



Knowledge Management Strategies in Frontline Technology Support

VSU Solutions Center

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Southeastern Regional User Group Alliance 2016



Agenda

- **History**

- Solutions Center Overview
- About Our Team
- Key Challenges
- Maturity Levels

- **Strategies**

- Phase I: Reactive
- Phase II: Proactive
- Phase III: Customer-centric
- Phase IV: Business-centric

- **Tools**

- Confluence
- Gliffy
- SharePoint
- User Lookup Portal

- **Resource Summary**

- **Q&A**



History



Solutions Center Overview



- IT, Admissions, Welcome Center
- Reduced queue time and abandon rate
- Focus on recruitment
- Analytics driven initiatives



Our Team



- 4 FTEs, 16 student technicians
- Over 70,000 calls per year
- 2008 and 2014 USG Chancellor's Service Excellence Gold Level Contact Center



HDI Maturity Levels

- Phase I (2008) – **Reactive**
 - Labor intensive
 - Low first call resolution
- Phase II (2010) – **Proactive**
 - Best practices
 - Customer feedback
- Phase III (2013) – **Customer-centric**
 - Single point of contact
 - Variety of channels
- Phase IV (2016) – **Business-centric**
 - Aligned with business objectives
 - Process automation



Strategies



Phase I: Reactive

A screenshot of a WebCT Vista helpdesk training page. The page title is "IT Division - CSS - Helpdesk Training". The browser address bar shows "Home Page > Basic Training > Welcome". The main content area has a red header "Welcome to the Helpdesk!" followed by a welcome message and a paragraph of text. A table of contents is visible on the left. A photo of a man in a light blue shirt and tie is overlaid on the bottom left of the screenshot. Below the main text, there are several sections of links: "Verification Tools" (Live Classroom, ServiceDesk Plus, While You Were Out), "Production Data" (Campus Directory, Computer Lab List, Helpdesk Service Codex, In/Out Processing, Smart Classroom List), "Production Files" (E-mail Templates, Extension Numbers, Helpdesk Procedure Archive, IT Policy Manual, Jump Drive Waiver, Wireless Waiver), "Production Teams" (Outbound Team, Data Management Team, Training Operations Team), "Web Sites" (Helpdesk Site: Downloads, Homepage / Guides; Other Sites: Information Technology, Valdosta State University), and "Tools" (Intermapper (Backup), MFP Finder, Nagios).

- Internship opportunities
- Employee feedback survey
- Tools:
 - Tool hyperlinks
 - Announcements
 - LMS for formal training



Phase II: Proactive

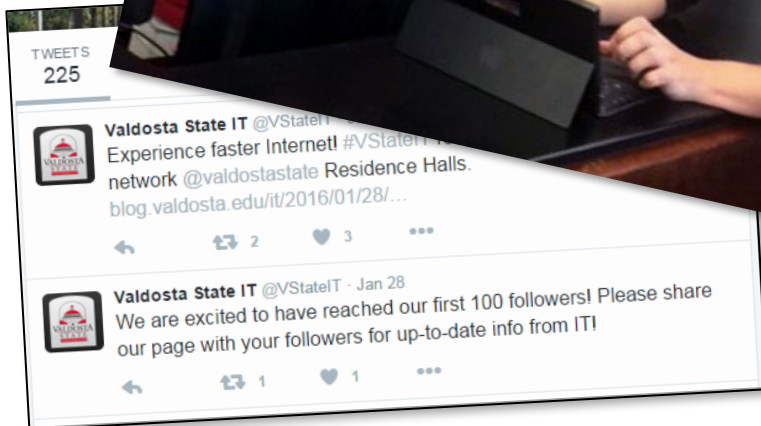
- Training & Communication
- Tools:
 - Contact Center (ACD, analytics)
 - User lookup
 - Self-service passwords
 - Collapsible regions
 - Technician notes





