What Information Is Lurking in Your Help Desk Knowledge Base?

Who should be minding the content?

- A dedicated knowledge base resource within the IT department.
- The entire Information Technology department.
- Help Desk Support and users on the Training Support Page of our intranet.
- Team leaders and analysts.

How often should knowledge base contents investigated?

- Ad- hoc when spikes occur, as well as during weekly/monthly reporting.
- Monthly.
- Formal KB articles should be reviewed every month or so.

How should it be used to discover trending issues or problems with training initiatives?

- Develop training and firm-wide communications based on the findings.
- Discover trending issues and problems with training initiatives.
- Use this data to identify problems in the environment and root causes for issues.

What additional information can be gleaned from it?

- Where additional support resources might be necessary.
- The users and their individual issues/trends that play into the need for support.
- Learn when a rollout or initiative has not been communicated or trained on efficiently and fill in the gaps in future projects.

What should be put in the Help Desk Knowledge base?

- Everything. From best practices to engineer updates on a process.
- Trouble tickets and solutions.
- Any tips, training handouts, eLearning, etc.
- "Formal" KB articles describing best practices for supporting the end users of the firm, as well as "informal" historical knowledge resulting from actual support tickets.

How often should the content be checked?

- Every day through a feedback queue.
- Monitor it constantly, but "check" it at least weekly.
- When there is a major application/system update.
- Monthly, unless there is a specific need.

How should you leverage that ticket data?

- Provide impact information, training opportunities, potential root cause fix analysis, as well as identifying trends.
- Identify trends and create targeted training sessions (large-scale or individual) based on the needs.
- Review the top caller questions to look for where user education can be improved through training and tips.
- Through a comprehensive dashboard that shows all of this data in real time, management can see trends as they are developing and take action to minimize the impact of issues in the environment.

How is the Help Desk Knowledge Base a Valuable Resource?

- Understanding of overall trends and any root issues the Firm has.
- Being able to see trends of issues classified by office location, practice group, staff classification, or a combination of those three items is an invaluable resource.
- This data can be helpful in determining the ROI of training.
- The ability to search historical data can minimize the time and effort in providing an answer for that caller.

Who should be accessing it?

- Just the Service Desk.
- The IT Department and key management within the firm.
- Only the Help Desk for the main knowledge base, but make documentation available to all users via a shared resource.
- The Help Desk and IT management.

What should you do to make the data usable?

- Ensure that instructions that are shared with end-users are not overly technical.
- Review content to ensure its accuracy and relevancy.
- Make it easily accessible and searchable.
- Comprehensive reporting.

When trends are identified (such as "Who calls and how frequently? " or "On what days and on what issue?"), what should you do with that knowledge?

- On "busy" or "slow" days, try not to schedule key training classes.
- Be proactive regarding issues that are predictable.
- Streamline some of the processes and resolve the persistent/inconsistent errors we see on a regular basis.
- Use this information to make informed decisions about your end user support environment.