Is Target Practice Corrupting your Knowledge Base?

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Production Line Thinking
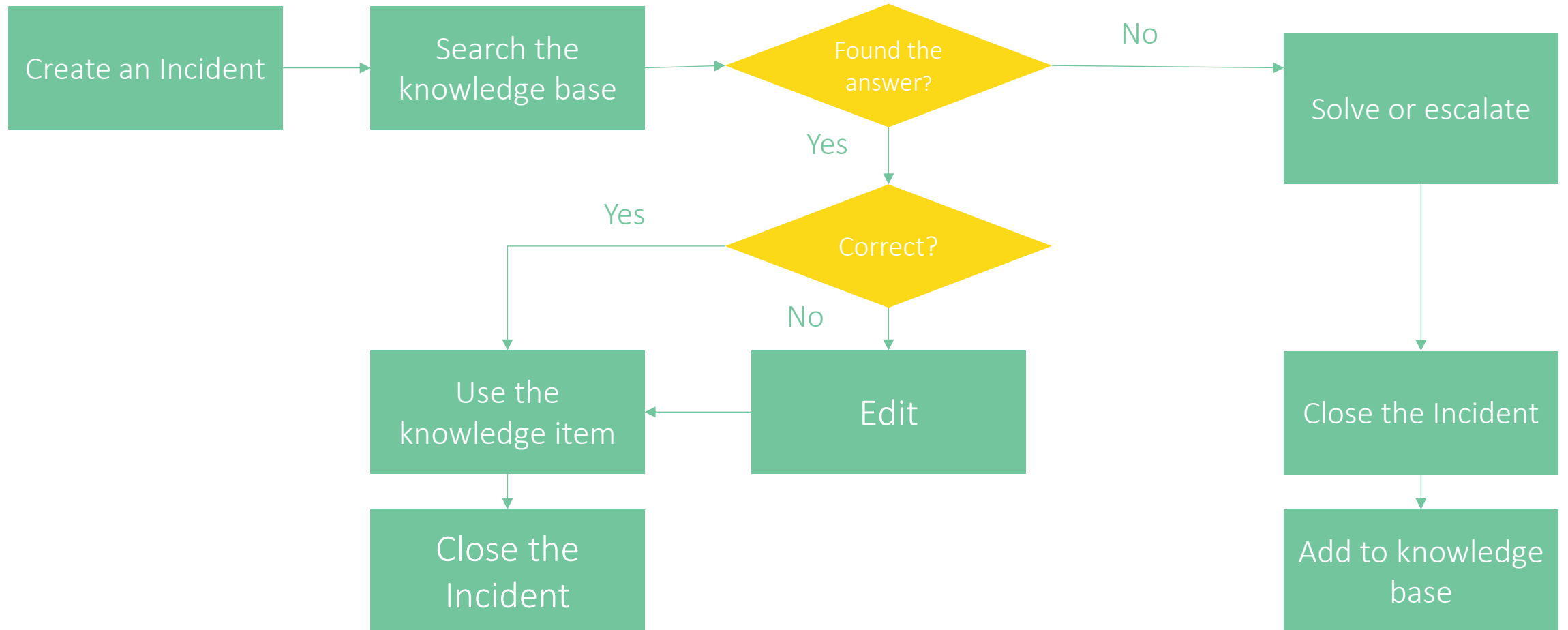
Implementation

Process

Simplicity is key

- Make a template

  - Structure

  - Describes content

  - Gives examples

Template Knowledge Article

Description

Question / Problem:
Question or problem in the words of the customer.
Environment:
Version information if applicable

Content

Answer / Solution:
- Answer or solution
- Preferably short, e.g. with bullet points
- "complete thoughts, not complete sentences"
- If possible links to other Knowledge Items
- If possible links to external sources
- If possible usage of screenshots

