

Implementing a Knowledge Management Solution

Why Knowledge Management

Companies and their customers require rapid access to information. Your Sales staff needs to quickly respond to requests. Customer Service and Helpdesk staff need answers for customers. If your customers are forced to wait, they will go somewhere else. For larger companies with a technical helpdesk, Knowledge Management helps to streamline operations.

“It is a very sad thing that nowadays there is so little useless information”.

- Oscar Wilde

If there were one answer to this question, it would be, “To increase the efficiency and effectiveness of your company”. But there isn’t only one answer. Implementations of Knowledge Management processes differ by industry and function. Their commonality comes from their sharing a common thread:

Capture - Structure - Reuse

When you lose an employee, you lose the knowledge that they possess. The training and skills that made them valuable to your company walk out the door when they do. Similarly, when you acquire a new employee, it takes time to educate them in the processes and functions of their role and your business. By applying Knowledge Management principles and processes, the collection of knowledge that represents an organization’s captured experiences can be structured and reused in future activities.

Customer Satisfaction and Cost Containment

Consistency is the key to a positive customer experience. Create a Knowledge-Sharing Culture to facilitate the flow of information throughout your organization. By fostering collaboration within and between teams, your business processes and responsiveness improve. This improvement results in lower operating costs and increased customer satisfaction.

CA® Product Expertise

- » CA® Service Desk
- » CA® NSM
- » CA® DSM
- » CA® IT Asset Manager
- » CA® IT Client Manager
- » CA® Service Catalog
- » CA® Software Change Manager
- » CA® CMDB
- » CA® eHealth
- » CA® Spectrum
- » CA® IT Asset Portfolio Management
- » CA® Wily
- » CA® Clarity PPM

OakTree CA® Service Areas

- » Infrastructure Management
- » IT Governance
- » Security Management
- » Service Management
- » Workload Automation





White Paper: Implement A Knowledge Management Solution

With Knowledge Management processes, tools, and techniques you can achieve several of the following benefits:

- » **Improved Customer Satisfaction:** Your customers receive faster and more accurate solutions.
- » **Improved Employee Morale:** No longer will your employees have down time seeking assistance from others if they cannot find information. This will improve their efficiency and make them more productive. Furthermore, contributors have a higher sense of ownership and willingness to participate.
- » **Organizational Alignment:** If this type of technology is applied to the IT support role, you will be able to have all of your internal support groups be aligned with each other. Creating an "information sharing" practice that will allow all levels of support to share information with each other making your internal support structure much stronger and appear as one. This will not only build your problem solution area, but it will allow you to offer these solutions to your customers.

Industry Experience and Expertise With Documented Processes and Solutions.

Some of the processes, roles and responsibilities of a successful Knowledge management implementation are outlined below. While each situation is different, there are common threads that tie these Knowledge Management process principles to almost any project.

A comprehensive internal Knowledge Management process and tool-set will be developed and implemented concurrent with the installation of the helpdesk software, related components, and processes. The Knowledge Management process will compliment the documented problem management process.

Discovery and Documentation: Discovery activities, in order to create the Knowledge Management process: interviews with support technicians, and assessment of any existing process or resolution documentation conducted on-site.

Knowledge Manager: The discovery period includes the selection of a Knowledge Manager to maintain knowledge repositories. An individual from existing staff, who will maintain the repositories as part of their normal technical support functions, will initially fill this role. This person will have ongoing maintenance responsibilities to ensure

the efficacy of the Knowledge Management process and operations.

Database and Portal: A data repository, either alone, or in conjunction with other software and hardware tools is needed to maintain an inventory of knowledge objects, such as break-fix resolutions, and process guidelines. Access methods to the knowledge at the author and user levels are defined in order to allow control over content and use of Knowledge items. Security needs identified by the customer and in conjunction with industry best practices will be implemented to secure access to the server, and the knowledge repositories.

Quality Assurance and Validation: Once the updated software interfaces and processes are in place, usability testing will commence. Any changes to tools and processes identified by this activity will be documented and addressed. This monitor and control activity ensures the efficiency and efficacy of the Knowledge Management Process.

Promotion: A tool that no one uses is not useful to anyone. A plan for promoting and using, and contributing to the Knowledge Base is needed in order to ensure success.

We Help Turn Call Centers Into True "Contact Centers" Using Knowledge Management and Self-Service Technologies.

Through analysis and application of industry best practices, we can provide a cost efficient solution to leverage your existing investment with the latest technologies.