

# Wikis, Knowledge and Sites! Oh my...you need a knowledge base.



**#KnowIT #whatiskm**

Alexander Goldman | Team Lead, Client Services, Langara

Bryan Wilkinson | Manager IT Support Services, UFV

Diana Koyanagi | Service Desk Manager, SFU

Horace Tong | Service Desk Team Lead, UBC Vancouver

Jennifer Vizcarra | Service Desk/Deskside Support Team Lead, UBC Okanagan

Kenzie Woodbridge, Knowledge Base Administrator, BCIT



# PANELIST

Introduction



**Alex Goldman:** Alex has over 13 years of experience working in IT at a higher education sector. He is currently working as a Team Lead of Client Services at Langara College. Together with his team he is working to continuously improve services related to support and desktop management. He is particularly passionate about being part of Langara's initiative to implement knowledge management program using Knowledge Centered Support methodology.

**Bryan Wilkinson:** Bryan has 20 years of experience across various IT Service areas in both the private and public sectors. He is currently working at UFV as the Manager of IT Support Services and lead a team of 11 brilliant and enthusiastic support staff. His interests lie in service management and the numerous areas of the ITIL framework. UFV is situated in a developing Fraser Valley location, one which is pushing the boundaries with regards to IT engagement and how we add value to our business. He believes knowledge management to be a key element in the service management strategy and in planning for future success.





**Diana Koyanagi:** Diana is currently the Service Desk Manager with SFU IT Services. She has over 15+ years of experience working in the higher education sector, have worked previously at BCIT and now SFU. She is excited with the prospect of building and establishing a Service Desk at SFU IT. Areas of interest include Service Management, Knowledge Management and Continual Service Improvement.

**Horace Tong:** Horace is currently the Service Centre Team Lead at the UBC Vancouver campus and his previous roles include operational support as well as knowledge management. From large-scale document reviews, migration to new management tools, participation in creating knowledge processes, onboarding and training different groups, Horace has acquired extensive experience with regards to knowledge management. Areas of interest include stakeholder engagement, continual service improvement and collaboration across groups.





**Jennifer Vizcarra:** Jennifer has over 25 years of experience in various capacities within IT including Application Support, Project Management, Business Analysis, and her area of passion, IT Service Management. For the last 8 years Jennifer's career has focused on all aspects of Service Desk Management with a keen interest in process improvement. One area that Jennifer has seen produce great value is Knowledge Management. From the implementation of a robust program structured and processed using Knowledge Centered Support methodologies in a large outsourced IT environment to a more informal knowledge management program in a small boutique style IT department, the skills required and the benefits realized are the same.

**Kenzie Woodbridge:** Kenzie Woodbridge has worked at BCIT since 2000 and in the Web Services department there since 2004. She has been involved, one way or another, in producing and maintaining BCIT's Knowledge Base for faculty, staff, and students since 2005. She has been the primary Knowledge Base Administrator since 2010. In that role she led a major update and expansion of the resource in 2014 to make it more relevant, usable, and accessible to its large audience. Kenzie is also a Community Manager both for BCIT's distributed web publishing community and their social intranet tool, the Loop. @rainbowkenz



