KPS

Knowledge Management Software

Could Knowledge Management Help You Operate A More Effective & Efficient It Service Desk?

Challenges Of The Modern Day Service Desk

With ITIL an established framework for delivering quality IT service, this paper seeks to explore why Knowledge Management (KM) should be seen as a key enabler in providing an efficient service desk. Can you relate to any of these scenarios?

- Being asked to support an increasing number of technologies & often complex technologies with fewer resources?

- Have a high turnover of staff or training is excessively long to get new users productive?

- Wonder how you are going to support staff bringing in their own devices?

- Want to rely less on 'experts' within the organisation & need an information sharing strategy to be embraced?

- Want to implement an effective self-service strategy?

The adoption of best practices to effectively manage your IT service provision has undoubted benefits for the organisation with ITIL offering a systematic, professional approach to IT Service Management.

This framework delivers greater productivity and better use of skills and experience and a quality approach to IT services.

The close alignment of Knowledge Management deliverables to ITIL deliverables (increased efficiencies, reduced cost, better communication and information flow) means more and more companies are looking to implement an effective knowledge management strategy that both complements and enhances the ITIL framework.

Enabling knowledge from ITIL processes such as incident, problem and change are crucial to increasing productivity as agents are able to search the knowledge base directly without switching to another tool.

A tight integration will automatically pass the details of the incident through to the knowledge base for the immediate display of possible solutions. Making information accessible at 1st line will;

- Increase First Line Resolution

- Reduce Escalations

- Reduce Average Handling Time

A standalone Knowledge Management application, integrated with the Incident and Problem functions, is often a good choice as it can be integrated with different tools, so if an ITSM system was replaced, the Knowledge base wouldn't need to be.

To allow this to occur seamlessly, a best of breed technology should be sought which is platform agnostic. Furthermore you are able to retain your knowledge, even if you outsource the helpdesk, again reducing the costs of on-going ownership.

Doing More With Less

Forty-five per cent of the US workforce spends 3 or more hours a week just searching for information in the Workplace. When that employee is working in frontline services such as an IT service desk environment, an inability to provide the right information at first contact will drive down customer satisfaction and drive up costs.

A 1st line support function can only be run efficiently if they are able to fix a wide variety of calls without recourse to escalations to more expensive 2nd or 3rd line channels. In terms of the KM technology, being able to leverage existing information, without the need for rework is key to a quick deployment and rapid returns.

Look for a knowledge tool that sits as a layer over the top of your information estate, accessing information in different repositories, which allows you to search all relevant information at the point of need for quick results.

For rapid results you will also need a knowledge tool which will display the sections of the document which answer the question posed. Returning a 100 page installation guide as a 'solution' can only be useful if the user is taken directly to the section which answers the question and not just the page itself.

When staff, or indeed, end-users can access information at the point of need through a search that is not just constrained by keywords or meta data, then significant improvements can be seen across the service desk and makes self-service a reality.
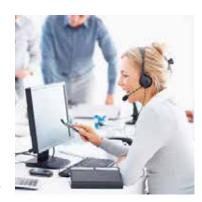
Reducing Training Times

Having a system that existing users can utilise to share their experiences and allow new staff to gain confidence is key to reducing training times. Other features such as 'flagging' what is missing from the knowledge base, also means that tacit knowledge can be collected at the point of need.

The technology should make this simple – both flagging and creating/amending knowledge should be available from the search results page – allowing for quick ways to gain knowledge from the expertise that fellow colleagues hold, significantly reducing the training times for new recruits.

Some best of breed knowledge bases used effectively have reported significant reductions in training times from 6 months to 6 weeks to gain 80% operational effectiveness.

This is a huge cost saving not only in training time but also support for new users who can use the system to provide the answers that they need rather than rely on specific peer support.

At the same time a system that provides the ability to log new users questions can leverage existing expertise when the solutions are also added to the system, again reducing speed to become productive and gathering and sharing tacit knowledge simultaneously.

Information Sharing

Turning tacit knowledge into explicit knowledge is the challenge of any knowledge management implementation with technology alone unable to deliver the capture of intellectual capital.

What a modern KM tool will do is facilitate and enable this process. Knowledge management is about people, process and content, not just the technology.

A culture of sharing information must be nurtured and encouraged. With out of the box analytics detailing both the knowledge gaps identified and the reuse of documents created, those users who are actively capturing and sharing information can be identified and even rewarded.

The buy in of the expert user is of equal importance as the end user to ensure that the content is relevant and up to date. Rubbish In, Rubbish Out may be a frequently used phrase but it is never more applicable than when talking of Knowledge Management.

Support Staff Who Utilise Byod

One of the major challenges with Bring your own device is how to effectively handle the diversity of support questions which may arise.

If staff who bring their own equipment into the office are to look for help, advice and guidance from the service desk then expertise is needed on a wider number of devices than was possibly previously needed.

Access to a knowledge base which can pull in information from many different sources, such as forums, support websites, user guides and internally authored articles will arm the support desk with the information they need to effectively support multiple devicest.

Extending Self Service Functionality Beyond Call Logging

True self service is not about reducing costs by letting your customers log and track their incidents online but empowering them to resolve incidents themselves through access to a comprehensive list of FAQs and relevant articles, powered with a natural language search.

Enabling self-service, which effectively opens up your service desk 24x7, has far reaching benefits, including:

- Increase service levels while lowering cost

- Extend hours service is available

- Increase customer satisfaction

- Lower incoming call volumes

- Reduce per-incident costs

Summary

Enhancing the incident, problem and change logging functions by providing immediate access to relevant knowledge will improve speed to resolution, improve quality, aid adherence to SLA's and reduce escalations.

This can only be achieved through the use of and tight integration with a best of breed knowledge management system.

When agents have access to knowledge at the point of need they are able to provide more support without the need to increase resources. Direct access to information also means that new users and trainees become more effective, quickly.

A knowledge management tool which combines intelligent search, expert escalations for capturing tacit knowledge,

content management features and knowledge gap identification will help deliver efficiency savings and improved customer service on the service desk. This will also ensure less reliance on experts within the organisation through an effective information sharing strategy when using the knowledge base.

Additionally allowing end users to self-serve offers significant cost savings to organisations by reducing avoidable contact and fully support your BYOD strategy without placing unnecessary strain on the service desk.

With Knowledge Management implemented effectively, IT Knowledge Management becomes a key enabler to executing your organisation's core ITSM processes more efficiently.

KPS offers Knowledge Management Software that is quick to deploy, easy to integrate, use and maintain with a wide range of features to support service desks and support agents, as well as customer self service. KPS Knowledge Management Software supports internal service delivery and customer service delivery in many areas including IT service management, Health, Education and Public sector services. KPS knowledge management solutions enable access vital knowledge quickly and easily through a simple to use natural language interface. The KPS solution also helps to identify and fill knowledge gaps making new solutions available for future use.

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