

Transform your Service Desk to a Learning Desk

Performance support tools . How these tools can help you drive down your call volumes and increase user self sufficiency.

Key Learning Objectives:

- Understand what performance support is and how it can be implemented
- See how learning at the moment of need can drive down call volumes and increase user self sufficiency
- Hear a Case study example and a Sample Business case



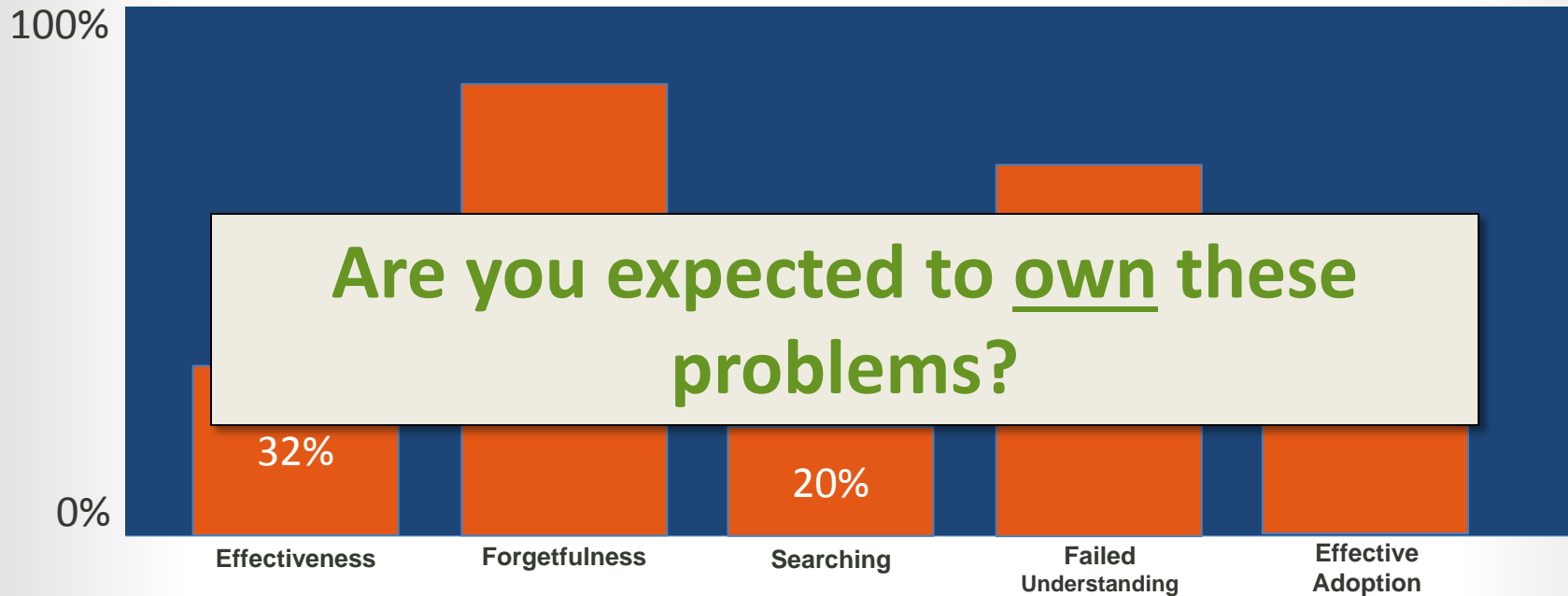
John Towsley

CEO
MindMuze

The Presentation Will Begin at 12:00pm EST

The recorded presentation and slides will be available in the Thought Rock library after the show.

What's the problem?