Phase III: Customer-Centric

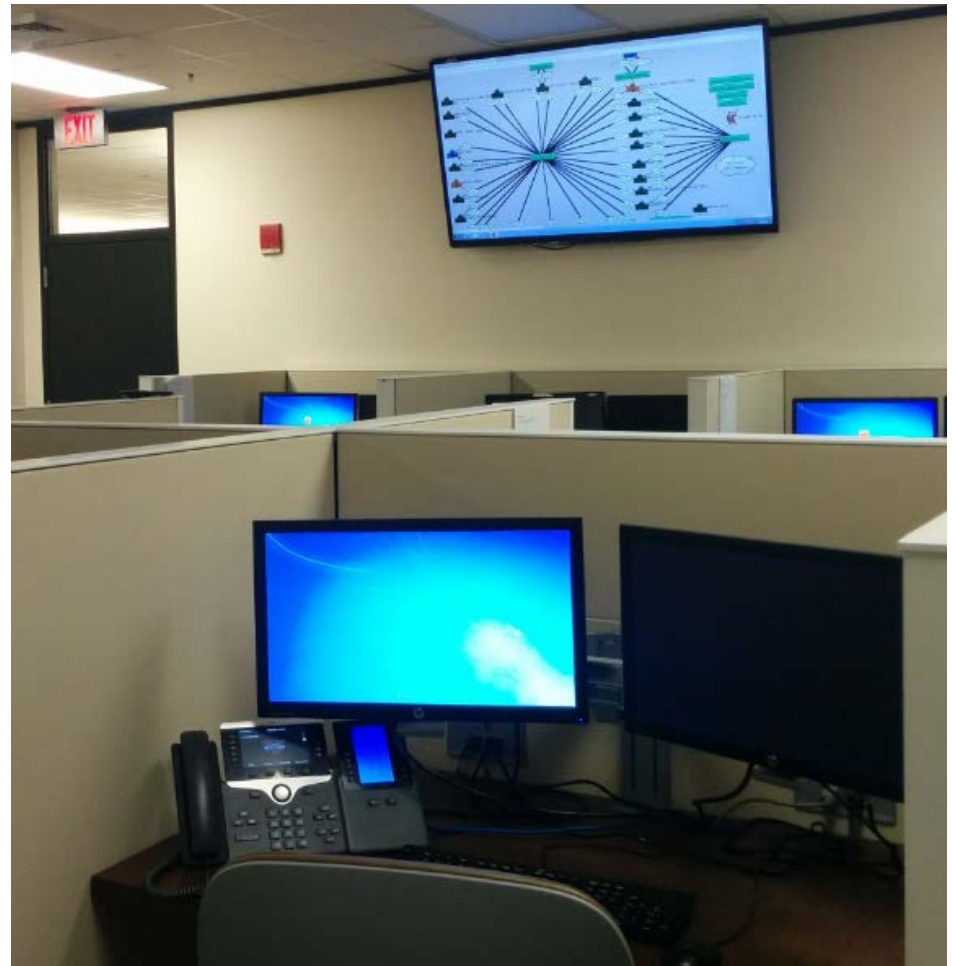
- Technical Response Unit
- Certification
- Tools:
 - “Smart” tabs
 - Remote support integration
 - Knowledge base
 - Social relationship management





Phase IV: Business-Centric

- Expanded business intelligence
- Knowledge capture
- Tools:
 - NOC monitoring
 - Business intelligence dashboard





Tools



Sharing Knowledge

Pages 

Solutions Center

Created by Jeremy Scott, last modified by Todd Mitchell on Aug 31, 2016

Welcome!

Welcome to the IT Solutions Center Knowledge Base. This tool will allow you to look up information, guides, and troubleshooting steps to take. Use the search function on the top-right to get help. Learn more about [the IT Solutions Center](#).

 Search for a solution

Frequently asked questions

- [What is the Solution Center?](#)
- [How do I create or edit an article?](#)

Need more help?

- [Guides for Using Confluence](#)
- [List contacts for getting additional](#)


Image of Confluence Search Feature




Creating Knowledge

Create [Help](#)

Select space Parent: Admissions

 **How-to article**
Provide step-by-step guidance for completing a task.

 **Troubleshooting article**
Provide solutions for commonly encountered problems.

[Show more](#)

[Add or customise templates for the selected space](#) [Close](#)

Image of Confluence Create Article Feature

Knowledge Management Strategies in Frontline Support

Paragraph ▾ **B** *I* U A ▾ ^A ▾          ▾  ▾  

Describe when someone would need this information. For example "when connecting to wi-fi for the first time".

Step-by-step guide

Add the steps involved:

- 1. Insert your steps.*
- 2. You can also copy and paste or drag and drop images into your instructions.*

Info

You may also want to use visual panels to communicate related information, tips or things users need to be aware of.

Related articles

Related articles appear here based on the labels you select. Click to edit the macro and add or change labels.

