knowledge17

WORK at LIGHTSPEED™

Knock Out Your Wiki with Knowledge

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servicenow

Agenda

- Who are we?
- What did we do?
- Why did we do it?
- How did we do it?
- What were the results?

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Speaker Introduction



NAME: Dylan Hasselquist

TITLE: IT Program Administrator

FUNCTION: Develop and Administrative ServiceNow

COMPANY: California State Polytechnic University, Pomona

EXPERIENCE: 3 years of ServiceNow development experience

EXPERTISE: Business Process, Development, Analytics, Administration

ACHIEVEMENTS: Initial go-live of Cal Poly Pomona's ServiceNow implementation, implementation of Service Portal, mobile friendly designs, and consistent communications

CURRENT PROJECTS: Continued improvement of automation within the areas of IT, HR and Student Services

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Speaker Introduction



NAME: Evan Miller

TITLE: ServiceNow Developer

FUNCTION: Develop and Administrative ServiceNow

COMPANY: California State Polytechnic University, Pomona

EXPERIENCE: 2 years of ServiceNow development experience

EXPERTISE: Development, web design, business processes, administration

ACHIEVEMENTS: Implementation of Service Portal and many on-campus services into ServiceNow

CURRENT PROJECTS: Continued improvement of automation within the areas of IT, HR and Student Services

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My Company



NAME: Cal Poly Pomona

INDUSTRY: Higher Education

MARKET FOCUS: Cal Poly Pomona is a member of the California State University System. The 23-campus system is the largest public university system in the United States

COMPANY'S PRIMARY PRODUCTS/SOLUTIONS: ServiceNow, OnBase, PeopleSoft (HR and Student)

COMPANY-WIDE INITIATIVES: Student Success, Quarter to Semester Conversion, Learn by Doing approach to instruction

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Session Overview



Objectives

- How to implement a business process
- Modernize self service knowledge from disparate systems
- Consolidate disparate systems