# Knowledge Management Benefits



Builds a learning organization

Facilitates better decision-making

Makes information accessible

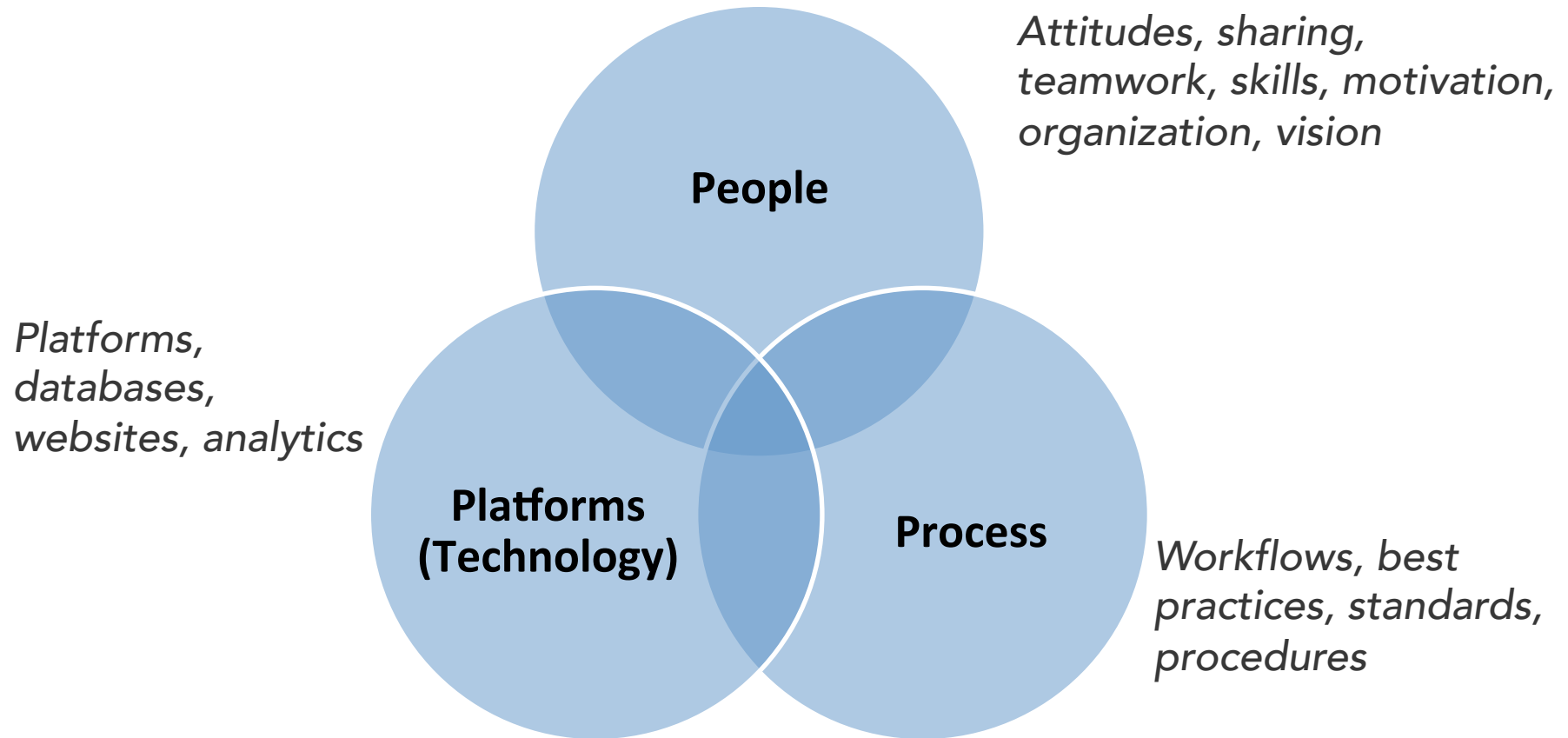


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# Knowledge Management Components



# People



<https://thenounproject.com/sugarcane/>

What were some of the people challenges you went through when implementing Knowledge Management?





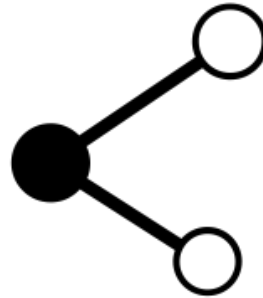


<https://thenounproject.com/gilbertbages/>

What were some of the process challenges you experienced when implementing Knowledge Management?



# Platform (Technology)



<https://thenounproject.com/Nemanjalvanovic/>

What are some of the technology challenges you encountered with managing information/knowledge in your organization?



