

The Power of Knowledge Management

Harnessing knowledge to
deliver service

SUPPORT



Why am I passionate about Knowledge Management?

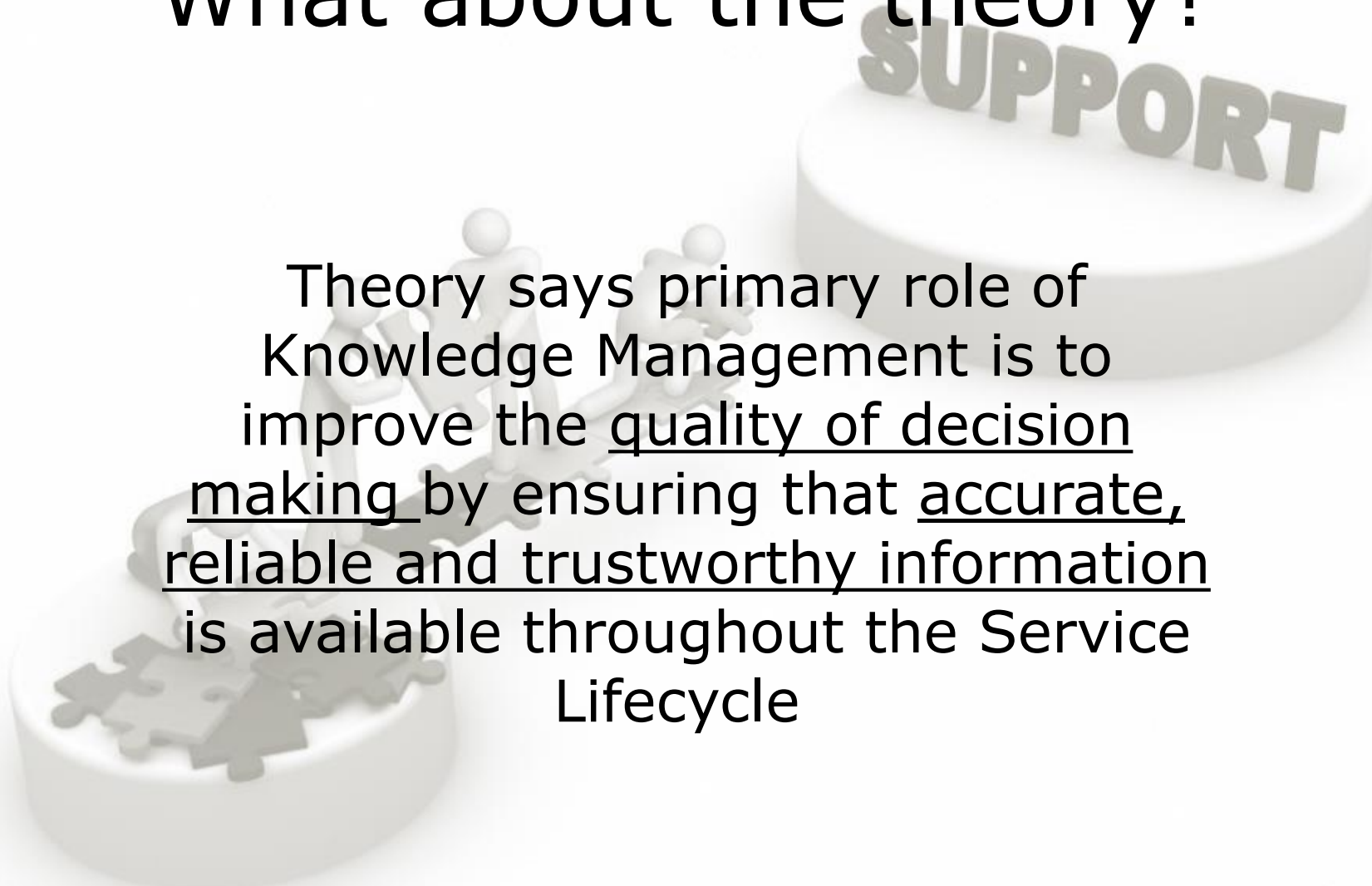
Relatively new to IT with years of operational management in service delivery

Have seen and felt the power of effective knowledge management in use

Want to share an experience that was transformational within Inland Revenue

What about the theory?

Theory says primary role of Knowledge Management is to improve the quality of decision making by ensuring that accurate, reliable and trustworthy information is available throughout the Service Lifecycle

A 3D graphic featuring the word 'SUPPORT' in large, bold, grey letters on a white cylindrical base. In the foreground, there is a white cylindrical base containing several grey puzzle pieces. In the background, there are several white, stylized human figures standing on a white cylindrical base.

Four key Knowledge Management activities:

Knowledge Management Strategy

Knowledge Transfer

Information Management

Management of the tool



Operations management and knowledge management

A 3D illustration featuring several white, stylized human figures working together to assemble puzzle pieces. The figures are positioned on a white, cylindrical base. In the background, the word "SUPPORT" is written in large, bold, white letters on a similar cylindrical base. The overall scene is set against a plain white background.

Efficient and effective business
processes

Planning, doing, measuring,
improving, doing, etc.

A story about service

Call Centres at Inland
Revenue

1999

SUPPORT



KB

The birth of a knowledge base

500 FAQs



Call Centre KB

The early years of a
knowledge base

All about calls



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Call Centre KB gets some friends

The middle years of a
knowledge base

Telephone calls, back office
processing, Child Support,
Student Loans, Debt processes,
etc.