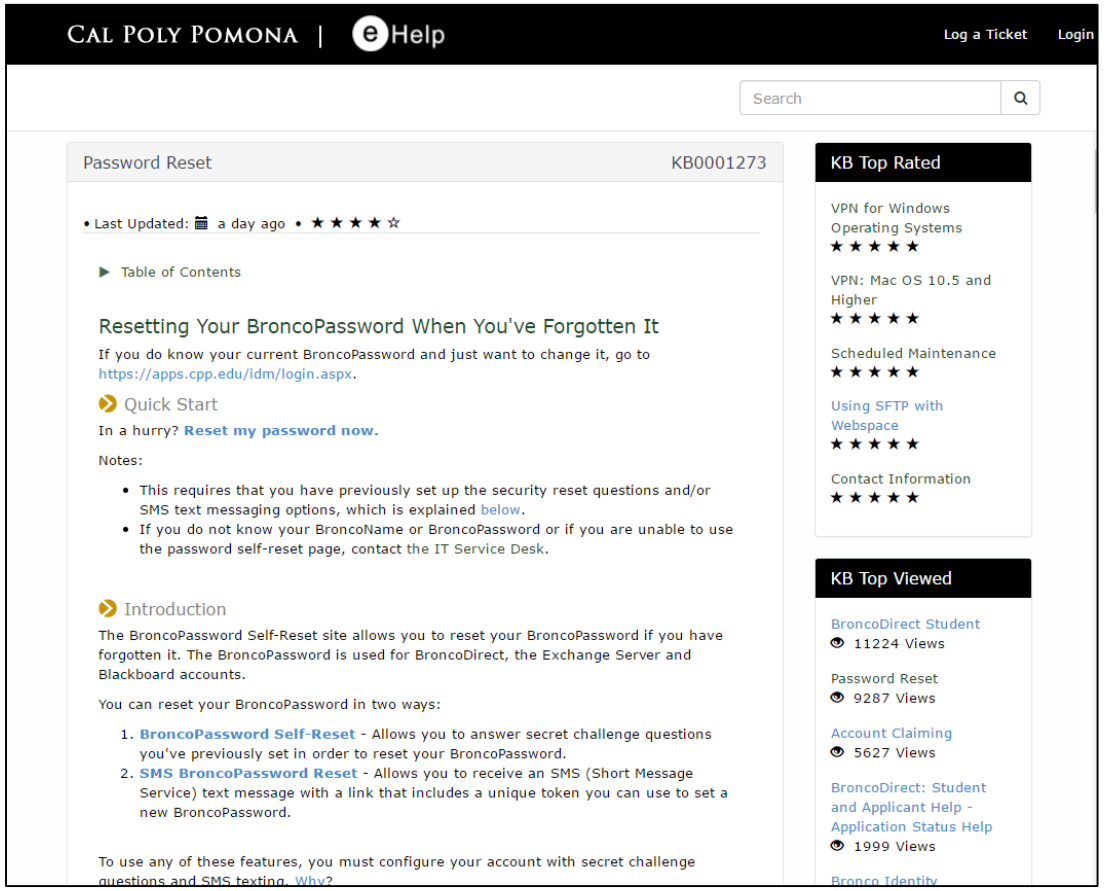
What You Will Learn

- Methodology pertaining to the migration of knowledge articles
- Importance of quality assurance
- Centralizing knowledge provides synergistic benefits

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Context – Setting the Stage

- INDUSTRY TRENDS
  - Single Systems of Record
  - Supporting smarter applications, not more applications
  - Mobility and responsiveness
- COMPETITIVE PRESSURES
  - Increasing competition with specialized products
- INSTITUTIONAL TRANSFORMATIONS
  - Student Success
  - Push for analytics
- DEPARTMENTAL/PROJECT/PROGRAM DRIVERS AND GOALS
  - Integrate knowledge articles
  - Ability to build a business process for knowledge management
  - Manage the audience and currency of articles



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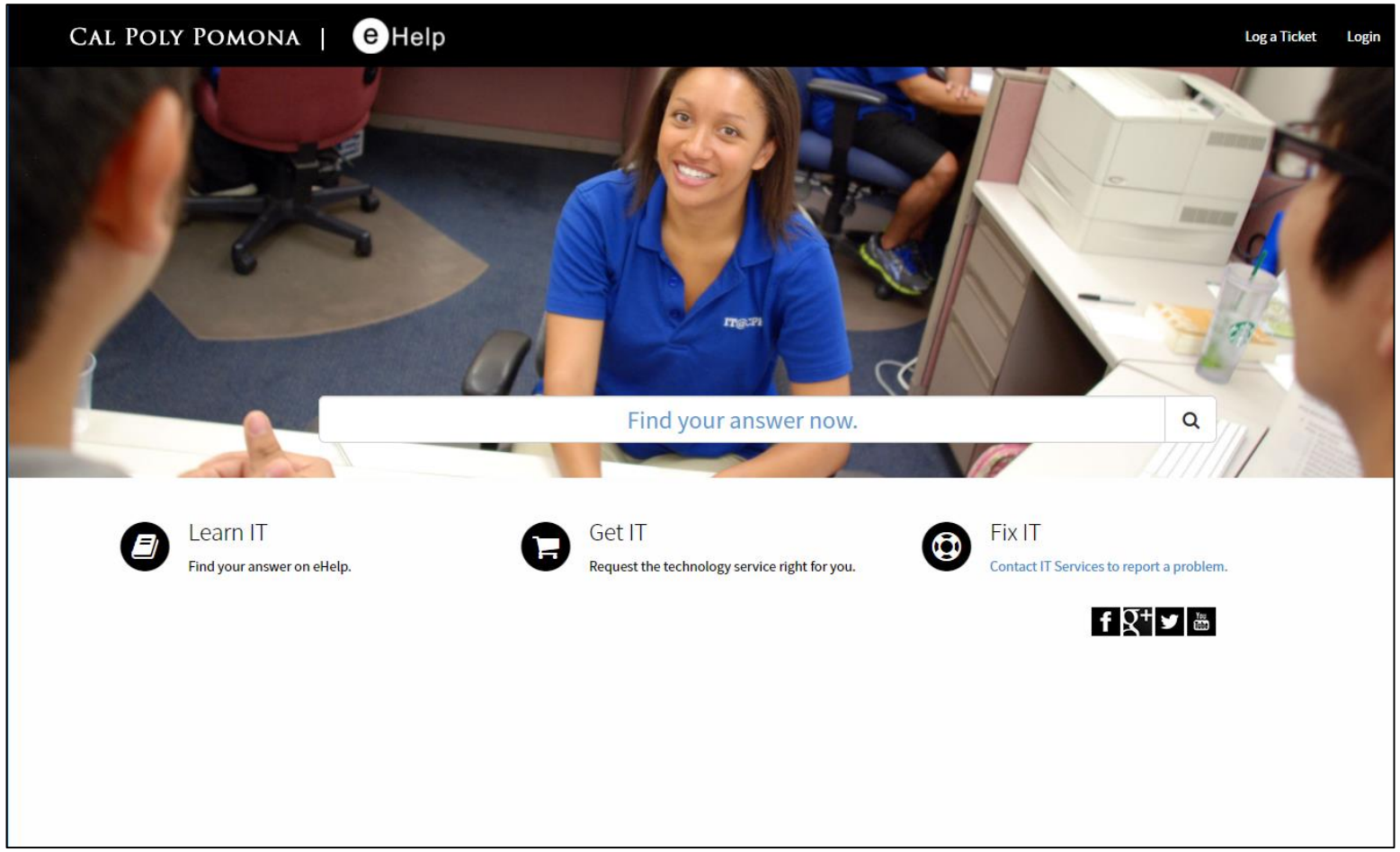
Challenges and Goals

