THE BREAKTHROUGH SERIES

from Thought Rock

How to Effectively Store IT Knowledge In Your Organization

Presented by Tim Dewey
CEO, B Virtual Inc.

The Changing Workforce

- ✓43% of U.S. workers will be telecommuting by 2016
- ✓Today's college graduates will hold14 jobs by the time they are 38
- ✓Over 40% of workers will be contractors by 2016

Workforce trends 2010: Changing Career Paradigms

OLD PARADIGMS	NEW PARADIGMS
Job/Person Fit	Person/Organization Fit
Longitudinal Career Paths	Alternate Career Paths
Organizational Loyalty	Job/Task Loyalty
Career Success	Work/Family Balance
Academic Degree	Continuous Relearning
Position/Title	Competencies/Development
Full-Time Employment	Contract Employment
Retirement	Career Sabbaticals
Single Jobs/Careers	Multiple Jobs/Careers

Top 5 e-Learning Trends

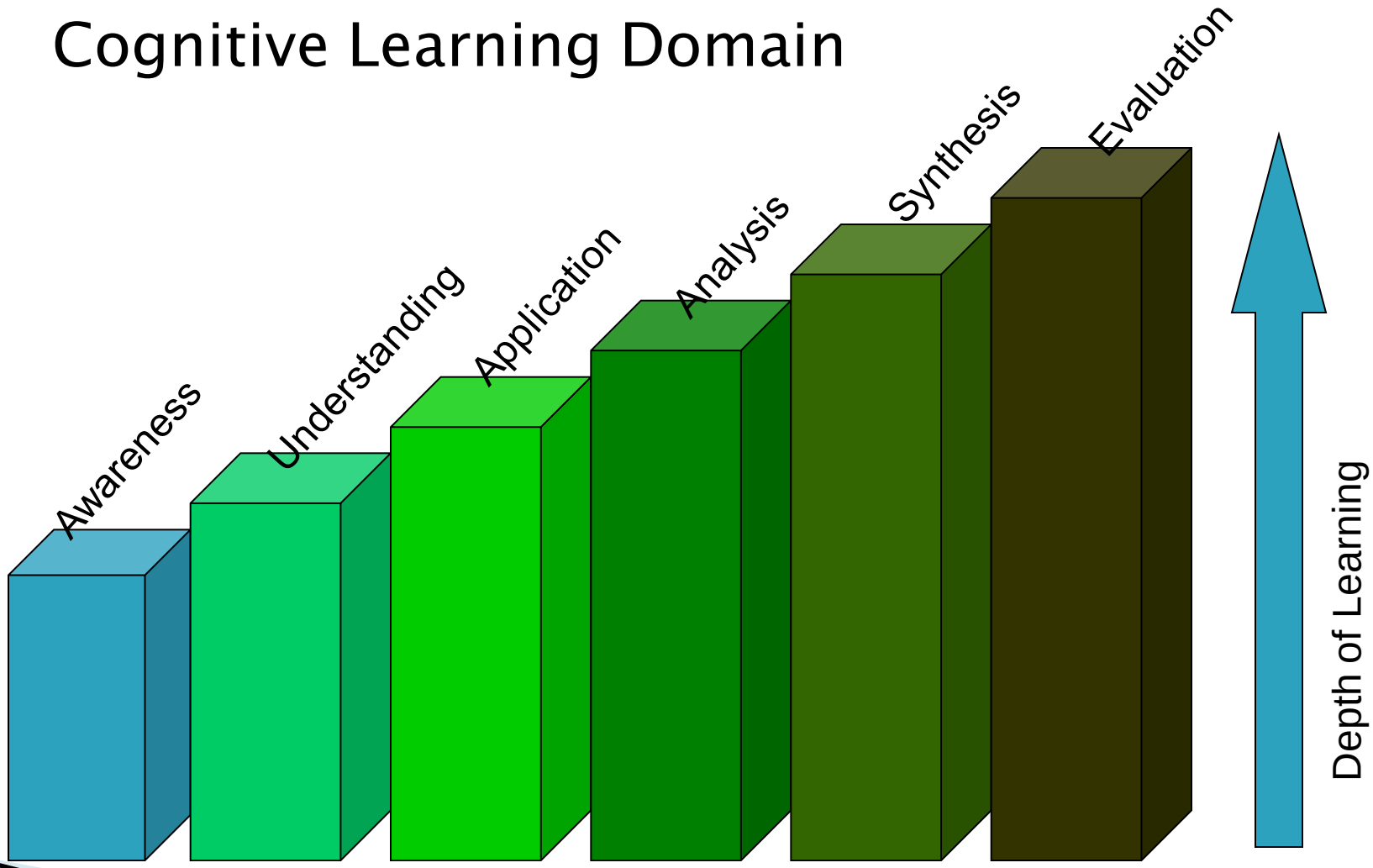
1. **Application Service Providers offer more quick start options**
   - Fewer barriers to utilizing online learning technology
2. **Companies integrate e-learning into their infrastructure**
   - Your company is already utilizing it?
3. **Churning skill sets require e-learning initiatives**
   - More 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

