



Knowledge Management Maturity and Progression Analysis

October 2008

Knowlysis Knowledge Management Maturity and Progression Analysis

Knowlysis offers an in-depth help desk/service center analysis service to help develop an understanding of the organization's current level of Knowledge Management maturity within the context of the Knowledge-Centered Support (KCS) best practices methodology for Knowledge Management. Knowlysis offers this service as a one/first-time offering as well as on-going Knowledge Management best practice adoption progress analysis.

This document contains the following:

- Introduction to Knowledge Management
- Analysis Process and Methods
- Conclusion

Introduction

Knowledge Management has gained ground in the service center industry due to the value it provides to service centers, their customers, and the companies the service center represents. The main objective of help desks and service centers is to “solve problems.” The aim of Knowledge Management is to make solving problems easier, faster, and more consistent and accurate. Properly implementing Knowledge Management practices and processes can enable gains in economies of both scale and scope, and allow the organization to do more with fewer resources – which is what every organization is being required to do to stay competitive.

The key to a successful Knowledge Management effort is the proper implementation of sound Knowledge Management practices and processes. Central to proper implementation is accurately identifying and understanding the organizational baseline for Knowledge Management maturity and progression. Through a Knowledge Management Maturity Analysis, Knowlysis can provide an understanding of this baseline and from there assist in identifying the next steps to take to implement these industry standard best practices.

The Knowledge Management best practices used in the analysis are modeled after the Knowledge-Centered Support™ (KCS) strategy developed by the Consortium for Service Innovation™.

Analysis Process and Methods

Knowlysis uses the following methods throughout the analysis process to provide an accurate and complete Knowledge Management status for the organization:

Surveys – Prior to arriving on-site, Knowlysis provides the help desk analysts and management with online surveys. These surveys consist of questions divided into six main focus areas:

- General Knowledge Management
- Problem Solving
- Quality Assurance
- Rights and Visibility
- Performance Assessment
- Organizational Alignment

Interviews – After receiving the survey data and analyzing the results, Knowlysis then conducts interviews with the help desk manager(s) and selected analysts for follow-up questions stemming from the survey results. This enables Knowlysis to dig deeper into why things are the way they seem to be.

Live-Action Observations – While on-site, the Knowlysis auditor(s) spend time observing various analysts as they perform their job at the help desk. They listen in on calls and observe how the analysts go about resolving customer issues. This gives Knowlysis first-hand knowledge of how the help desk functions on a daily basis.

Data Analysis – After gathering data via surveys, interviews, and live-action observations, Knowlysis auditor(s) analyze the data, with all the appropriate checks and balances, and ranks the organization in each of the focus areas above, as to their current maturity level.

Analysis Report – Finally, Knowlysis provides a detailed and concise report on the findings and a ranking in each of the focus areas. Also included is a set of “next steps” that will move the help desk up the Knowledge Management maturity scale.

Knowlysis uses these different methods for gathering information to check and cross-check the perception versus reality of what is happening on the help desk as the analysts resolve customer issues.

Conclusion

Knowlysis has developed and designed this Knowledge Management Maturity and Progression Analysis to facilitate an understanding of the organization’s level of maturity and status with regards to Knowledge Management and the use of known best practices. This analysis can provide the information needed to move the help desk or service center to the next level and foster the benefits of implementing sound Knowledge Management practices.

Knowlysis has developed this program, as well as other offerings, to help organizations to begin down the path to successfully implementing these best practices and maintaining them, thereby reaping the collective benefits from this industry standard methodology.



Knowlysis is a consulting and professional services company that supports organizations seeking to better leverage the applications that supply their business knowledge and facilitates their online business. We have partnered with the world’s leading solution providers to deliver the support needed to ensure that the maximum value is realized from these technology investments. While we spend a lot of time with technology, analyzing business processes and gauging user adoption - ultimately our mission is to help our customers be successful – by their standards and measures.

www.knowlysis.com