Cause:
If it was a problem and not a question, an underlying cause can be docume

HUMAN NATURE

DO NOT CLIMB,
PLAY ON, AND
AROUND PIPE

SUMMED UP IN ONE PICTURE

WIIFM

- Reduction in durations

- Reduction in repetitive tasks

- Saves time

- Proactive processes enabled

    - Projects

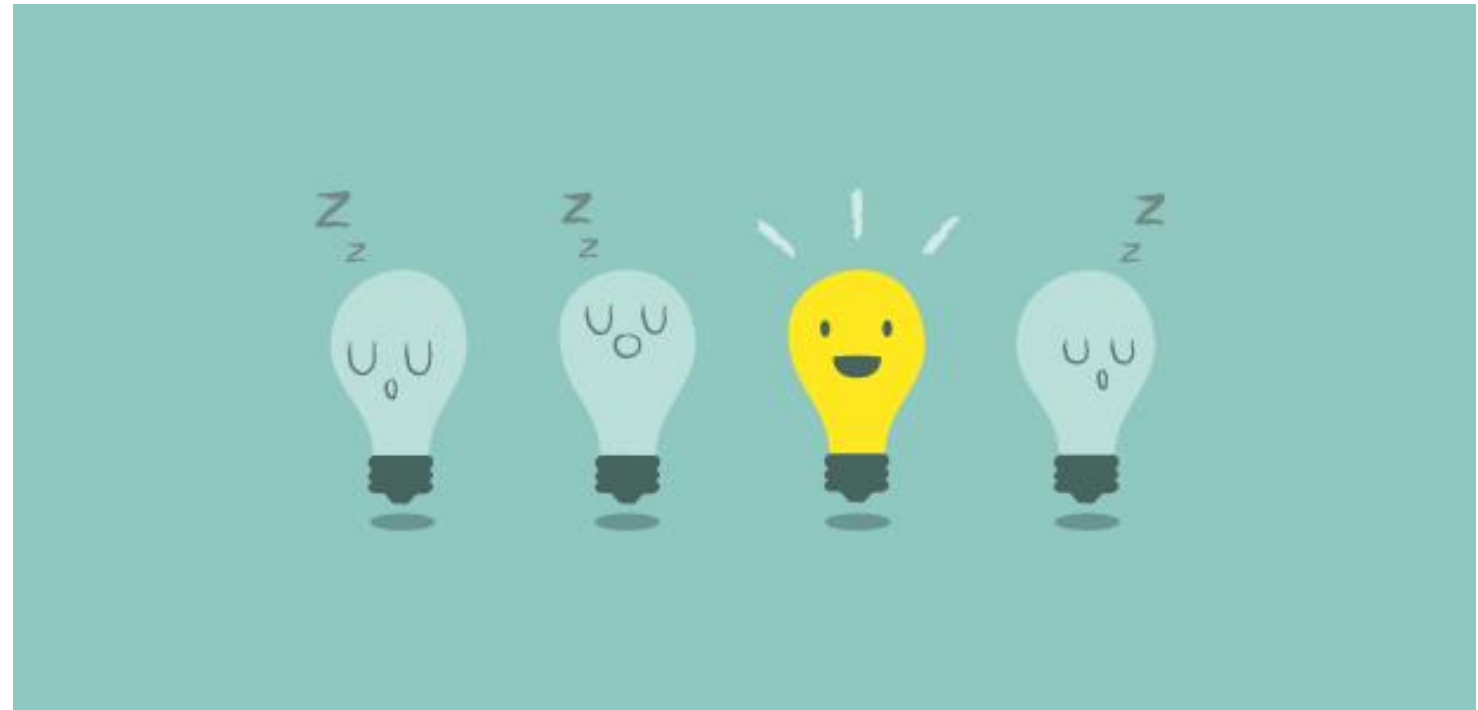   - Problem management

Measure

Content Health

- Uniqueness
- Complete
- Clarity
- Title reflects article
- Links valid
- Metadata correct

