

Knowledge Management Best Practices

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Objectives and Results



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- Objectives
 - Understand value of Knowledge Management
 - Knowledge Management Implementation Plan
- Results
 - Desire to implement/re-evaluate KM processes
- Skills developed
 - Knowledge Management Areas of Focus for leveraging best practices

Outline



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- Knowlysis
- Knowledge-Centered Support (KCS)
- Implementing KM Best Practices

Knowlysis



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- Remedy Knowledge Management 5.x through 7.5
- KCS Trained
- KCS Implementation Strategy



- Consortium for Service Innovation
 - (www.serviceinnovation.org)
- Basic Concepts
 - Create content as a by-product of solving problems
 - Evolve content based on demand and usage
 - Develop a knowledgebase of our collective experience to date
 - Reward learning, collaboration, sharing, and improving

Value of KM



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- Empower individuals to create, access and maintain knowledge
 - Increased satisfaction (customer, employee)
 - Lower operating costs
 - Increased productivity
- Reduce call escalations
- Reduce training costs & turnover
- Consistent and accurate answers

Key KM Understandings



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- Not about Perfection
- Not in addition to resolving issues but how you resolve issues
- Must be customer centric and driven
 - Consistent, Accurate, Fast
 - Findable, Usable, Technically Correct

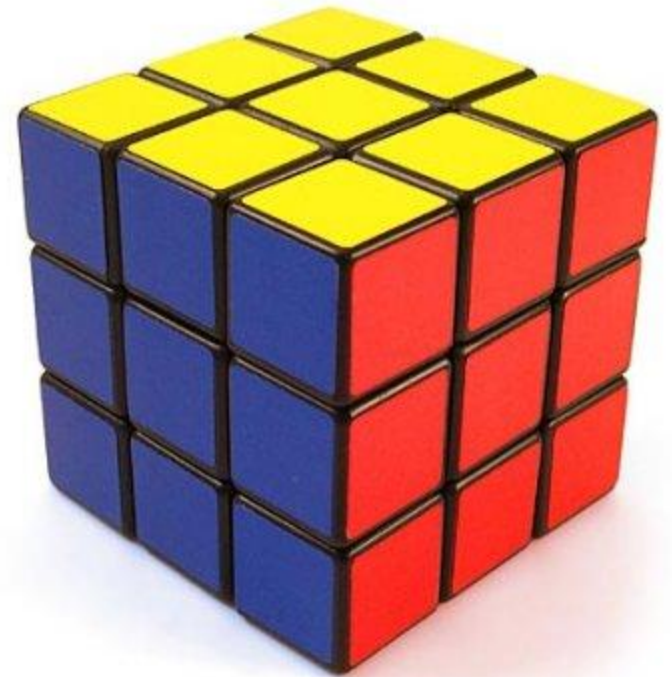


5 Areas of Focus



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- Problem Solving
- Quality Assurance
- Rights and Visibility
- Performance Assessment
- Alignment



Buy-In: Top to Bottom



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- Executives
 - ▣ Bottom line
- Management
 - ▣ Cultural impact
- Analysts
 - ▣ Daily job

- Communication is **KEY**



Capture in Process



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- On-call knowledge capturing and solution authoring is valuable
- Customer context is vital
- Authoring in batches loses key information
- Search early and often

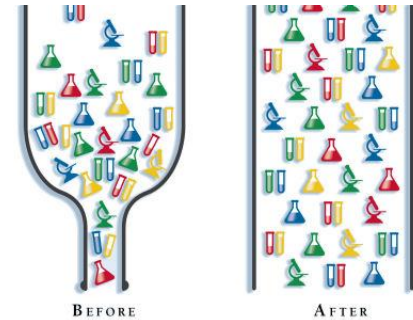


Quality is Demand Driven



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- Mandated review = Bottlenecks
- Reuse = Review
- On-the-spot refinement or RFC
- Good enough for intended audience

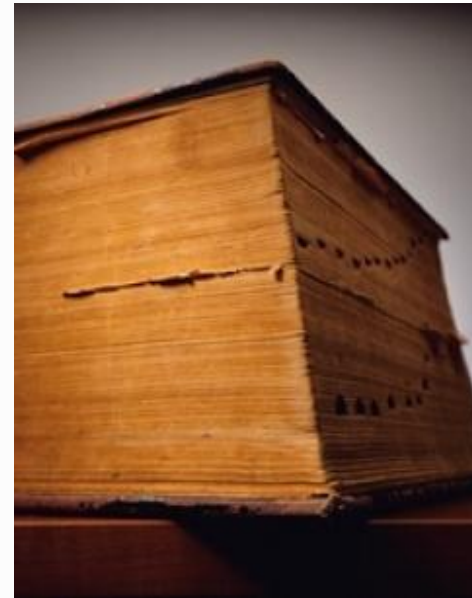


Authoring Standard



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- Establish a definition of quality up front
- Ensure the authors agree to it
- KEEP IT SIMPLE!!!