- CHALLENGES
  - Non-existent business process for knowledge management
  - Information shared via disparate systems and tribal knowledge
  - Exporting and importing data (including images, attachments, absolute and relative links; Section-508 compliance)
- GOALS
  - Single system for creating, maintaining and managing knowledge articles
  - Automation of knowledge drafts and approvals
  - Deeper integration with our Service Desk

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Solution at a Glance

ServicePortal implementation of our “eHelp” Knowledge Base.



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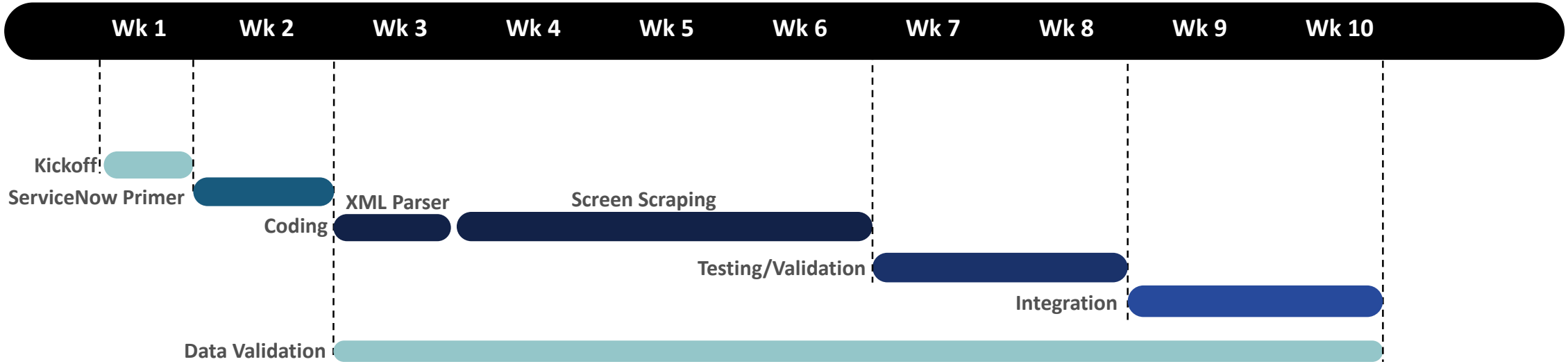
Solution – Strategy or Approach or Methodology