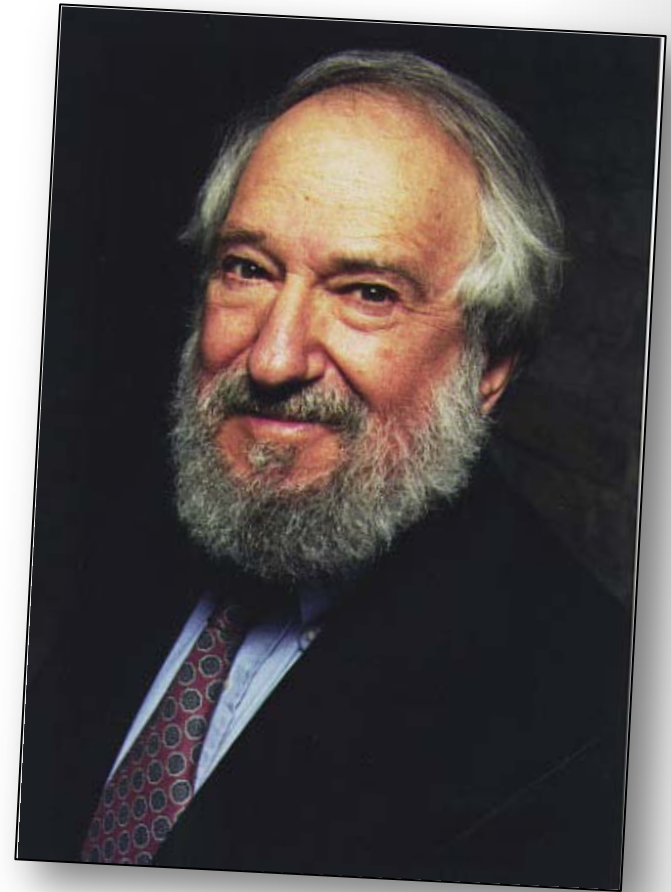


*Fact: Nearly **50%** of companies are **not** achieving effective levels of adoption and usage rates. – 2012 Adoption Insights Survey*

