



Knowledge Management Best Practices Implementation Coaching

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Knowlysis offers a complete coaching engagement to assist and train help desk managers in implementing Knowledge Management best practices.

This document contains the following:

- Introduction to Knowledge Management
- Coaching 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 the help desk or service center 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. This can be a daunting endeavor to undertake; one that requires persistence, determination, and know-how. Because Knowlysis recognizes that the implementation of these best practices can be very challenging, this coaching program has been developed. It is of particular value to the help desk manager, to bridge the gap between understanding and implementation. This can go a long way to reducing the frustration of trying to forge on without the benefit of experience or support.

The Knowledge Management best practices used in coaching engagements are based on the Knowledge-Centered Support™ (KCS) strategy developed by the Consortium for Service Innovation™.

Coaching Process and Methods

Knowlysis uses the following methods throughout the coaching engagement process to provide the support necessary to implement Knowledge Management best practices:

Knowledge Management Maturity and Progression Analyses – Knowlysis uses these analyses to benchmark the initial Knowledge Management maturity level and to continually monitor the organization’s progress throughout the Knowledge Management best practices implementation process. These analyses consist of the following methods for gathering and reporting data and information:

- Surveys – analysts and managers
- Interviews – analysts and managers
- Live-Action Observations
- Data Analysis
- Maturity and Progression Reports

“Next Steps” Training – Each report Knowlysis provides to the help desk manager contains a list of “next steps” that can be implemented to move to the next level in their Knowledge Management maturity. Knowlysis trains both the “pilot” / “adoption” team as well as the help desk manager on how to accomplish these next steps, so they are sufficiently equipped to implement these best practices in their workflow processes.

Implementation Training – The goal throughout the coaching process is, ultimately, to enable the help desk manager to identify, implement, and refine Knowledge Management best practices for the life of their knowledgebase, independently of any external assistance. To accomplish this, Knowlysis also instructs the help desk manager on proper methods and processes involved in implementing these best practices, as well as how to monitor the progress of the help desk analysts.

Follow-up Observation – Upon training a pilot team and manager on the “next steps” they are to implement, Knowlysis leaves the team and manager to do just that; implement those practices. After a period of time (3-6 months typically), Knowlysis returns to follow-up on how the team and manager are doing and to provide more coaching if necessary. An important focus of the follow-up coaching includes observing the pilot team analysts on their progress and degree of adoption in implementing the practices and processes.

Conclusion

Knowlysis has developed this coaching engagement program after observing the challenges and frustrations organizations can encounter as they try to embark on the implementation path without experienced support. The goal of the coaching engagement is to enable the help desk manager and analysts independently to carry the Knowledge Management best practices forward. With the recognition that each organization is unique, the coaching engagement is tailored to the dynamics of each organization.

Knowlysis has developed the Management Best Practices Implementation Coaching service, 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.

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