



{ October KCS Pilot Update }

25 October 2016



version 1.0

{ What are we asking from you? }

- Continued support to help your Pilot team maintain momentum for this initiative
- Ask us any questions and give us your feedback
- Prepared to review the results of the KCS Pilot after the first week of December
- Check out our website at MiamiOH.edu/KCS—be sure to look at the KPIs

{ Refresher: How does KCS work? }

- Creates Knowledge by answering only questions clients are asking
- Captures Knowledge at speed of conversation and in client context
- Provides a single repository of support Knowledge
- Links all support tickets to a Knowledge Article
- Simplifies Knowledge Articles
- Frees up capacity for L2/L3 analysts by reducing re-discovery and re-work

{ *Refresher: The Pilot* }

Groups participating in the Pilot:

- Service Desk
 - T. Ward, B. Roi, S. Stiles
- Campus Partnerships
 - J. Harrison
- Solution Delivery Support
 - D. Drake, S. Olaya
- IT Process & Planning
 - P. Ferris, J. Toaddy
- Comm. & Customer Advocacy
 - E. Smith

Duties as assigned:

- Charged with using version one of KCS
- Demonstrate success
- Provide feedback
- Identify and develop coaches necessary for future waves
- Use lessons learned to improve process and tooling prior to future waves



{ How are we doing? }

- People outside the Pilot want in
- Publishing cases faster than expected
 - Cases published to the world: 28
 - Cases approved but kept internal: 8
- Pilot members highly enthusiastic about new process
- KPIs look good so far
- Dashboard is really coming together
- Carefully adding more support personnel to the Pilot
- Participating analysts are improving and helping more people
- KCS success story

{ Refresher: When is KCS happening? }

For Miami University IT staff in participating groups

Who currently use an ad-hoc web of Knowledge to support the Miami community

Our Product provides a mechanism for capturing, structuring, reusing, and improving Knowledge during the incident management and request fulfillment processes

That stores Knowledge in a single, searchable repository that functions at the speed of conversation and improves the reputation of IT Services and partners by reducing the variation of solutions provided

Summer–Fall 2016	Winter–Spring 2017	Summer–Fall 2017
<ul style="list-style-type: none">✓ Strategy, design, and build✓ Training for Pilot group✓ Pilot launch after Fall Move-In• Assessment of Pilot (in December)• Adjust process as necessary	<ul style="list-style-type: none">• Train Wave 1• Launch Wave 1• Use coaches from Pilot group to succeed and maintain• Assessment of Wave 1• Adjust as necessary✓ Begin KB publication <p>...Wave 2 ...Wave 3</p>	<ul style="list-style-type: none">• Broadly communicate and actively market the use of self-service

{ Challenges: Looking forward }

- Coaching is time consuming—we will need to consider this as we move forward
- Limited number of qualified coaches may require smaller implementation waves
 - Coaches from the Pilot cannot lead larger groups effectively
 - Need to develop additional coaches for subsequent waves
- Issues could arise due to time to update tickets for groups whose primary focus is not support
 - Requires more effort than “Done”
 - Management support will be necessary to ensure compliance

{ *Refresher: Ditches and glitches* }

- **Premature launch of self-service**
- **Expand too fast**
- Convert legacy Knowledge
- Focus on slow adopters
- Overcomplicate content standards
- Managers tell rather than motivate
- Over-engineering (keep it simple)



{ Would you like to know more? }

Learn more at our website:

MiamiOH.edu/KCS

More questions?

Take us to lunch (not Western)

