

KNOWLEDGE SHARING

- Does not make you less important

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KNOWLEDGE SHARING

– DOESN'T MAKE YOU LESS IMPORTANT

“The process responsible for sharing perspectives, ideas, experience and information, and for ensuring that these are available in the right place and at the right time. The knowledge management process enables informed decisions, and improves efficiency by reducing the need to rediscover knowledge.” ITIL®



USER STORY 1: BACKGROUND INFORMATION

- Service Desk ~8 person
- Customer roll out was done the year before
- All users / sites were trained
- Normal records ~1600 / month
- About 800 user problem calls / a month on top of the normal records
- User problems affected to invoicing (cost /call)
- Service time Mon - Sat 8 – 20
- SLA target; reply phone calls 95% within 60 sec



OUR ROAD

- Goal; Customers head office wanted to minimize the volume of the user problems
- User problem definition
- 2 month campaign, communicated by the head office to the users
- Usage of the manuals and remote connections



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RESULTS / REPORTING PART

A

- User satisfaction improved
- Customer satisfaction improved
- Amount of user problem -30%
- Amount of other records, no difference

B

- User satisfaction got worse
- Customer satisfaction improved
- Amount of user problem -75%
- Amount of other records -15%

SIDE EFFECTS

- During the campaign Service Desk didn't reach the SLA target of calls
- Users learned to read the instructions much better
- Users were scared to make contact
- New campaign was needed to activate users to call from "real" cases



USER STORY 2: BACKGROUND INFORMATION

- ~8 person in Service Desk
- Customers environment wasn't consolidated
- Only part of the users were trained to use the system
- Official service time Mon - Fri
7 – 17
- Straight calls 24/7 (not much, but still)
- Service Desk employees had on-site days too
- Records were longer than normally in Service Desk, customer business specific questions



OUR ROAD

- Took 2 persons away from the Service Desk for a couple of days to do the first analysis
- Review of all records / customer type
- Analysis of the records
- Focus with the cases which customers would be able to resolve by themselves
- Identification of the “Top Ten” cases / customer type
- Printed the brochure size A5 and send it to all customer sites to keep close the POS system



RESULTS / REPORTING PART

A

- Customer satisfaction stayed same as earlier
- Amount of incidents during the service time -10%
- Calls outside of the service time volume was minimized

B

- Customer satisfaction improved
- Amount of incidents during the service time -0%
- Calls outside of the service time disappeared



Knowledge Management with ITSM tool



KNOWLEDGE MANAGEMENT WITH ITSM TOOL

- Good option is to have Knowledge database in ITSM tool
- All known ITSM tools have Knowledge database
- Improved self-service resolution rate
- Knowledge articles can be used to minimize the volume of the records
- Knowledge articles can be used to give info how to resolve the cases
- Knowledge articles can be used to share the information, news and alerts
- Single, common process to manage all knowledge documents in the whole organization

KNOWLEDGE MANAGEMENT WITH ITSM TOOL

- Define title naming convention
- One article for one issue
- Keep articles short and simple
- Define terms and jargon
- Add search phrases and keywords to articles
- Link articles to show relationships
- Update Information consistently
- Don't make assumptions
- Make content easy to browse
- Organize your articles logically
- Use Images
- Beware of font types and sizes
- Don't create duplicates
- Remember customer perspective
- Remember to whom you are writing the article for
- Reusability
- Instructions clear steps
- Product names and nick names (keywords)
- Graphics should be kept small
- Mark section headers in bold
- Refrain from abbreviations and acronyms
- Always use spell checker
- Define the estimated end day

KNOWLEDGE MANAGEMENT REPORTING

- Even if you have the Knowledge database in ITSM tool, are you able to report all?
- If users are able to resolve the incident by using the knowledge articles, how you would know when incident is not then created?
- Focus the quality of the articles, not the volume
- You will get what you measure

SUMMARY OF KNOWLEDGE SHARING

INNOVATIVE

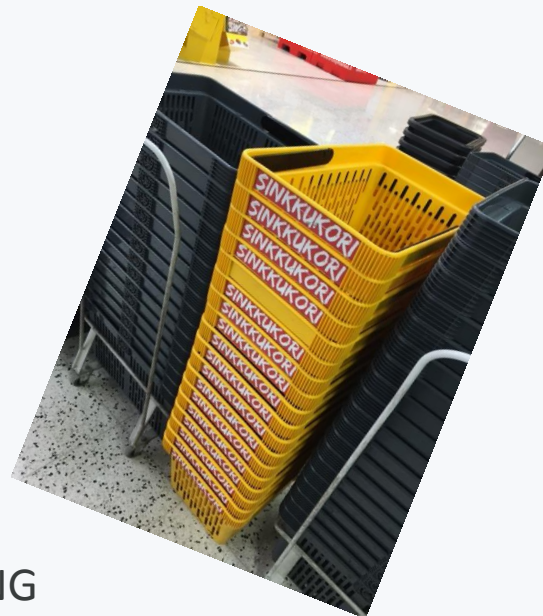
ON-TIME

TARGETED

EASY TO USE /
EASY TO FIND

TRUTH

INTERESTING



*The Greatest enemy of Knowledge is not ignorance,
It is the illusion of the Knowledge
-Stephen Hawking*

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THANK YOU!

