Knowledge Without Borders

Cay Robertson  
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Session Description

In this case study-based session, attendees will learn how Tampa Electric Company (TECO) award-winning service desk and desktop support team members successfully implemented KCS in just four months. Attendees will learn about TECO process, the benefits of having a KCS Council, how they received buy-in from IT, how it affected new analysts, and the positive influence on their KPIs. (Experience Level: Intermediate)

Speaker Background

Cay Robertson has more than twenty-five years of experience in IT. She currently manages a top-notch service desk and access administration team for 4,000 employees at the Tampa Electric Company. Her service desk team won the 2009 HDI Team Excellence Award. Cay is the past president of the Skyway HDI local chapter, and she currently serves on the HDI Desktop Advisory Board.
Knowledge Without Borders

Cay Robertson

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• HDI Southeast Regional Director
• HDI 2015 & 2016 Desktop Track Chair
• HDI & Fusion Conference Speaker
• HDI Desktop Support Advisory Board
• HDI Strategic Advisory Board
• Past President of HDI Skyway Chapter
• Published in Support World Magazine
• ITIL V3 Foundation Certified
OVERVIEW

- Support several TECO Energy Companies
- 24 analysts (Service Desk, Field and 3rd level)
- 4500+ team members
- 250+ applications

CHALLENGES

- First Contact Resolution - FCR
- Information stored in different places
- Different solutions for the same issue
- Time for a Service Desk to be efficient on the phone
- Aging work force
- Knowledge transfer
- No self service
KEY BASELINE METRICS
(before KCS)

First Contact Resolution
1/1/2012 - 12/31/2012
12:00:00 AM - 12:00:00 AM

FCR

71.12% 73.00%

0% 20% 40% 60% 80%

FCR FCR Goal

Our Journey!
Buy-In

- Analyst and Management Buy-in is everything to individual contributors
  - Identified goals
  - Identified key stakeholders (roles)
  - Formed an Implementation team
  - Developed project plan (discuss challenges)
    - Developed training plan
    - Created communication plan

Be Clear about Your Purpose

What did we want to achieve?

- Increase FCR (went from 71% to 78% in first year)
- Reduce MTTR (went from 3.5 hrs to 2 hrs)
- Shorter call time (went from 8 minutes to 6 minutes)
- Reduce time to proficiency (went from 4 to 6 weeks to 10 days)
- Shared knowledge
- Enable Self-Service
Set the stage!

Timeline of Events

- **1/2012**: Reorg Done
- **4/2012**: KCS Training
- **7/2012**: KCS Designed
- **10/2012**: KCS goes live
- **1/2014**: Self-Service Enabled
Implementation
Teams

Content Vitality Team
Began on 4/13/2012 and completed on 6/28/2012 (14 Weeks)

- Solution life-cycle
- Style Guide
- Knowledge Structure
- Good/bad examples
- Visibility matrix
- SQI (Solution Quality Index)
- Capture in the Workflow
- Workflow for UFFA
- Training material
- Workflow for promoting article

Bill Clement
Team Lead
Performance Assessment Team
Began on 4/13/2012 and completed on 6/15/2012 (13 weeks)

- Feedback (metrics and reports)
- Rewards and recognition
- Proficiency licenses
- Balanced scorecard
- Identify and define metrics
- Criteria for KCS roles (KCS I, KCS II, etc.)

Technology Map Team
Began on 4/13/2012 and completed on 6/29/2012 (14 weeks)

- Implement knowledge structure
- Create proficiency model
- Build the visibility matrix
- Define the UFFA workflow
KCS Licensing

• KCS I
  – Draft Creator
• KCS II
  – Draft Creator & Draft Approver
• KCS III
  – Draft Creator & Draft Approver & Publisher
• KCS Coach
  – Coaches Team Members

Communications Team

• KCS Theme
• FAQ
• Talking points
• Communication Plan
• One-liners and elevator speeches
TRAINING

- Trained 17 out of 24 analysts
- All of management team trained
- Developed a common understanding and language
- Created a shared vision for KCS
- Conceived a shared theme for KCS
Results

FIRST CONTACT RESOLUTION

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MEAN TIME TO RESOLVE

Time to proficiency from four to six weeks to 10 days.
CUSTOMER SATISFACTION

YEARS IT Business Partner Satisfaction

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QUALITY: 65, COURTESY: 70, KNOWLEDGE: 75, TIMELINESS: 80

SELF SERVICE

SERVICEONE Service Desk

iSolveIT

iSolveIT (Search for a solution) using keywords:

My Bookmarks

Top Solutions (Browse more solutions)

1. FL - Using the iSync Password Utility to unlock, reset and synchronize passwords
2. FL - How to install a network printer
3. FL - How to Install/Uninstall software
4. FL - When logging into Success Factors, password rejected or account locked
5. FL - When starting Windows, gets error: “Group policy failed to load – Access d Enrolling IOS Device (Iphone, IPad etc) to receive company email.
6. FL - When starting PC, is missing a specific drive mapping / How to map a network
7. FL - Enrolling an Android device to receive company email.
8. FL - While using Outlook, not receiving emails and shows “Password Needed” at the bot
KNOWLEDGE WITHOUT BORDERS

Where are we now?
Knowledge Document | Status: Approved Draft

**How to remove advertised software with the System Center Configuration Manager (SCCM) 2012 Console.**

**Summary:**
How to remove advertised software with the System Center Configuration Manager (SCCM) 2012 Console.

**Description:**
How to remove advertised software with the System Center Configuration Manager (SCCM) 2012 Console.

**Parent Document:**
Related Documents:

**Resolution:**
Environment:
Windows 7, SCCM 2012

**Cause:**
A computer needs to be removed from a device collection.

**Resolution:**
Use the System Center Configuration Manager (SCCM) 2012 Console to advertise the software to the computer.

1. Click the "Start Menu" button.
2. In the "Search programs and files" field enter "config".
3. Select and launch "Configuration Manager Console" from the menu.
4. Ensure that "Assets and Compliance" is selected from the workspace selection menu at the bottom left corner of the console window.
5. Select "Device Collections" from the selection tree toward the top left side of the console window.
6. Select "Applications" from the selection tree on the left side of the console window.
7. Scroll or search to find the name of the application that the software advertisement the computer needs to be removed.
8. Right-click the computer object displayed in the main window of the console and select "Remove from Collection".
9. Hit OK to remove the computer object from the collection.

**Tags:**
SCCM, Configuration Manager, Console, Advertising, Software, Package

**Attachments:**
Related Categories:
TLC: Standard Software > Core Datacenter > Adobe Acrobat

Related Tickets:

Properties:
Doc #10-31560-7
Doc #10-31560-34
Configuration Item:
KCS Effectiveness

Making knowledge-centered support effective and lasting

Effectiveness

• Solution Quality Index
• Solution Effectiveness
• KCS Licensing
• Time to Proficiency
• KCS Recognition
How do we ensure longevity and quality

- Solution Quality Index
- Effectiveness Measures
- Mentoring
- Licensing

Mentoring

- Period of Proficiency
- Solution Quality Index
- Review five solutions
- One-on-One mentoring to improve quality of solutions

Knowledge Retained after Teaching
Source, National Training Laboratories, USA

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Solution Effectiveness

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Current KCS Mentors
How do we ensure longevity and quality

• Solution Quality Index
• Effectiveness Measures
• Mentoring
• Licensing

Licensing

• KCS I – uses and contributes
• KCS II – uses, contributes, enhances
• KCS III – users, contributes, enhances, publishes
• KCS Mentor – monitors the process and mentors the people
Thank you for attending this session.

Please don’t forget to complete an evaluation form!