Knowledge Management Framework for SD

Service Desk Competency

Agenda

- **Knowledge Management - Intent & Ideology**

- **KM Project Plan – Eagle eye view**

- **KM Framework**

- **KM Charter & Activities**

- **Standardization – Knowledge Articles**

- **CIS SD Accounts KM Journey**

Knowledge Management - Intent & Ideology

Analyze

Knowledge Articles (KA) on SharePoint

Absence of Knowledge / Tower Categorization

Not integrated with ticketing tool

Absence of uniform KA template

No reporting mechanism

Mechanism to acquire new knowledge absent

Redesign & Implement – Phase 1

Redundant / Invalid articles discarded

Knowledge Article categorization done

Articles placed in uniform template (Standardization) which encloses troubleshooting steps, assignment team details & Version History

Knowledge Base integrated with ITSM

Defined Knowledge Manager role & KA approving / publishing & retirement rights

ENHANCEMENTS

End User Article scope (in future) which will help users to rate articles

KB HUNT – in-house contest to encourage inclusion of more articles in KB (maximum contributor gets awarded)

Periodic revamp of KB to accommodate process updates, new scenarios, inclusion of frequent issues (if not covered)

Modify article approving / publishing / retiring rights based on new people inducted in specific roles

Redesign & Implement – Phase 2

Articles uploaded in ITSM & published post SME approval

Articles searchable through KA category

Weekly report mechanism formulated

Governance Mechanism – analysts refer to KA, attach & mention in documentation – a part of Ticket Audit and reported

Interlock by Knowledge Manager with SMEs & other stakeholders for continuous influx of knowledge

KM Project Plan – Eagle eye view

Stage 1

- KM SPOC identification
- Expectation Setting

Stage 2

- Task implementation
- Review

Stage 3

- Report / Track
- CSI

KM SPOC

- *Single Point of contact from the project who will interact with relevant stakeholders*
- *Responsible for providing data (post validation) around Knowledge Management parameters (KPI etc.) propounded*
- *Engage with Service Desk Practice Team on a regular manner around updates / clarifications*
- *Adhere to timelines, logical thinking, interpersonal skills, proactive and tenacity to drive results with minimal supervision*

Note: Activities carried out in Knowledge Management arena responsible for yielding the numbers are project internal and can be carried out either by KM SPOC / resources aligned for the task

KM Consultant

- *Impart guidance in setting up Knowledge Management (KM) process*
- *Share best practices of effective Knowledge Management*
- *Publish reports around KM KPIs to leadership team*

KM Framework

LEVEL 1
- Structure KB (CTI - Category Type Item)
- CTI in line with Issues categorization
- Keyword searchable in KB
- Articles with unique ID, naming conventions, issue, root cause, workaround and solutions

LEVEL 2
- ITSM tool integration with KB Module
- Searchable from ticketing tool
- Ticketing tool allow user to flag to create articles, if relevant article is not available
- Ticket can be closed only if KB is mapped
- Relevant KB article mapped for all issues that are closed

LEVEL 3
- Subject Matter expert review and approve all solution fed into KB
- SME refine solutions for effective consumption

LEVEL 4
- User enables to rate article on usefulness, effort (in mins.) spent that helps SME to refine and improve articles
- Every KB article should be revisited after a fixed time span to keep it updated
- KB article should have expiry date which can help in filtering from the search