What this means for service delivery

- **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- **Today's IT knowledge is outdated tomorrow**
  - Traditional storage methods such as SOP's, Knowledge Bases, FAQ's are often outdated the moment they are created based on the business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

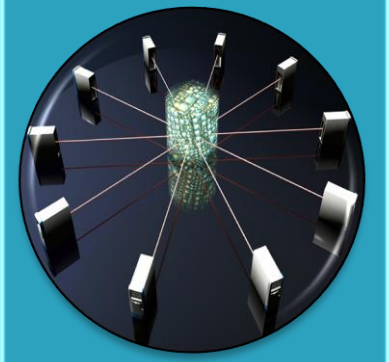
Key data

Knowledge Storing

Best Practice

Interactive

Learning focused

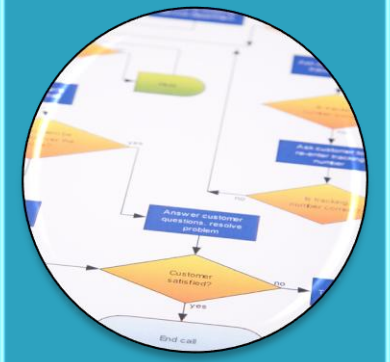


Knowledge Distribution

Accessible

Measureable

Business Rules



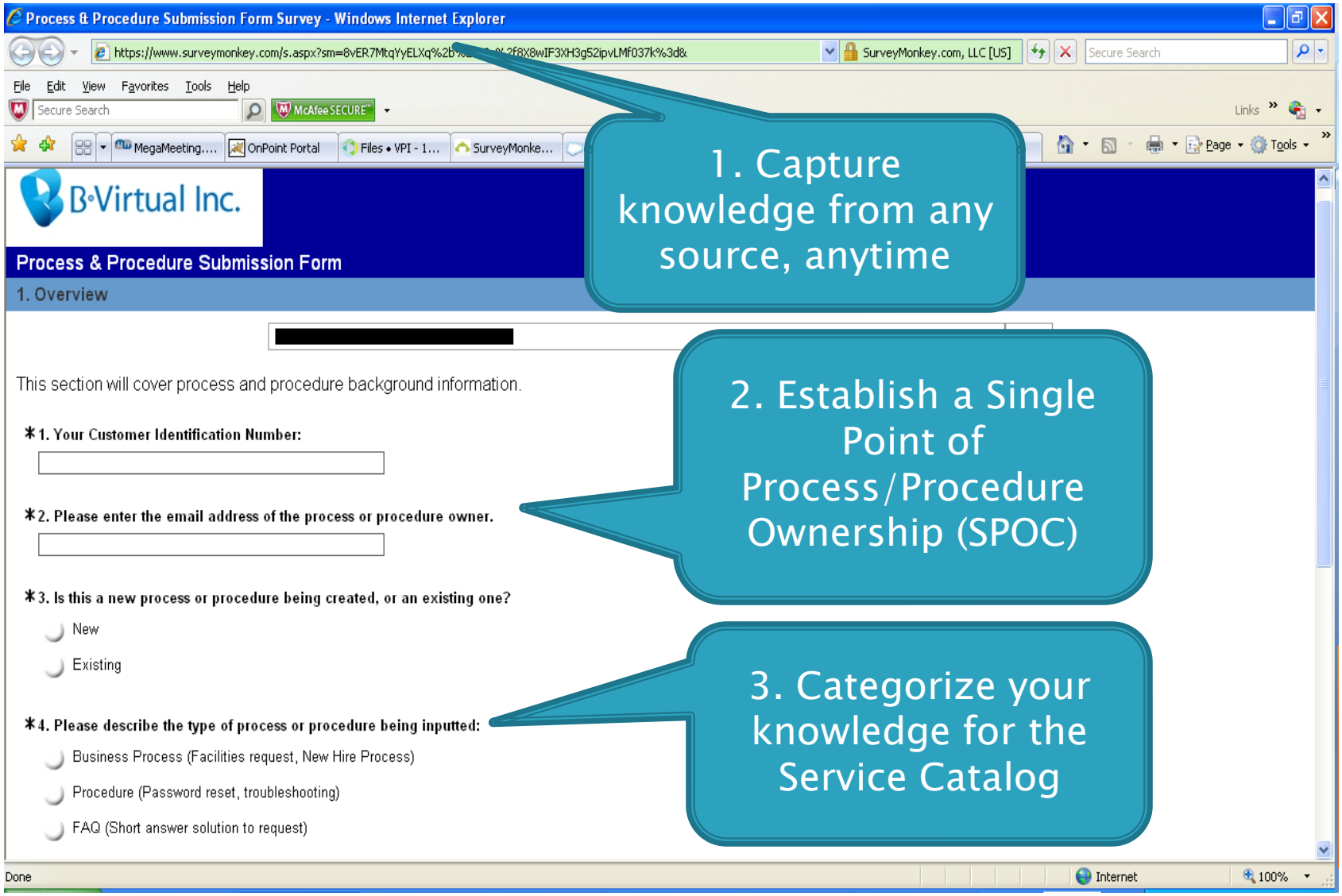
Document

Service Catalog

Learning reinforced

Back-up

The Knowledge Storing & Distribution Process


Process & Procedure Submission Form Survey - Windows Internet Explorer
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McAfee SECURE
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MegaMeeting.... OnPoint Portal Files • VPI - 1... SurveyMonke...
Page Tools
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Process & Procedure Submission Form
1. Overview
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)
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
