehensive digital agency definition.

Information Security & Privacy Group Use Cases

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| CHALLENGE | The Information Security and Privacy Group (ISPG) at the Centers for Medicare and Medicaid Services (CMS) formerly navigated a complex process, involving manual data retrieval from unstructured sources like System of Record Notices (SORNs) and Privacy Impact Assessments (PIAs) to go through a Decision Tree Workflow to grant Computer Matching Agreements (CMAs). Gathering and leveraging this information could prolong the CMA Workflow by almost 51 days. |
| SOLUTION | The KMP team used AI, ML and NLP techniques to automatically pull relevant information from the SORNs and PIAs. The team displayed this organized information in a Tableau Dashboard to present the extracted information, allowing for ISPG to filter and find information easily. |
| OUTCOME | The KMP team was able to increase the business value of ISPG's operations by reducing the timeframe of gathering and reviewing information for the CMA workflow from approximately 51 days to a matter of minutes. The ISPG team can now expedite their processes and dedicate their time efficiently. |

KPM Technologies

This figure below illustrates the diverse techniques employed by the KMP versatile tool, showcasing its wide range of capabilities and applications for multiple use cases.



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