

Knowledge Management and Self-Service: A Case Study from Union Pacific Railroad

Tony Welsh

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Session Description

All aboard! Join us for a case study session and learn how Union Pacific's service desk applied Knowledge-Centered Support principles to improve business efficiency and shift toward self-service. Find out about their shift-left initiative, review the processes and technologies they implemented, hear their lessons learned, and see how KCS principles have been applied toward realizing Union Pacific's financial and service goals.

Speaker Background

Tony Welsh has spent more than twenty-seven years in IT gaining experience and insight into a myriad of disciplines, such as operations support, development, project management, telecommunications, change management, data integration, and operations services. Tony is certified in KCS and has played an integral role in planning, implementing, advocating, and supporting KCS at Union Pacific.

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Session 504:
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Agenda

- Introduction
- Knowledge Management & Self Service Overview
- Tool Overview
- Results
- Lessons Learned
- Questions



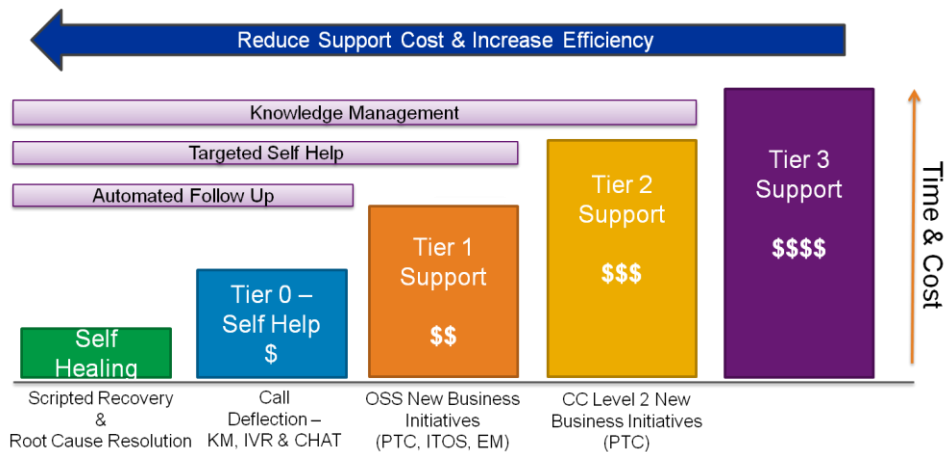
BUILDING AMERICA®

UP Online System Services

- Provides 24/7/365 service desk support to current and retired employees and contractors.
- Ensures Union Pacific's technical systems remain highly available and accessible.
- 40 employees, 7 college interns, 5 high school interns and 4 managers
- 25,000 tickets per month
- 96% Customer Satisfaction
- 86% Containment Rate



IT Service – The Shift Left Approach



Knowledge Management Roadmap

- Where we Started
- Preparation/Development
- Documentation Migration
- Implementation
- 3rd Level Involvement
- Market and Grow
- Chat/Self Service



Knowledge Management Tool Overview



Add Ticket UP-06830835 - Internet Explorer

UP-06830835 More Details Location History Telecom Details Tech Dispatch Vendor Dispatch

TONY WELSH (IITH015), OMAHA NE, 544-2296

Contact Information

Contact ID: IITH015 Contact Search Location ID: OMAHA NE Add Location
Name: TONY WELSH Phone #: 544-2296

Problem Details

Opened: 02/25/2017 16:33:46 Owner: ith015
Problem Code: OPEN SCIM Lookup: Unlock SCIM
Severity: 3. Next Bus Day (No Weekends) OSS
Device IP/Name: LATA/Server: Cause Code: Solution Code:

Application Details

Description and Solution

Description: Unable to remote workstation via vpn

Solution: Search KM

Commonly Called Numbers: OSS

Done Resolve Clone Transfer Quick Transfer Email Contact Print Cancel

Unable to remote to workstation via vpn Search

Results (20 of 3429)

Security certificate
personal machine. Security prompt vanishes instantly

1. ~~Unable to remote to workstation via vpn~~

2. ~~ORDER CREW OPTION NOT SHOWING IN =TL~~
Unable to see the ORDER CREW option for a train in =TL
Active | 02/21/17 | 6