 **Content by Label** | labels = knowledge manageme...

Knowledge Management Strategies in Frontline Support

Paragraph ▾ **B** *I* U A ▾ ~~A~~ ▾ ▾ ▾

Problem

Describe the problem as the user would experience it. For example "Level 7 printer is flashing red and wont print".

Solution

Provide steps that the user can take to solve the problem. For example "The level 7 printer will flash red when it is out of paper. Add paper to

Panel

You may want to use a panel to highlight important steps.

- 1. Use numbered lists to provide step-by-step help.*
- 2. Copy and paste or drag and drop images to add them to this page.*

Related articles

Related articles appear here based on the labels you select. Click to edit the macro and add or change labels.

Content by Label | labels = knowledge manageme...



Maintaining Knowledge

About the VSU Solutions Center

Paragraph ▾

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Welcome to the VSU Solutions Center! This branch of the Division of Information Technology is responsible for a needs are met in both a timely and effective manner, these contacts are **not limited in scope to Information T**

Hours

- Monday - Thursday: 8am to 9pm
- Friday: 8am to 5pm
- Saturday: 12pm to 5pm
- Sunday: 1pm to 7pm

Image of Confluence Edit Feature



Gliffy Diagram Plug-In

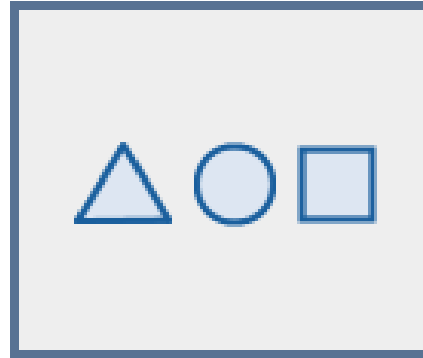
- **Create or import a diagram**
- **Premade templates:**
 - Flowchart
 - Organizational chart
 - Timeline
 - Network diagram
 - Business process
 - SWOT analysis
 - Venn diagram
 - Floorplan
 - Website/software UI design