LEVEL 5
- Premium / service catalogue
- SME can proactively create solution bank in KB for critical issues and repeat issues
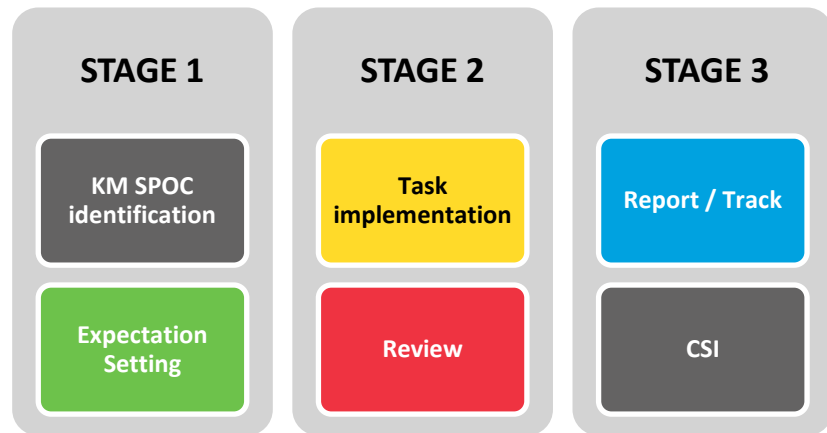- The catalogue can be used for training / induction purpose

All **Transition** accounts are picked for KM Framework

KB Usage improved from **52% to 83%**

User Friendly KB articles that improved Client Satisfaction

Sensitivity: Internal & Restricted

KM Charter & Activities

Review existing Knowledge Base (KB) and eliminate waste	Categorization	Standardization	Knowledge Base integration	KM Measurement Usage enablement	Quick Reference Guide	Knowledge Management Reports – Weekly	Proactive solutions
☐ Check number of articles currently residing in KB	☐ Decide on Categories	☐ Ensure articles are in uniform format (font / color)	☐ Check if KB is integrated with ticketing tool	☐ Check for feature availability in ITSM	☐ Deduce top 20 call drivers / issues	☐ Number of articles added for the week	☐ Add solutions / articles for issues which does not have Knowledge Article
☐ Number of articles which require modification / retirement	☐ Tower categorization of Knowledge Articles	☐ Upload articles in ITSM	☐ Check if articles searchable from ticketing tool if not , engage with tools team and suggest enhancements	☐ Check for reporting feasibility from ITSM	☐ Align KB# against each article	☐ Number of articles in Knowledge Base , status (published / review) classified by Category	☐ Publish report- weekly
☐ Zero in on valid Knowledge Articles	☐ Publish report- One time activity	☐ Article review in ITSM and publish	☐ Publish status	☐ Engage with tools team for any tool enhancements	☐ Print out to be taken and pasted in cubicle	☐ KB Usage / Measurement	
☐ Publish report- One time activity		☐ Publish report with status (weekly) till activity completion	☐ Follow up till closure	☐ Publish report			

STAGE 1
- KM SPOC identification
- Expectation Setting

STAGE 2
- Task implementation
- Review

STAGE 3
- Report / Track
- CSI

KM SPOC

- Single Point of contact from the project collaboration
- Post validation around Knowledge Management parameters (KPI etc.) propounded
- Engage with Service Desk Competency Team & Central KM consultant periodically on updates / clarifications
- Adhere to timelines , logical thinking , interpersonal skills, proactive and tenacity to drive results with minimal supervision

Note: Activities carried out in Knowledge Management arena responsible for yielding the numbers are project internal and can be carried out either by KM SPOC / resources aligned for the task

KM Consultant

- Impart guidance in setting up Knowledge Management (KM) process
- Share best practices of effective Knowledge Management
- Publish reports around KM KPIs to leadership team

Standardization – Knowledge Articles

Microsoft Word
Document

- All articles in use to be reviewed / approved by SMEs (Technical accuracy) & Knowledge Manager (KM) – Second Level approver
- All articles to be of uniform font, size, information layout and Naming Convention

OVERVIEW
INTRODUCTION
SOLUTION
SERVICE CATEGORIZATION
FCR / NON FCR
ASSIGNMENT TEAM DETAILS (FCR)
ASSIGNMENT TEAM DETAILS (Non FCR) along with information to be enclosed while routing the ticket to L2
VERSION HISTORY

- Naming Convention – Article should start with Category Name followed by a phrase which indicates the article utility – If the article is Country specific , the same to be mentioned within open parenthesis

THANK YOU FOR THE TIME

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