3. **How to set up Juniper to enable SSL VPN**
Steps on how to set up a terminal session to use the SSL VPN from a PC.
Active | 02/23/17 | 208

4. **Unable to connect to VPN**
The mifi is connected and the mobile token is working, but unable to get connected via VPN.
Active | 02/14/17 | 19

5. **Request Access to Remote Desktop**
How to request access to remote into a UP workstation from either a personal Windows PC or from another UP workstation
Active | 02/24/17 | 159

6. **Unable to connect to desktop with s.vpn.uprr.com or v.vpn.uprr.com from personal computer**
Changing host name from IP address or computer name to fully qualified domain name
Active | 02/22/17 | 45

Knowledge Document Contacts (0) History

Title: Remote Desktop via Windows PC and Apple Mac Status: Active
Summary: Connecting to VPN using g.vpn.uprr.com

Issues

- Can I access vpn using edge?
- Can I use firefox to use the vpn?
- What is the link for accessing the ssl vpn
- MAC VPN: I can't connect
- G.vpn

Resolution

Launching VPN

- Open browser
- Enter www.uprr.com
- Click **Employee**
- Click **More**
- Click **Remote**
- Click link that says **Request Access to Remote Desktop**
- Enter TCS user name

Ticket Solution

Provided with correct web address <https://g.vpn.uprr.com> Assisted with SSL VPN setup

Tags

Tags: G VPN, Mac, Pulse Secure
Special Tags: None
Admin Tags: Public

Links

www.uprr.com/dec/vper/secure/itls_help/vpn/qrg/vpn_ssl_vpn.pdf

Ticket Resolved

Ticket resolved Back to Search Edit

Knowledge Article & resolution summary added to the ticket

Application Details

Description and Solution [Remote Desktop via Windows PC and Apple Mac](#)

Description: Unable to remote to workstation via vpn

Solution: Provided with correct web address <https://g.vpn.uprr.com>
Assisted with SSL VPN setup

Keyword
Search KM
Scan Des/Sol

Commonly Called Numbers: OSS

Welcome to IT Service Center

Customer Search

Common Articles

What do you need help with?

Search

- Working from Home - Common self help items
- 1. [Remote Desktop via Windows PC and Apple Mac](#)
 - 2. [Remote Access to UPRR network using company laptop \(Mobility Client\)](#)
 - 3. [Mobile Token - re-synchronize with Server](#)

Live Chat

Live Chat - Self Help

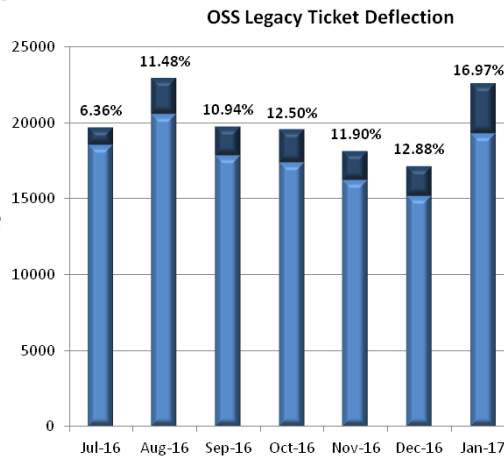
Common Resources

- Remote Desktop
- Change Password
- Request Something New
- View My Requests / Tickets (5)
- Create OSS Ticket
- View My Approvals (6)
- Manage My Printers (4)
- View My Charges (\$60.76)

Do you have suggestions for improving your support experience? [Let us know.](#)

Results

- Increased ticket deflection (17%)
- 4700 available Knowledge Articles
- 70% service desk KM usage
- 518 commonly used “public” articles (11%)
- Easier identification of common issues and the solutions used (root cause analysis)



Lessons Learned

- Better understanding of WIIFMs
 - Senior Leadership
 - 3rd level teams
 - Service desk (build advocates earlier)
 - Marketing to team - Analysts fear of automating their jobs
- Writing skills / training (quality of articles)
- Deviation from methodology
 - Service Desk initiative vs. Company initiative
 - Migration of old documents
- Dedicated team

Questions

Thank you for attending this session.

Please complete the short evaluation for this session on your mobile device. It is available in your email or through the conference app.