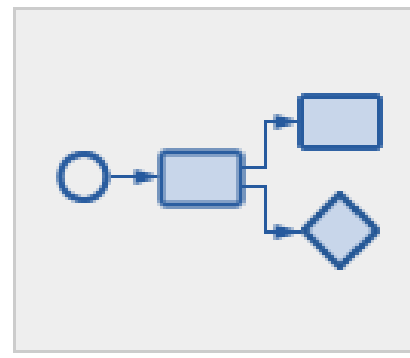
Create a New Diagram

Import a Diagram

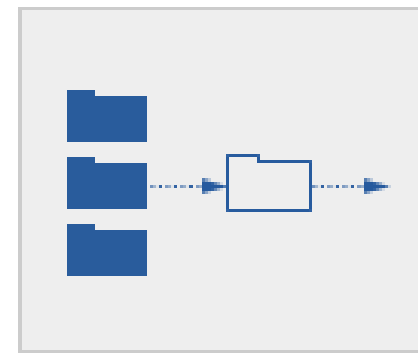
Search for a Diagram



Basic



Flowchart & BPMN



Software Design & UML

Start with a Gliffy Template

Flowchart

Software Design & UML

Org Charts

Timeline

Network Diagrams

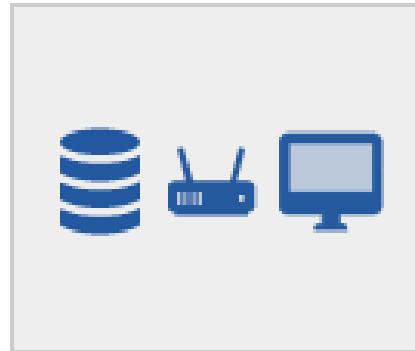
Business Process

Website & Software UI Design

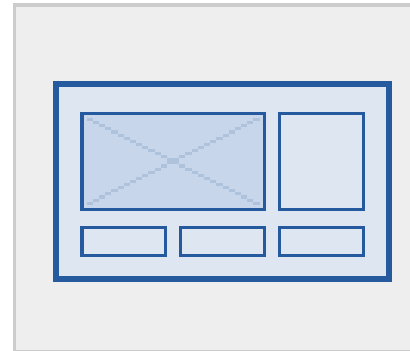
SWOT Analysis

Venn Diagrams

Floorplan



Network



Wireframe

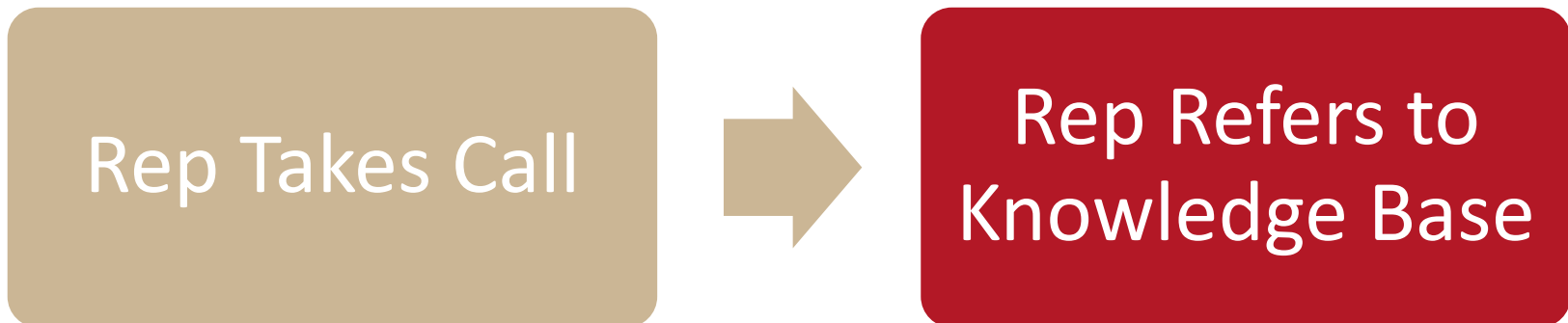


Knowledge in Action

Prior Solution Time: 3:00 Minutes



Current Solution Time: 2:30 Minutes





SharePoint

- VSU Updates
- Tools
 - Cisco Finesse
 - Confluence
 - User Lookup Portal

VSU Solution Center Discussion Board

[+](#) new discussion

[Recent](#) [My discussions](#) [Unanswered questions](#) [...](#)



V-State Experience Campaign

Today VSU is launching our Tallahassee V-State Experience Campaign to give opportunities for prospe...

By Rachel D Martin | Monday at 9:34 AM

Free Application Week

On October the 15th through the 23rd, if a prospective student submits an online Undergraduate Adm...

By Benjamin K Li | 6 days ago

[Network for College of Education \(Education Center\)](#)

On Monday night (9/12) at 10 PM, we will be conducting network maintenance for the College of Educ...

By Benjamin K Li | September 12

Open House and Info Cards

We may begin receiving calls regarding Open House and Info Cards. As a result, please review the guid...

By Benjamin K Li | September 12

ACCUPLACER for Non-Traditional Students

ACCUPLACER is the new test used as an admissions requirement for non-traditional students instead o...

By Benjamin K Li | September 7

Office 365 Group Creation Disabled

Beginning on Friday 8/26/16, the ability for users to create public groups in Office 365 (examples inclu...

By Benjamin K Li | August 29



User Lookup Portal

User Information

Search by:

Name Student ID/Username

Create Ticket

Verify Caller

User to Lookup:

Role: Applicant:Alumni:Staff

Last Term of Enrollment: Spring 2012

Current Term of Enrollment: N/A

South Georgia College: No

English Language Institute: No

Contact Information

Available SOIs

Admissions Information

Holds Information

Financial Aid Information

Admissions Information

Application Received: 11-01-2010

Application Fee Received: 11-01-2010

Orientation Session:

Residence County: Lowndes, GA

Level: Graduate

Major: Instructional Technology

Admissions Decision: Applicant Accepted Spring 2011



Tool Summary

Role	Resource
Communications	Cisco Finesse Cisco Jabber
IT Service Management (Ticketing)	LANDesk Service Desk
Training	Desire2Learn Atomic Learning Skillport
Remote Assistance	Bomgar Remote Support LANDesk Remote Support
Application Development	Oracle Application Express
Knowledge Base / Collaboration	Atlassian Confluence Microsoft SharePoint
Monitoring	Cisco Prime/ISE Fluke TruView ISI Infortel Select Xerox CentreWare



Contributors

- **Knowledge Management**

- Kyle Culpepper
- Corey Wasley
- Alexandru Malos
- Joanne Wardell
- Patrick Hilgert

- **Special thanks to EAA**

- Arthur Rinberger
- Keisha Roberts
- Nicholas Clinite





Additional Questions?



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