



# Knowledge Management:

How to Effectively Store IT Knowledge In Your Organization



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# The Changing Workforce

✓43% of U.S. workers will be telecommuting by 2016

✓Today's college graduates will hold 14 jobs by the time they are 38

✓Over 40% of workers will be contractors by 2016

MAY 25, 2009

Failed State: The Sources of Pakistan's Chaos

The Unseen Struggle of Autistic Adults

Summer Arts Preview: From Harry Potter To Thomas Pynchon

# TIME

## The Future Of Work

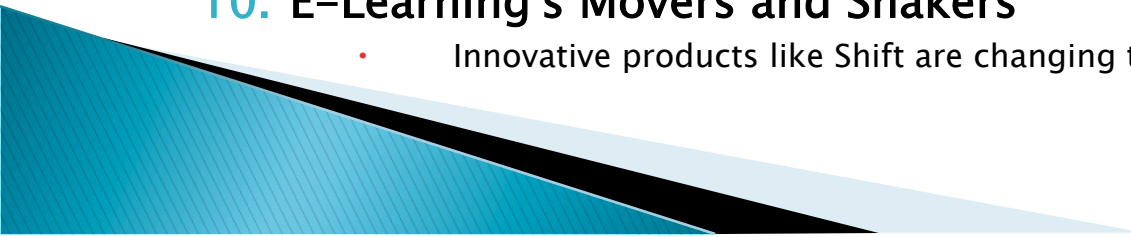
Throw away the briefcase: you're not going to the office. You can kiss your benefits goodbye too. And your new boss won't look much like your old one. There's no longer a ladder, and you may never get to retire, but there's a world of opportunity if you figure out a new path. Ten lessons for succeeding in the new American workplace.

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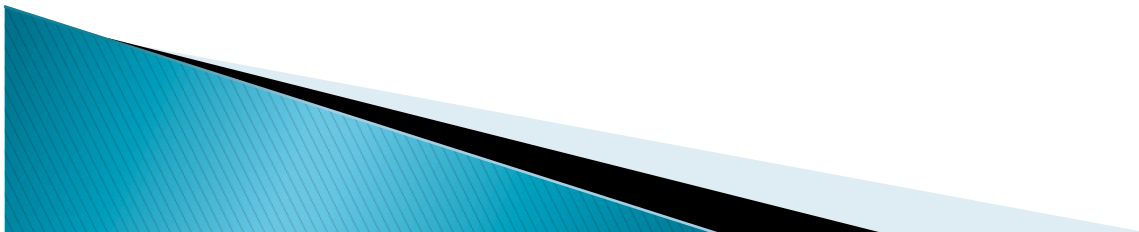
www.time.com

# Top 10 e-Learning Trends

- 1. Application Service Providers offer more quick start options**
    - Fewer barriers to utilizing online learning technology
  - 2. Companies integrate e-learning into their infrastructure**
    - Your company is already utilizing it?
  - 3. Churning skill sets require e-learning initiatives**
    - More job changes require quicker knowledge acquisition
  - 4. E-Learning cuts the cost of high quality content**
    - We all need to continue to reduce costs in our business
  - 5. E-Learning levels professional playing field around the world**
    - Removes traditional "Skills sets" within IT
  - 6. Gamers bring interactive skills to e-learning**
    - Any gamers on your support team?
  - 7. Governments deploy e-learning at all levels**
    - Gov't drives many corporate initiatives
  - 8. Partners and collaborators use e-learning to get everyone on the same page sooner**
    - Your partners will be providing it to you when they sell you technology!
  - 9. Wireless technology helps e-learning initiatives "cut the cord."**
    - Learning will be done on the go
  - 10. E-Learning's Movers and Shakers**
    - Innovative products like Shift are changing the landscape of rapid e-Learning
- 

