

CENTRE FOR BUSINESS AND MANAGEMENT**CLOUD-BASED KNOWLEDGE BROKERING
PLATFORM FOR MANAGING
CONSTRUCTION CLAIMS -
A CONCEPTUAL FRAMEWORK****Dr Tan Hai Chen**

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**Synopsis**

Claims management is a critical task within any contracting company, which entails support from custom-designed information systems and even external experts when complex legal issues or disputes are involved. The conventional model for knowledge brokering is limited to only being able to identify external experts within the personal networks of the knowledge broker. To be more effective and efficient, a cloud-based knowledge brokering model that allows access through the Web is recommended. This paper presents a conceptual cloud-based knowledge brokering platform, which is integrated with a construction claims management system, to improve both the management of claims and to bridge the knowledge gap problem faced by contracting companies in dealing with complicated claims and disputes. It also discusses in detail the benefits brought about and how the platform is envisaged to operate.



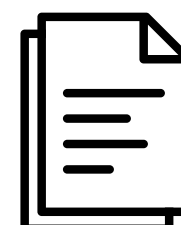
Date :
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