Done
Internet
100%

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http://www.softtaught.com/opcv/pages/course/run_course.jsp?act=page&pn=1
Knowledge Management Demo Topic > Knowledge Management Demo Page
Notes
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Help
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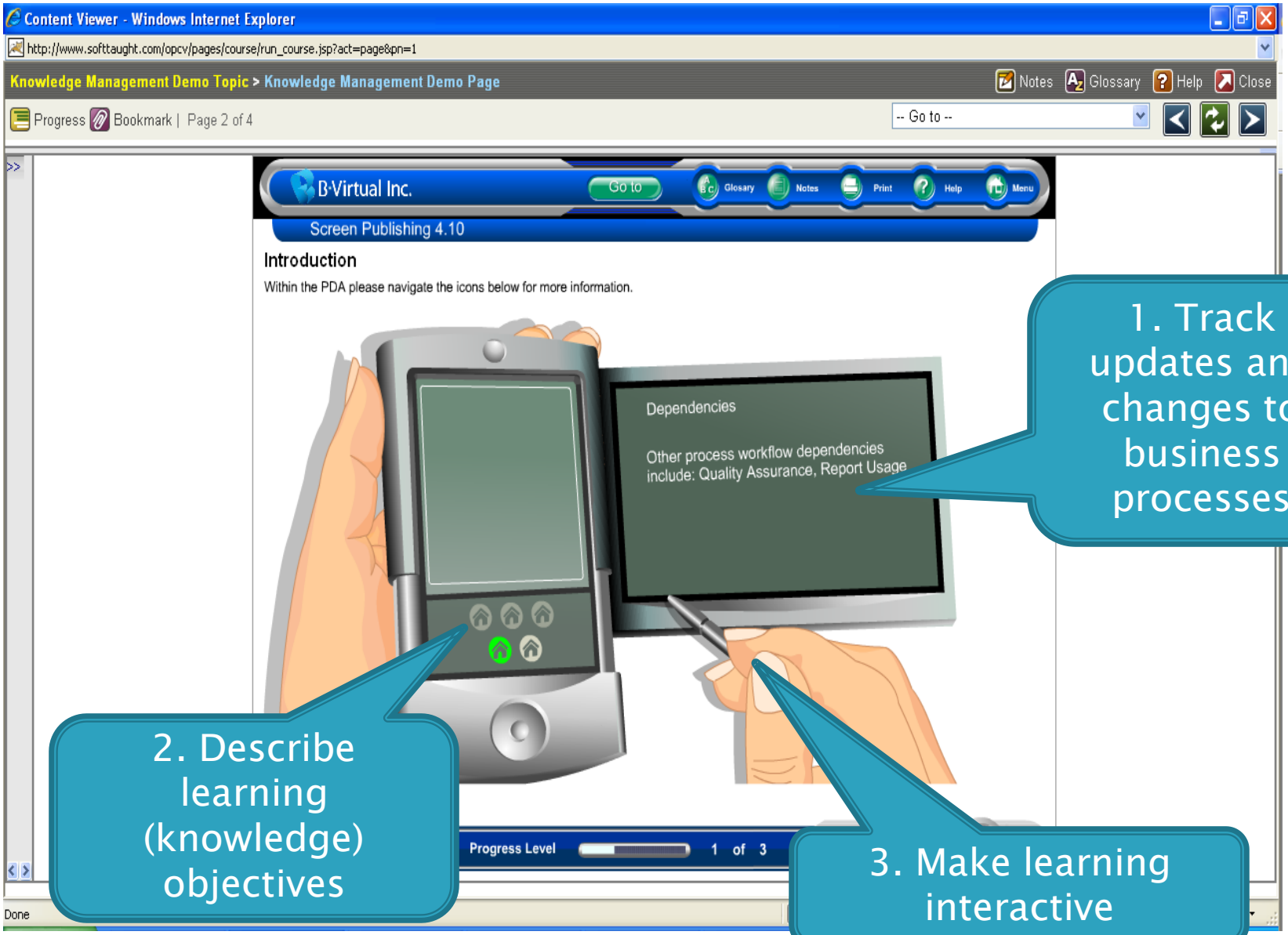
Progress
Bookmark | Page 2 of 4
-- Go to --
B-Virtual Inc.
Go to
Glossary
Notes
Print
Help
Menu
Screen Publishing 4.10
Process Steps
test instructions
Step one
Process Step One
01
02
03
04
05
06
07
08
The customer initiates a request to publish their content within Shift to the Service Center.
The customer 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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Knowledge Management Demo Topic > Knowledge Management Demo Page
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Help
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Bookmark | Page 2 of 4
-- Go to --
B-Virtual Inc.
Go to
Glossary
Notes
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Menu
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