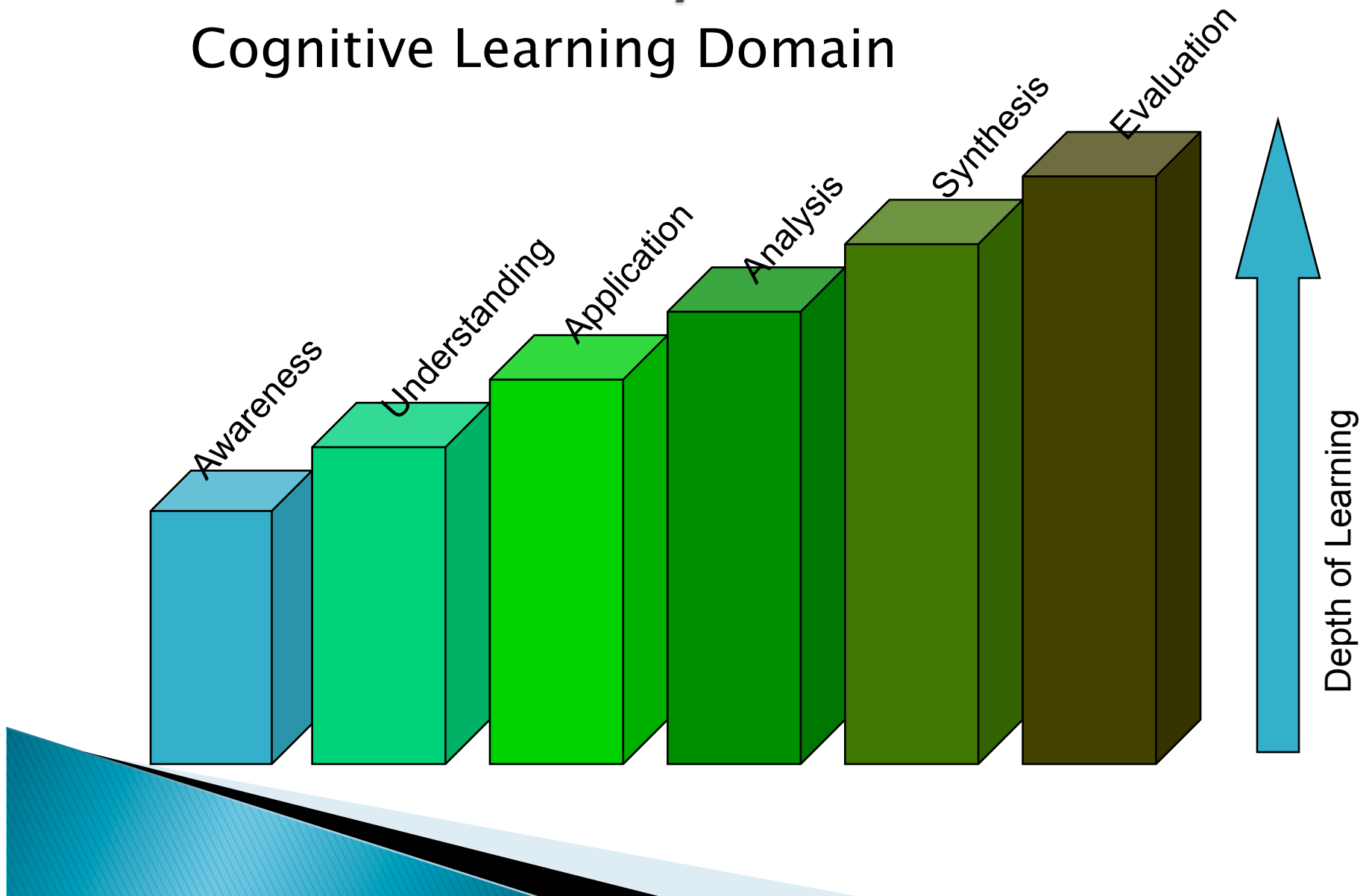
# What this means for support

- ▶ **We are being re-wired as we know it**
  - Knowledge sharing is no longer transactional
- ▶ **Focus shifts from knowledge acquisition to Knowledge distribution & transparency**
  - IT needs to provide “Just-In-Time” and “On-Demand” learning solutions
- ▶ **Today’s IT knowledge is outdated tomorrow**
  - Traditional storage methods such as SOP’s, Knowledge Bases, FAQ’s are often outdated the moment they are created based on the business