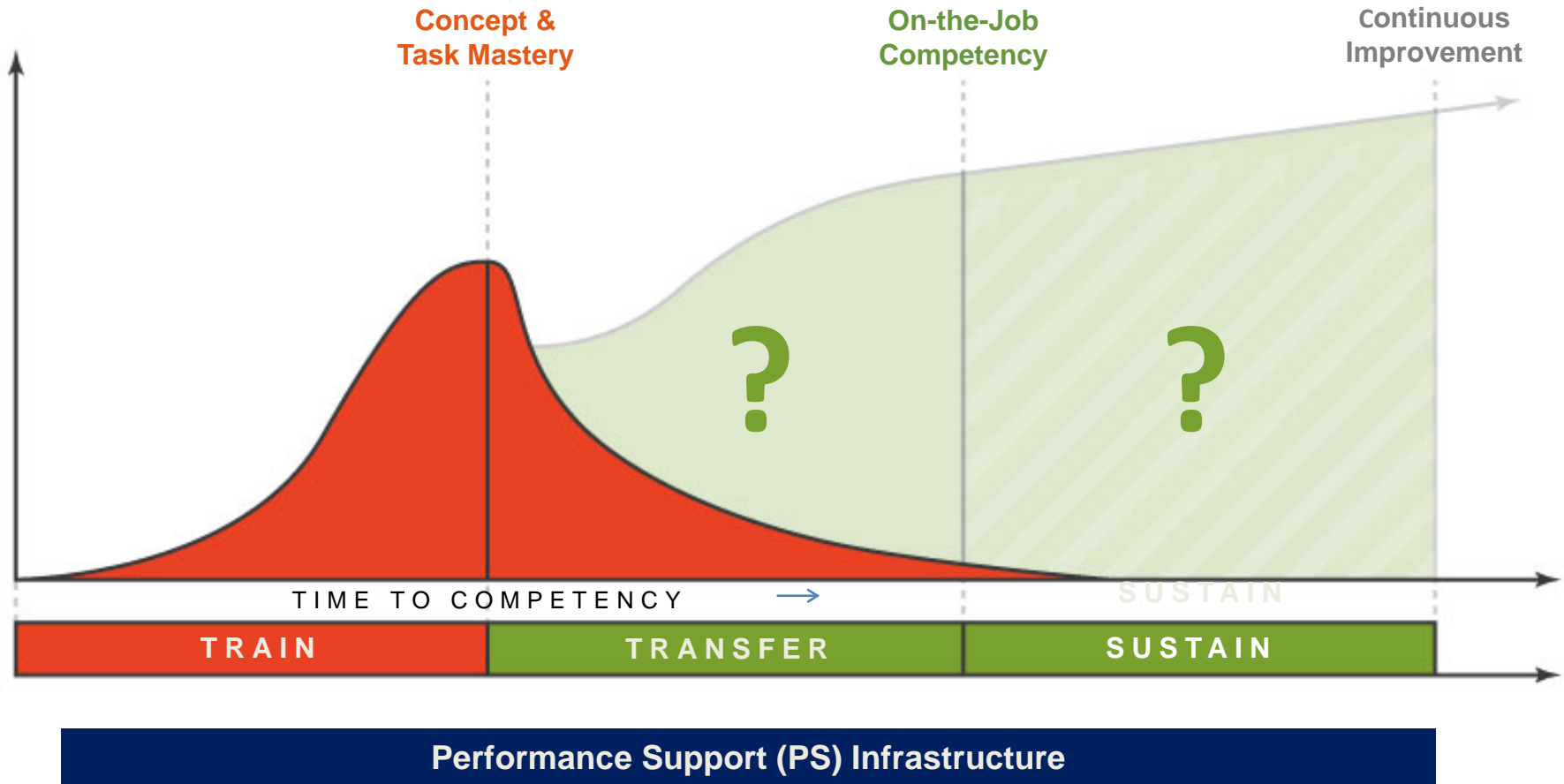
Seymour Papert, MIT

"You can't teach people everything they need to know...

The best you can do is *position* them where they can find what they need to know when they need to know it."



No infrastructure in place to drive performance



A definition

“Orchestrated set of technology enabled services that provide on-demand access to integrated information, guidance, advice, assistance, training, and tools to enable high-level job performance with a minimum of support from other people.”