Assessing Value

- Reuse

- Reference

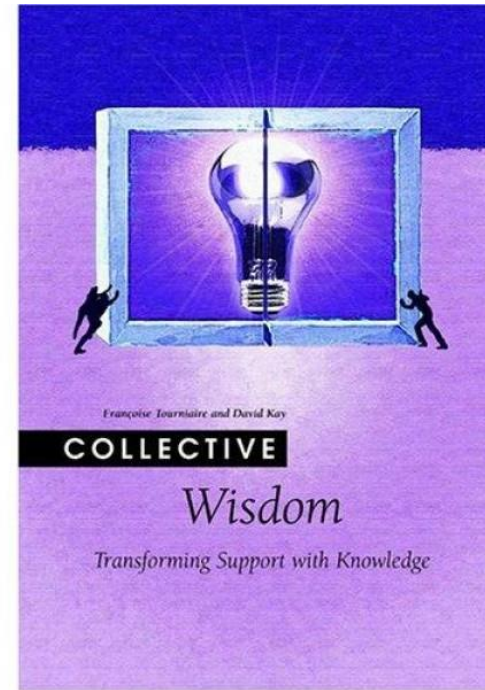- Feedback

Targets to avoid

- Number of Knowledge articles created

- Number of Knowledge articles modified

Goals based on activities will corrupt your knowledge base

Further reading

- Book: Collective Wisdom – Transforming Support through Knowledge

- KCS® – Knowledge Centred Service
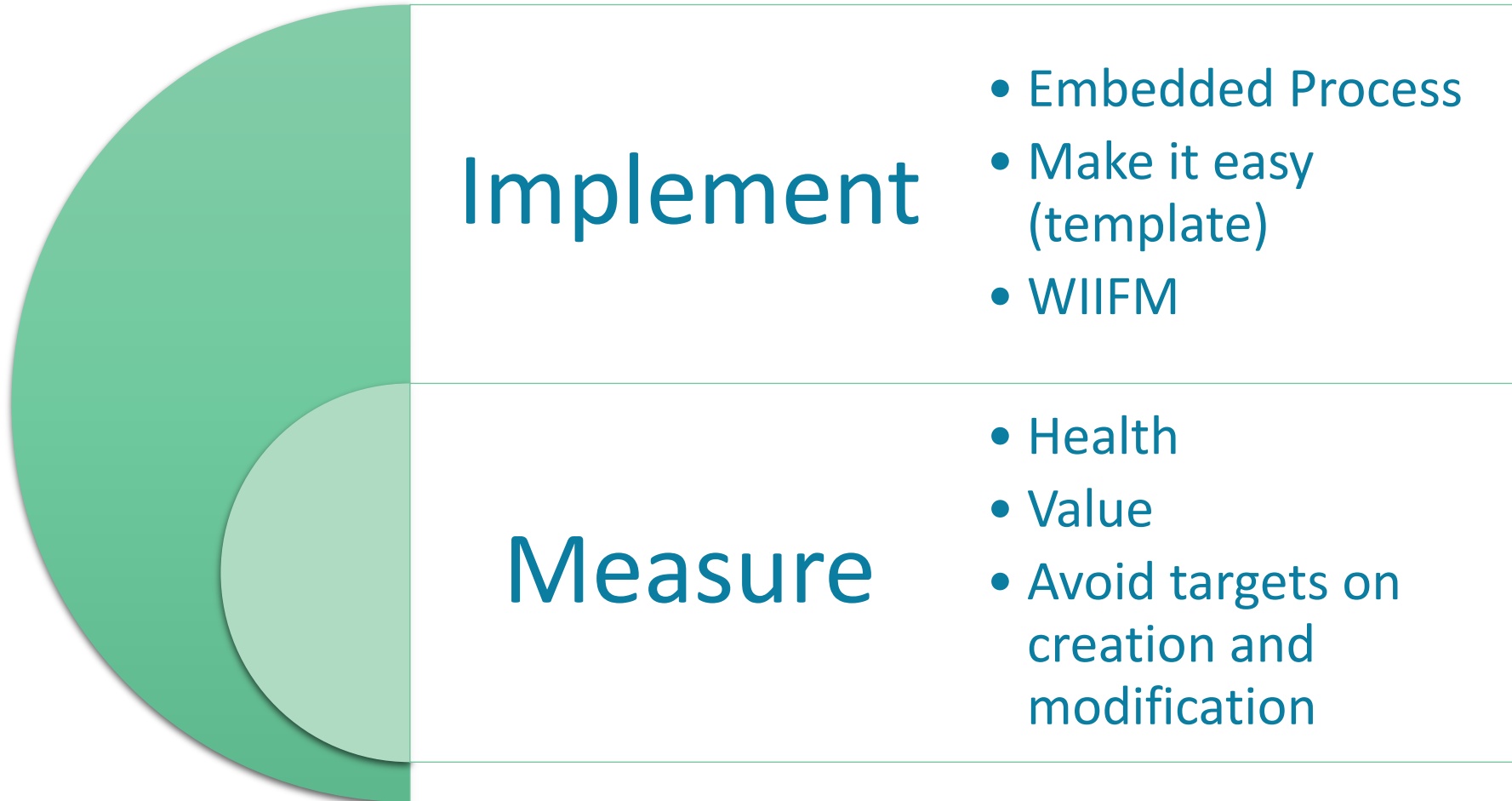 - https://library.serviceinnovation.org/KCS

- TOPdesk resources

COLLECTIVE Wisdom

Transforming Support with Knowledge

Françoise Tourniaire and David Kay

Consortium™ for Service Innovation

Knowledge-Centered Service (KCS) v6

Summary

Implement
- Embedded Process
- Make it easy (template)
- WIIFM

Measure
- Health
- Value
- Avoid targets on creation and modification

Thankyou for listening

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