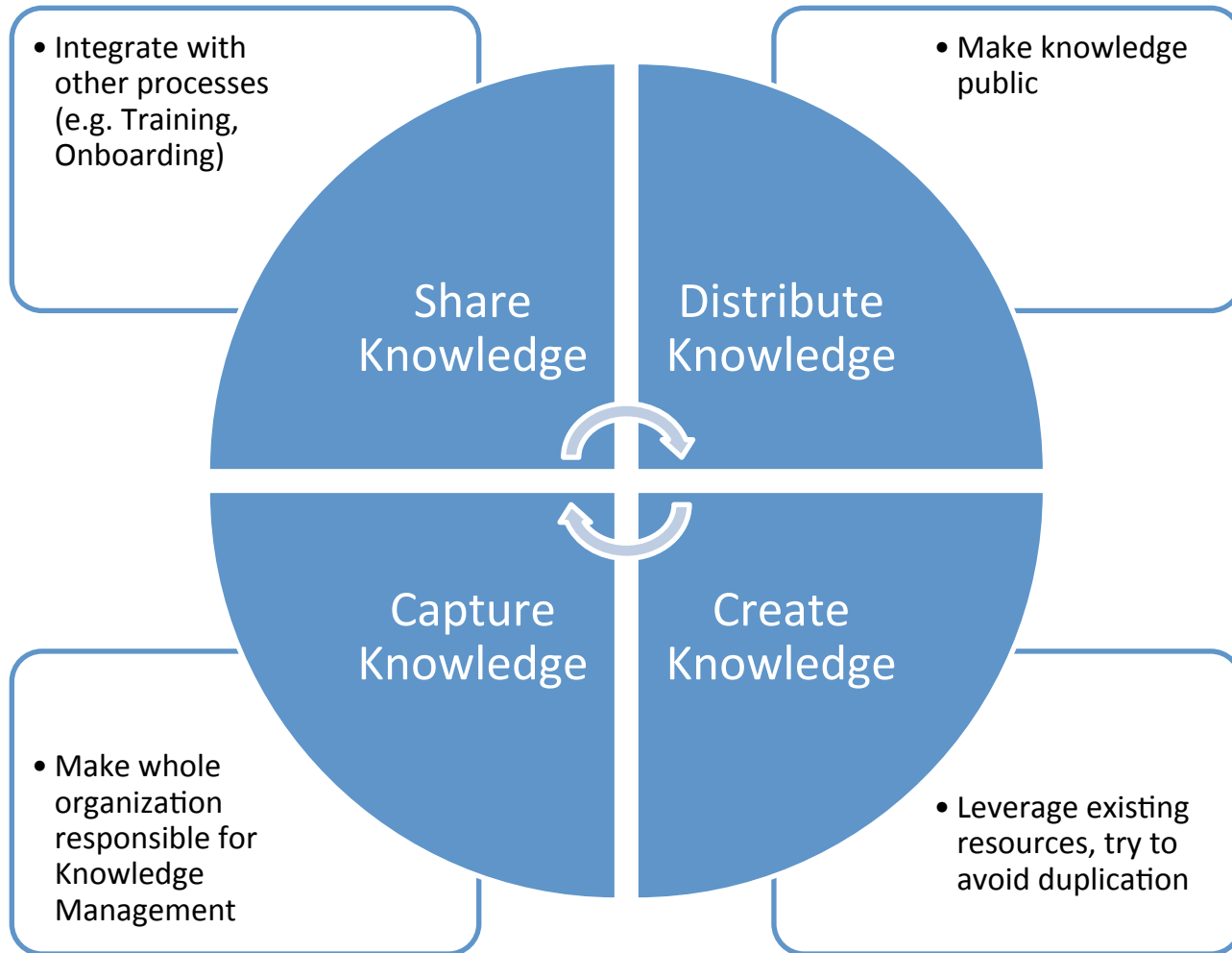
# Q & A



Source: <https://thenounproject.com/sergey.novosyolov/>



# Getting Started



# Best Practices



- *Identify advocates and champions*
- *Identify ownership for services and knowledge*
- *Leverage existing resources*
- *Use templates and document standards*
- *Create a Knowledge Management Working Group*
- *Use just-in-time (JIT) knowledge management approach*



# KM Toolkit



## Knowledge Bases:

BCIT

[kb.bcit.ca/](http://kb.bcit.ca/)

[lrc.bcit.ca/help/category/desire2learn/](http://lrc.bcit.ca/help/category/desire2learn/)

UBC Vancouver

[https://ubc.service-now.com/kb\\_home.do](https://ubc.service-now.com/kb_home.do)

<https://it.ubc.ca/services>

UBC Okanagan

[knowit.ok.ubc.ca/index.php](http://knowit.ok.ubc.ca/index.php)

## Sites:

SFU

[www.sfu.ca/itservices.html](http://www.sfu.ca/itservices.html)

## Technology:

**Service Now** – enterprise service management application with knowledge management module

**Confluence** – Wiki solution with pre-formatted templates for knowledge base articles

**CMS** – content management systems to capture information within web pages (e.g. AEM, Marqui, WordPress)

## Upcoming Conferences:

**Write the Docs 2016:** May 22-24, Portland, OR

[www.writethedocs.org/conf/na/2016](http://www.writethedocs.org/conf/na/2016)

**Summit '16:** May 15-18, Anaheim, CA

[summit.stc.org/](http://summit.stc.org/)



# KM Toolkit



## Articles:

<https://www.k4health.org/toolkits/km/getting-started>  
<http://www.theitsmreview.com/2013/08/knowledge-management-spreading-word/>  
<http://docs.writethedocs.org/writing/beginners-guide-to-docs/>  
<http://docs.writethedocs.org/starting/>  
<https://opensource.com/business/15/5/write-better-docs>  
<http://ferd.ca/don-t-be-a-jerk-write-documentation.html>  
<http://wptavern.com/a-primer-on-writing-good-documentation>  
<https://confluence.atlassian.com/pages/viewpage.action?pageId=179440960>  
<http://cyborginstitute.org/projects/administration/documentation/>

## KCS:

What is KCS?

<http://www.thekcsacademy.net/kcs/>

KCS In Five Minutes

<https://www.youtube.com/watch?v=sxHpvOqrkMw&nohtml5=False>

Knowledge-Centered Support - The Methodology that Really Works (from Atlassian summit)

<https://www.youtube.com/watch?v=rWr6quAQjWc>

KCS Practices Guide

[http://library.serviceinnovation.org/KCS\\_Practices\\_Guide](http://library.serviceinnovation.org/KCS_Practices_Guide)

KCS Principles Training (HDI)

<http://www.thinkhdi.com/education/courses/kcs-principles.aspx>