- **Gloria Gery**, *Electronic Performance Support Systems*, 1991.

Supporting the ENTIRE learning journey: The 5 Moments of Need™

1. When Learning for the First Time
2. When Wanting to Learn More

**Formal
Instruction**
(Acquisition)

3. When Trying to Apply and/or Remember
4. When Something Goes Wrong
5. When Something Changes

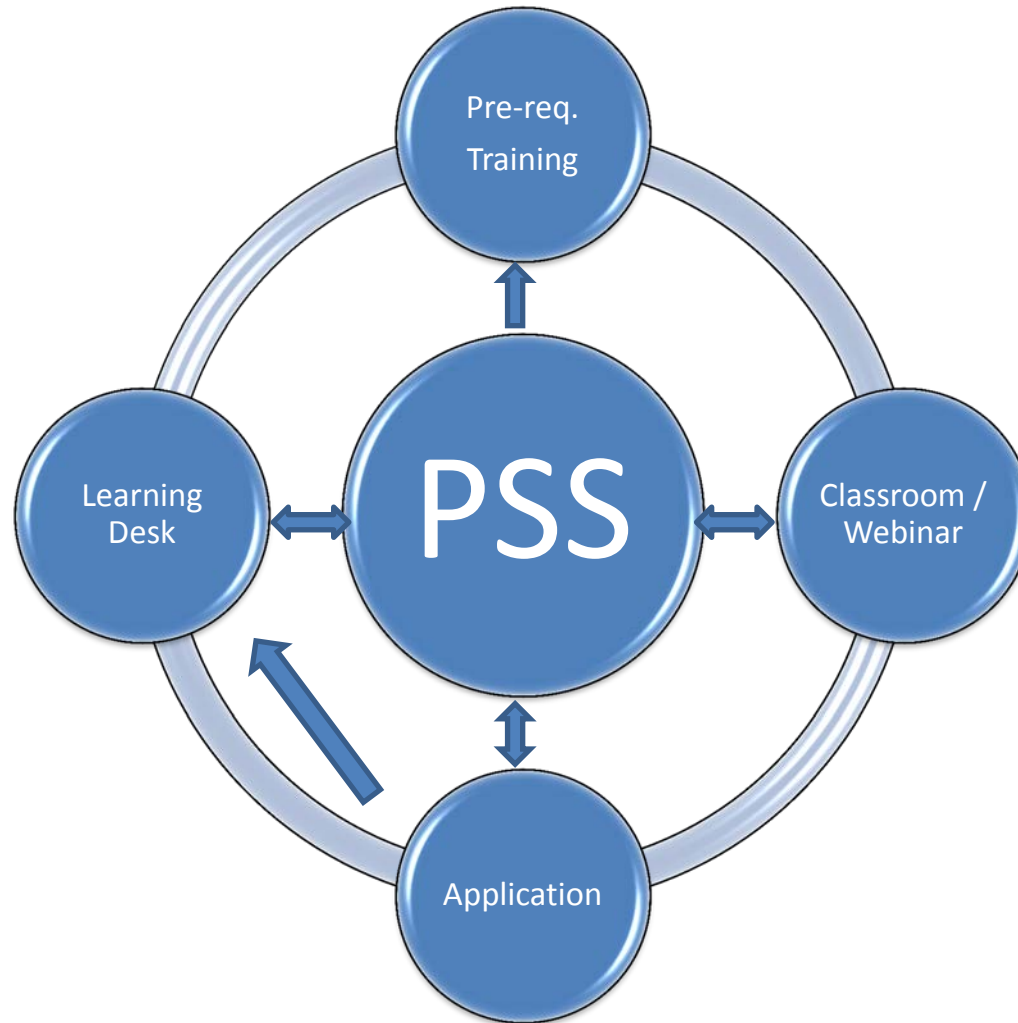
**Performance
Support**
(Application)