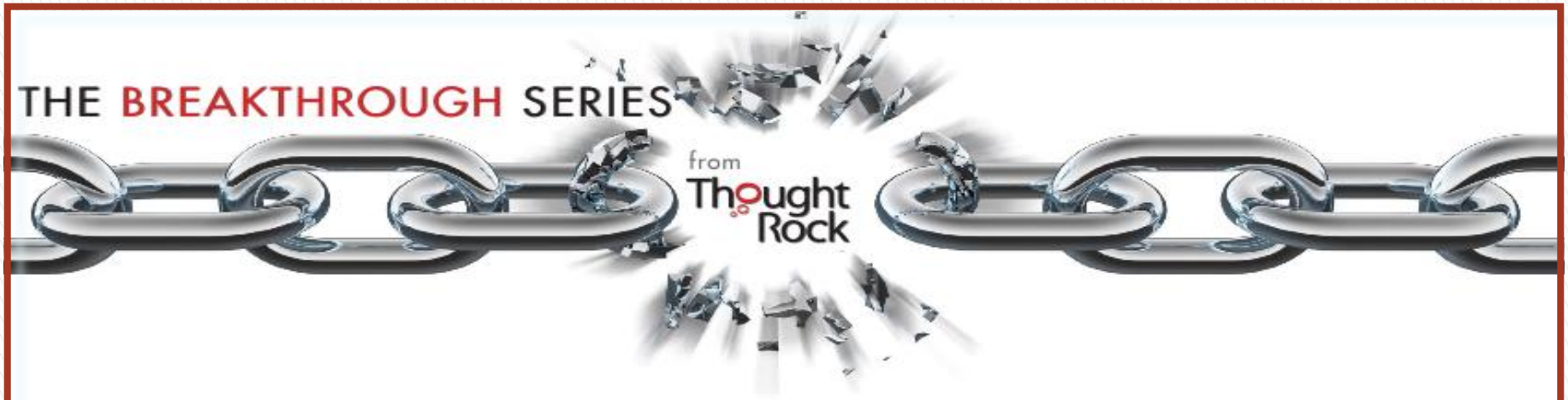
Content Viewer - Windows Internet Explorer
Knowledge Management Demo 2 Topic > Knowledge Management
Notes
Glossary
Help
Close
Progress
Bookmark | Page 2 of 4
1. Make your knowledge accessible
DEMO Thought Rock Membership ITSM_ITSMF 7.8
Modules
Demo Process
Topics
Thought Rock Membership ITSM_ITSMF 7.8
2. Measure acquisition of knowledge
Powered by
B-Virtual Inc.
3. Provide rapid change delivery for knowledge
Done
Internet
100%

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 for more information



Join Us For Lunch Every Tuesday At 12PM!

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