# Bloom's Theory

## Cognitive Learning Domain



# Changing The Approach



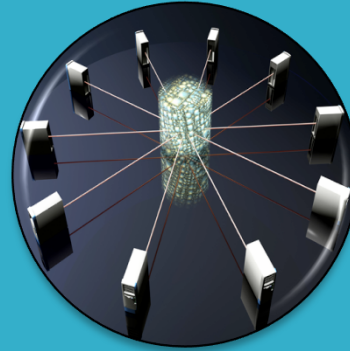
## Knowledge Capture

Web Based  
Ownership  
Key data



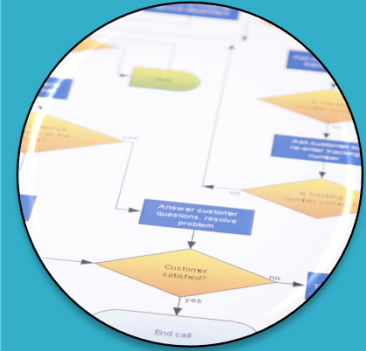
## Knowledge Storing

Best Practice  
Interactive  
Learning focused



## Knowledge Distribution

Accessible  
Measureable  
Business Rules



## Document Service Catalog

Learning reinforced  
Back-up

The Knowledge Storing & Distribution Process

Process & Procedure Submission Form Survey - Windows Internet Explorer

https://www.surveymonkey.com/s.aspx?sm=8vER7MqYyELXq%2b%20%2f8X8wIF3XH3g52ipvLMf037k%3d&

SurveyMonkey.com, LLC [US]

Secure Search

File Edit View Favorites Tools Help

Secure Search McAfee SECURE

MegaMeeting... OnPoint Portal Files VPI - 1... SurveyMonke...

B-Virtual Inc.

### Process & Procedure Submission Form

#### 1. Overview

[Redacted]

This section will cover process and procedure background information.

\* 1. Your Customer Identification Number:

\* 2. Please enter the email address of the process or procedure owner.

\* 3. Is this a new process or procedure being created, or an existing one?

New

Existing

\* 4. Please describe the type of process or procedure being inputted:

Business Process (Facilities request, New Hire Process)

Procedure (Password reset, troubleshooting)

FAQ (Short answer solution to request)

Done Internet 100%

1. Capture knowledge from any source, anytime

2. Establish a Single Point of Process / Procedure Ownership (SPOC)

3. Categorize your knowledge for the Service Catalog

Content Viewer - Windows Internet Explorer  
http://www.softtaught.com/opcv/pages/course/run\_course.jsp?act=page&pn=1  
Knowledge Management Demo Topic > Knowledge Management Demo Page  
Notes Glossary Help Close  
Progress Bookmark | Page 2 of 4 -- Go to --

B-Virtual Inc. Go to Glossary Notes Print Help Menu  
Screen Publishing 4.10

**Process Steps**  
test instructions

Step one  
Process Step One

01 02 03 04 05 06 07 08

The customer initiates a request to publish their content within Shift to the Service Center.

The customer is then notified that they will be authorized to publish the content within the next 4 business hours.

MindMuze Progress Level 3 of 3

Internet 100%

1. Best practice approach to building process & procedures

2. Drag and drop screens to match knowledge retention objective



Content Viewer - Windows Internet Explorer  
http://www.softtaught.com/opcv/pages/course/run\_course.jsp?act=page&pn=1


Knowledge Management Demo Topic > Knowledge Management Demo Page

Progress | Bookmark | Page 2 of 4

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Screen Publishing 4.10

**Introduction**  
Within the PDA please navigate the icons below for more information.



Dependencies  
Other process workflow dependencies include: Quality Assurance, Report Usage

Progress Level 1 of 3

Done

1. Track updates and changes to business processes

2. Describe learning (knowledge) objectives

3. Make learning interactive

The image shows a screenshot of a web browser window displaying a course page. The browser's address bar shows the URL [http://www.softtaught.com/opcv/pages/course/run\\_course.jsp](http://www.softtaught.com/opcv/pages/course/run_course.jsp). The page title is "Knowledge Management Demo 2 Topic > Knowledge Management". The browser's status bar at the bottom indicates "Done", "Internet", and "100%".

Three callout boxes highlight key features of the knowledge management system:

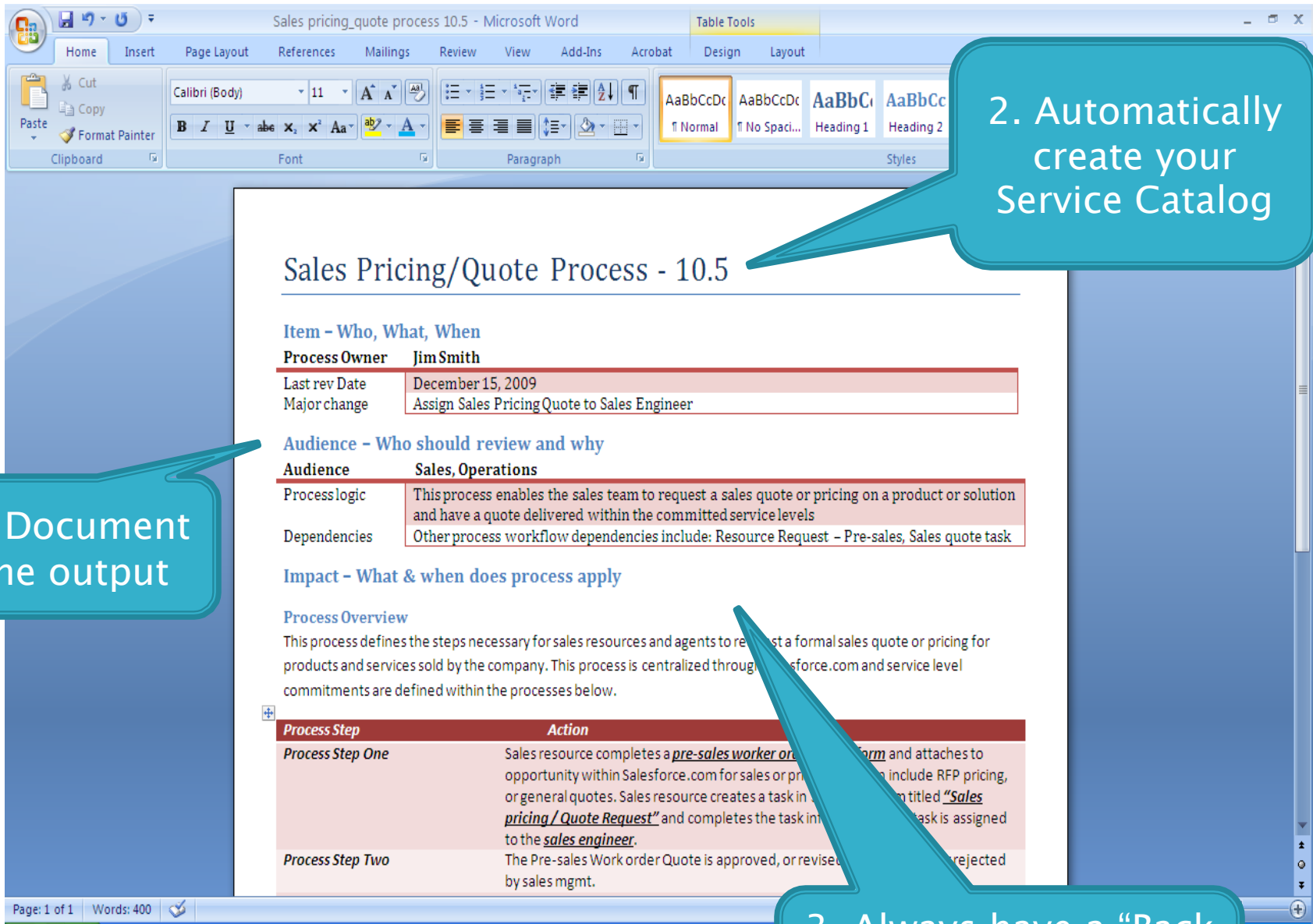
- 1. Make your knowledge accessible**: A callout box pointing to the browser's address bar.
- 2. Measure acquisition of knowledge**: A callout box pointing to the "Modules" section, which lists "Demo Process".
- 3. Provide rapid change delivery for knowledge**: A callout box pointing to the "Topics" section, which lists "Thought Rock Membership ITSM\_ITSMF 7.8".

The main content area features a large graphic of a globe with a network of stylized human figures connected by lines, symbolizing global knowledge sharing. The page is powered by B-Virtual Inc., as indicated by the logo at the bottom right.

1. Make your knowledge accessible

2. Measure acquisition of knowledge

3. Provide rapid change delivery for knowledge



1. Document the output

2. Automatically create your Service Catalog

3. Always have a "Back-up" to your Knowledge Store

# About B Virtual Inc.

At B Virtual Inc. our mission is to provide IT leadership through innovation, passion, and commitment.

- We have changed the way the IT Service Desk delivers support. Our education and training solutions are simpler, more efficient and less costly.
- Our virtual support models provide sourcing flexibility and transparency for our customers.
- We incorporate our products and solutions into our collaborative knowledge exchange, ThoughRock.net.
- The combination of our products and services allow us to become a Trusted Advisor to our customers and partners.

Contact us today at [www.bvirtualinc.com](http://www.bvirtualinc.com)  
for more information