Performance Support

Ready in 2-Clicks & 10-Seconds

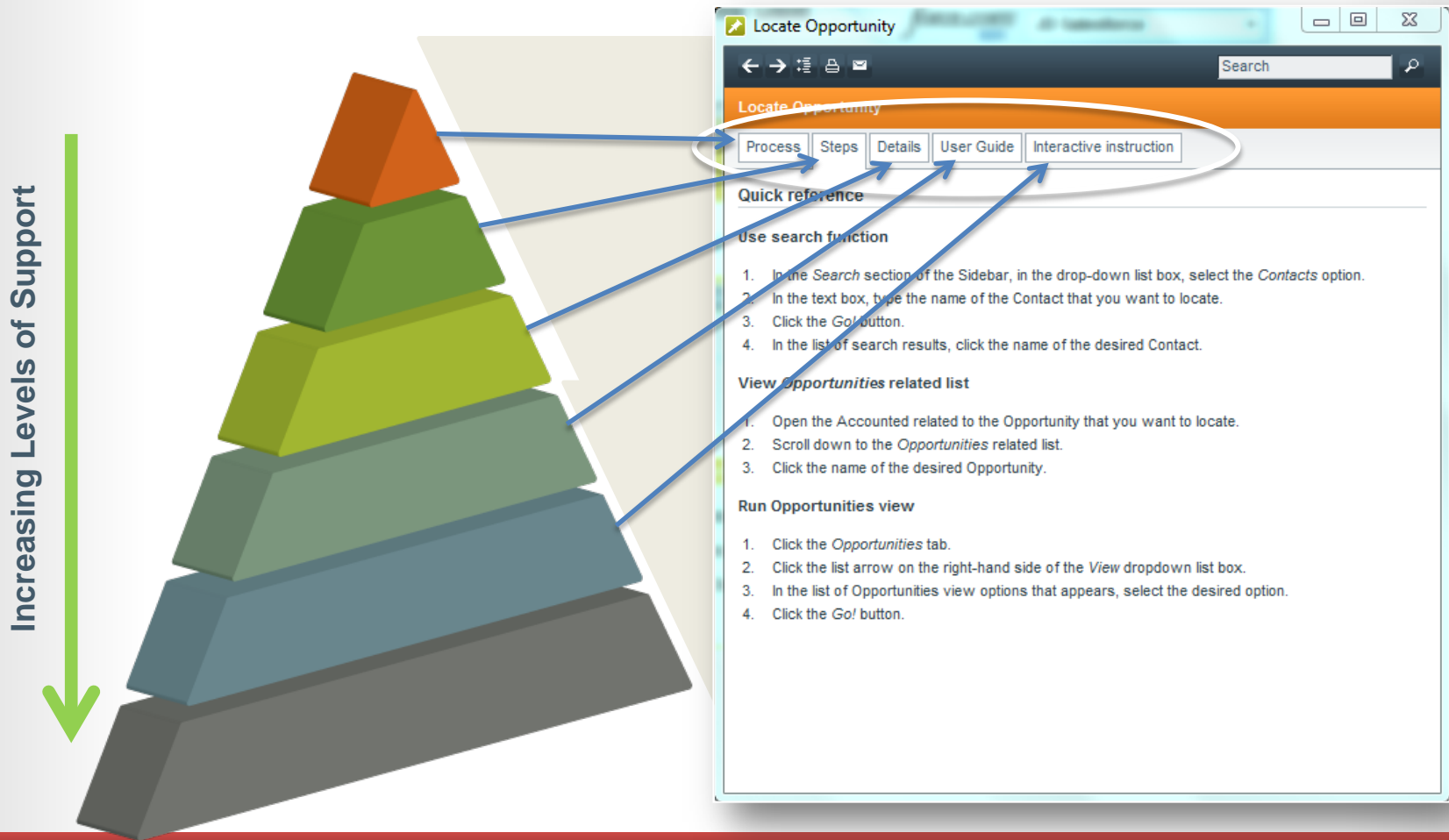


Knowledge Life Cycle



3. Just Enough

information to get the job done.



Samples

Business Value

Implement Performance Support Solutions (PSS) that solve business problems:

Help Desk & Call Center Efficiency

Sales Productivity

Regulatory Compliance

Enterprise Application Change

Business Process Change

On-boarding New Employees

Executive Training Program Support

Performance Support ROI for Help Desk: Global Systems Integrator Case Study

Background:

Global Systems Integrator

13,500 employees

Supported by single IT Help Desk

Business Challenges:

Onboard 1,000+ end users and help desk staff every year

Frequent launch of new applications and system upgrades

Rapidly increasing help desk costs due to increased call volume/duration

Solution:

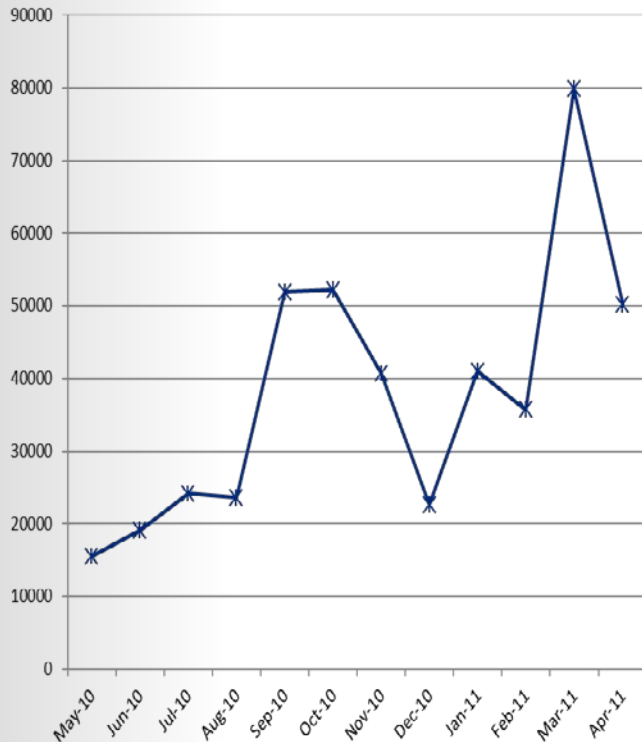
Standard Content for MS Office 2010

Baseline Content for SharePoint

Mgr for remote worker support processes (VPN, aircards, smartphone, etc)

Mgr for internal operations (HR, Document Management, ERP)

Performance Support ROI for Help Desk: Global Systems Integrator Case Study



Usage statistics:

- Monthly average “hits” ~ 50,000
- Peak ~ 80,000 “hits”

Sample Results:

Year-over-year reduction in call volume by 12.5% (10k+) while on-boarding 500+ new employees

Call durations for “standard” call types reduced significantly (but not specifically measured)

Office 2010 rollout training resources reduced from 10 FTE to 2 FTE

Office 2010 rollout end user classroom time reduced by three hours per employee

Nominated internally for Innovative IT award

Calculated Savings:

Call center: $10,000 \times \$40 \times 12 = \4.8M per year

Office 2010: training FTE = \$650,000

Office 2010: end user productivity ~ \$2M

Thank You

Q&A



Thank You For Attending The Webcast!

Please take a moment to answer the quick survey after you exit the webcast. Your feedback is extremely valuable to us.

We'd Love To Hear From You!

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