



Developers:  
Siphamandla Mncube  
[ncubels@unisa.ac.za](mailto:ncubels@unisa.ac.za)

Matlala Rachel Mahlatji  
[mahlamr@unisa.ac.za](mailto:mahlamr@unisa.ac.za)

**UDIS** is a robot that provides information services to students, academics, and any other information seekers especially the services offered by the Department of Information Science (DIS) at the University of South Africa (Unisa). DIS is one of the biggest library school in the country which enroll many students. The expert system and artificial intelligence model informed this development. UDIS found as a useful champion, and it has been evidenced that number of flocking emails queries are reduced.

**Actual design**  
Outlines  
System  
Integration

**Experts**  
Academics  
Administrators  
Institution  
ICT specialists

**Knowledge-based**  
Input  
Data and updates  
Relevancy

**Rules engines**  
Servers  
Storages  
Clouds  
Data conversion & processing  
Compilers

**User interface**  
System used  
Applications  
Software  
Queries

**Information seekers**  
None-experience  
Experience  
Students  
Academics  
Type of data  
Input  
Output