One KB to rule them
all...

Becoming a grown up

One knowledge base as a
customer service reference
tool

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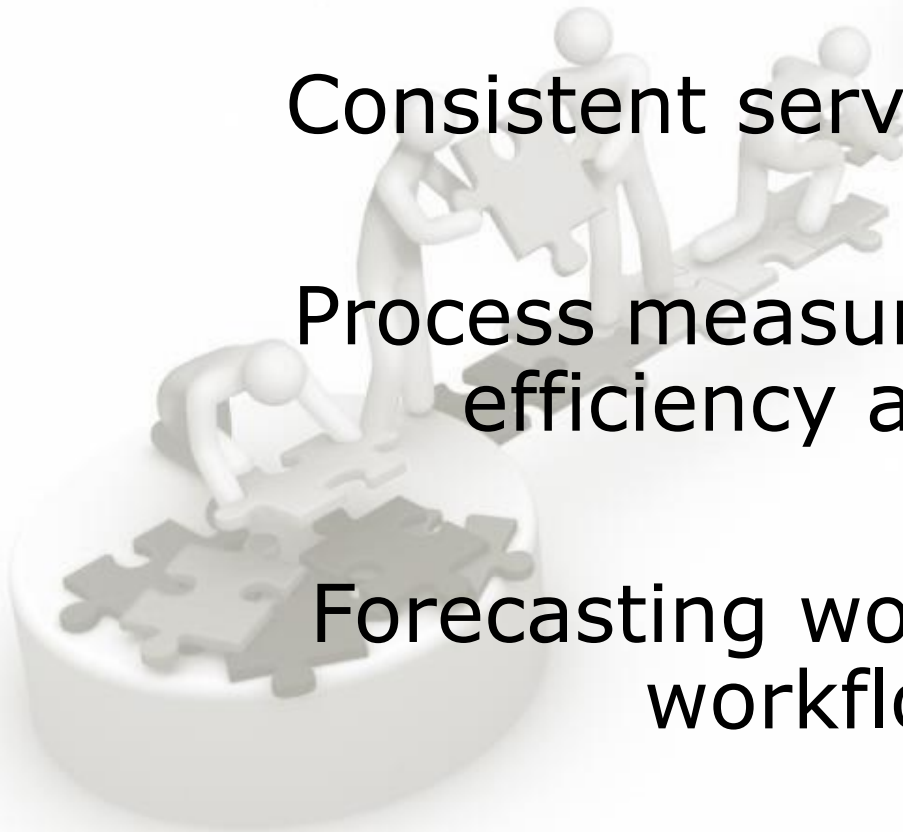
So What?



Consistent service delivery

Process measurement and
efficiency analysis

Forecasting workload and
workflow



Sexy reasons why
service matters at IR



Takeaways

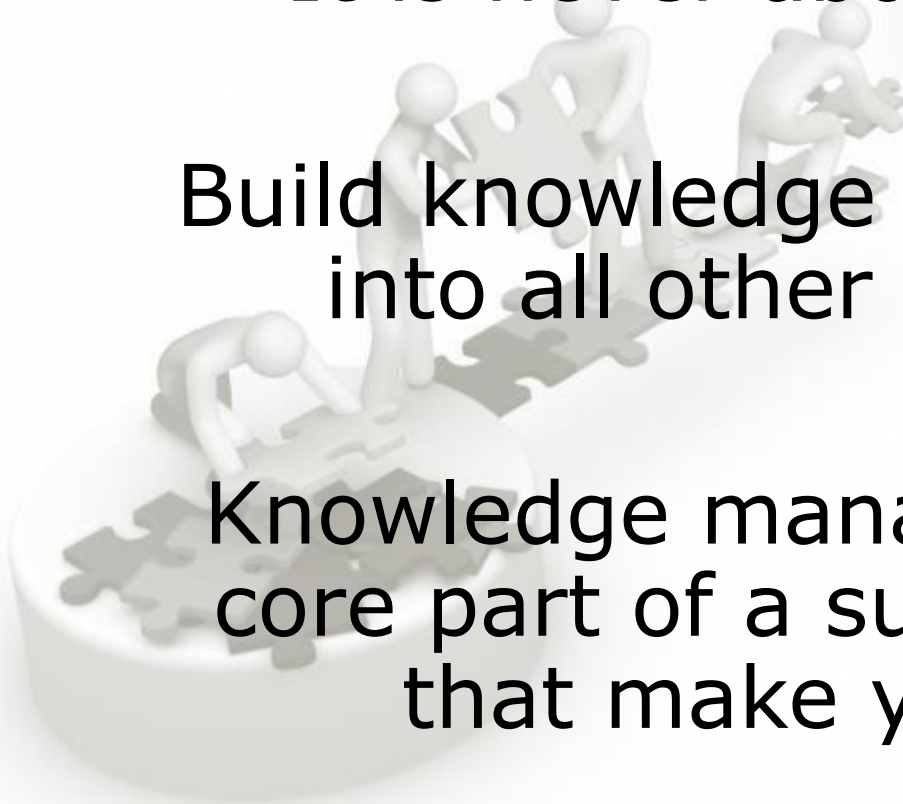
It is never about the tool

Build knowledge management
into all other processes

Knowledge management is a
core part of a suite of things
that make you hum



SUPPORT



More Takeaways

Good knowledge management needs design principles and structured support processes

You will never, ever finish doing knowledge management

Just start somewhere – the key is to start



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Questions????