Recognition: People, Things



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- Sharing not hoarding
- Collective not individual
 - Knowledge
 - Ownership



- Track activities but reward results

Balanced Scorecard



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Balanced Scorecard (example)

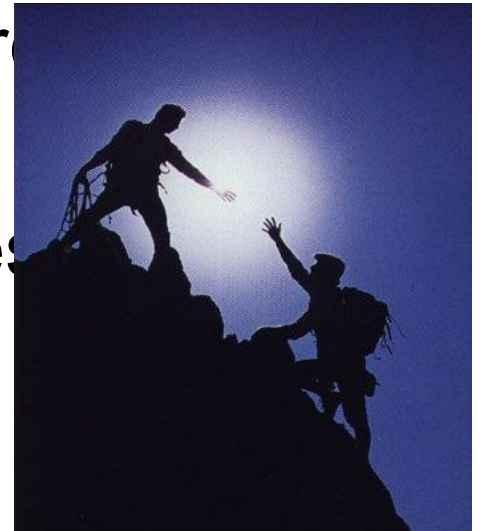
Analysts	Search	Use	Email	"Flag"	"Fix"	Author	Approve/ Promote	Demote	Publish	Auth'd- Used	Auth'd- Apprv'd	Auth'd- Pub'd	Dups	Total Score
Sally Ngu	788	23	17	23	0	60	0	0	0	38	39	23	9	1002
Mark Weinstein	698	65	6	5	5	25	26	11	49	67	27	11	13	982
Felicity Shackle	537	97	23	19	13	18	32	6	0	19	16	6	18	768
Jane Sealess	483	67	16	10	7	33	22	12	0	57	20	10	6	731
Fred Indahed	344	123	20	21	7	23	40	3	12	22	41	9	11	654
Lester McGuire	432	98	14	21	8	55	46	17	0	75	16	17	0	799
JoAnn Bastillona	233	111	16	16	9	13	17	9	32	12	8	6	1	481

Implementation Plan



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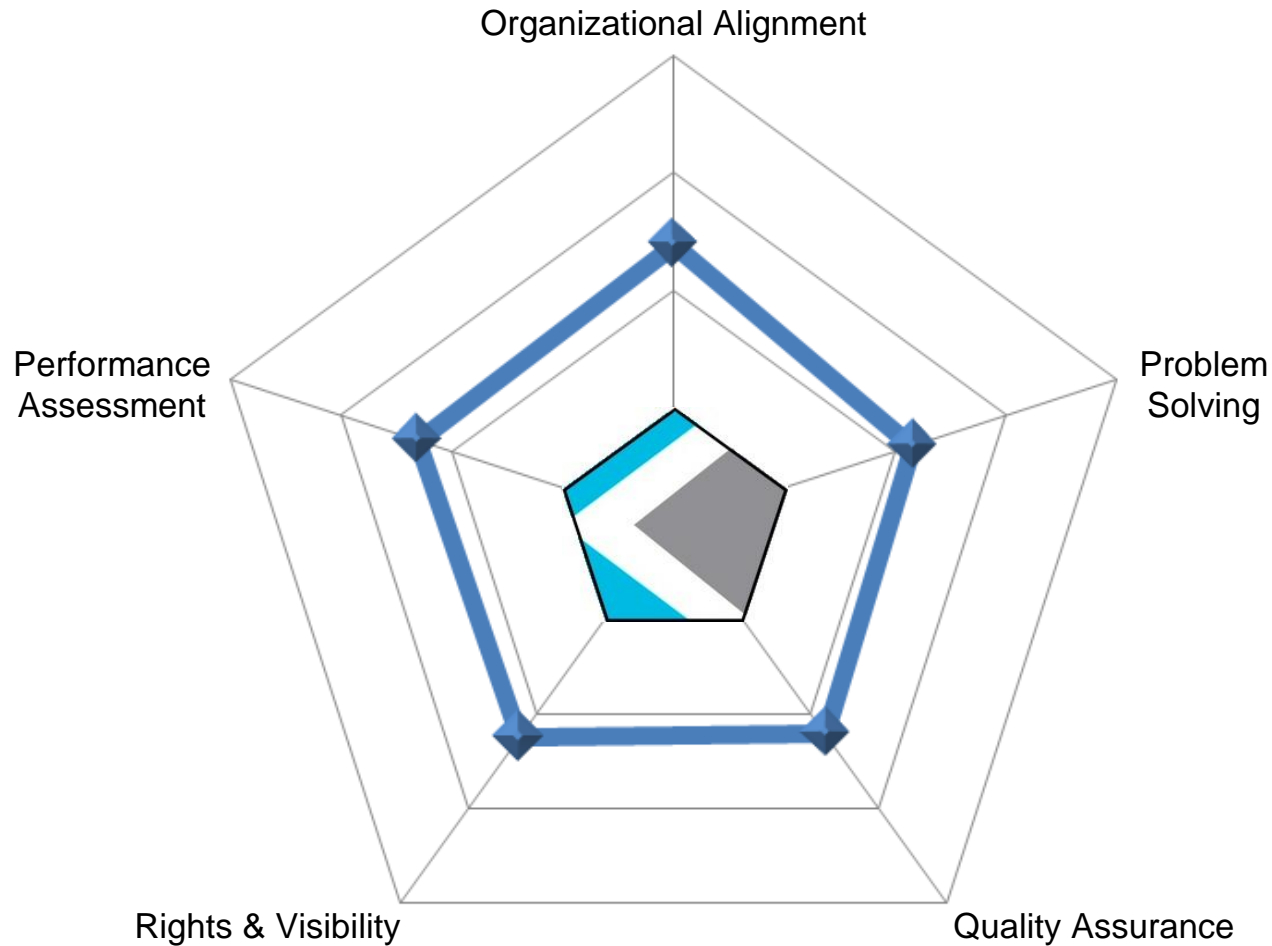
- Understanding vs. Implementing
- Surveys, Observations, Interviews, Focus Groups
 - Understand what is truly going on in your process
- Use 5 key areas of focus and improve something in each one
- Coaching is the key to your Success



Maturity Scale (0-3)



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FREE Survey



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- Knowlysis offers a FREE survey
 - Online
 - Sent to analysts, management
- 5 Areas of Focus
 - Which can be improved?



Conclusion



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- Knowledge Management is critical to your service center's success
 - Do you see the value?
- Do you improve the tool, process, both?
 - When in doubt think process

Questions/Discussions



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Thank You

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