- ESTABLISH OUTCOMES
  - Determine Scope
  - Migration of data from MediaWiki to ServiceNow
  - Cleanup of data prior to implementation
  - Functional User Training
  - End User Training
- MANAGE RESOURCES
  - On Campus developer effort was supplemented by a senior project team and student assistants



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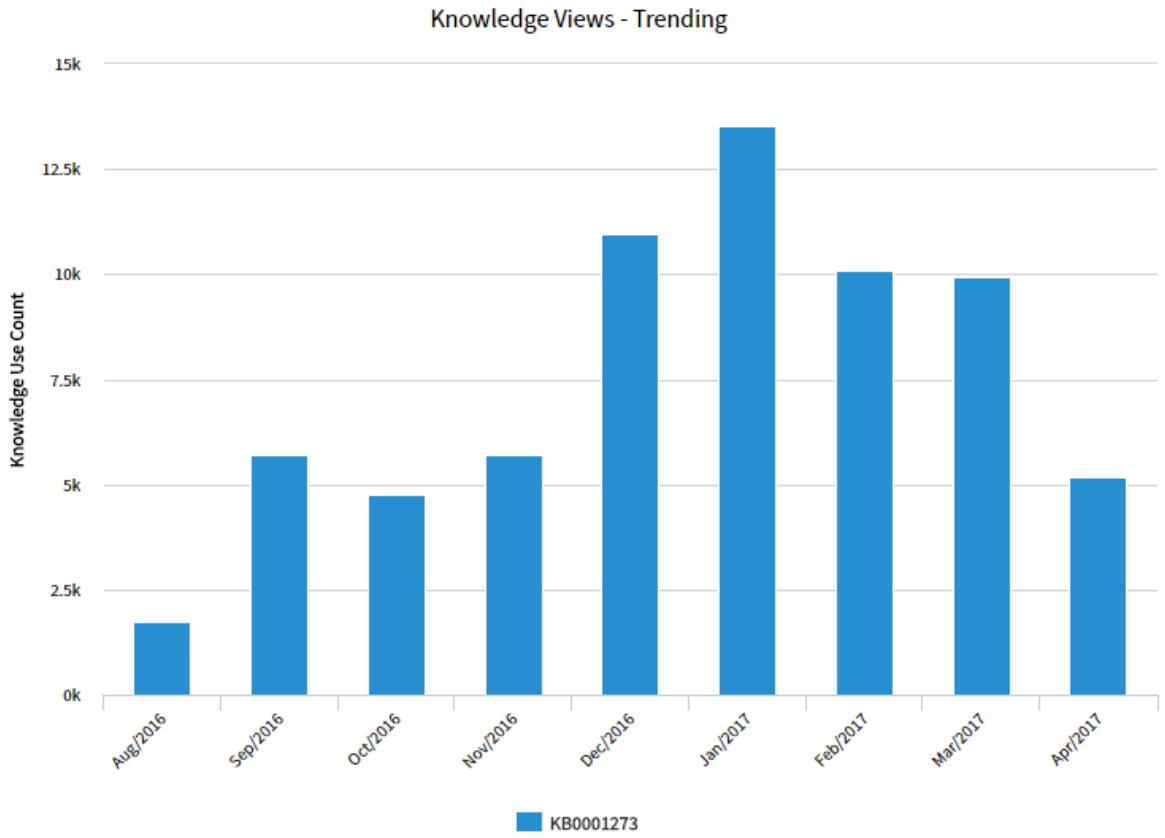
Solution – Timeline



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Solution – Relevant Data

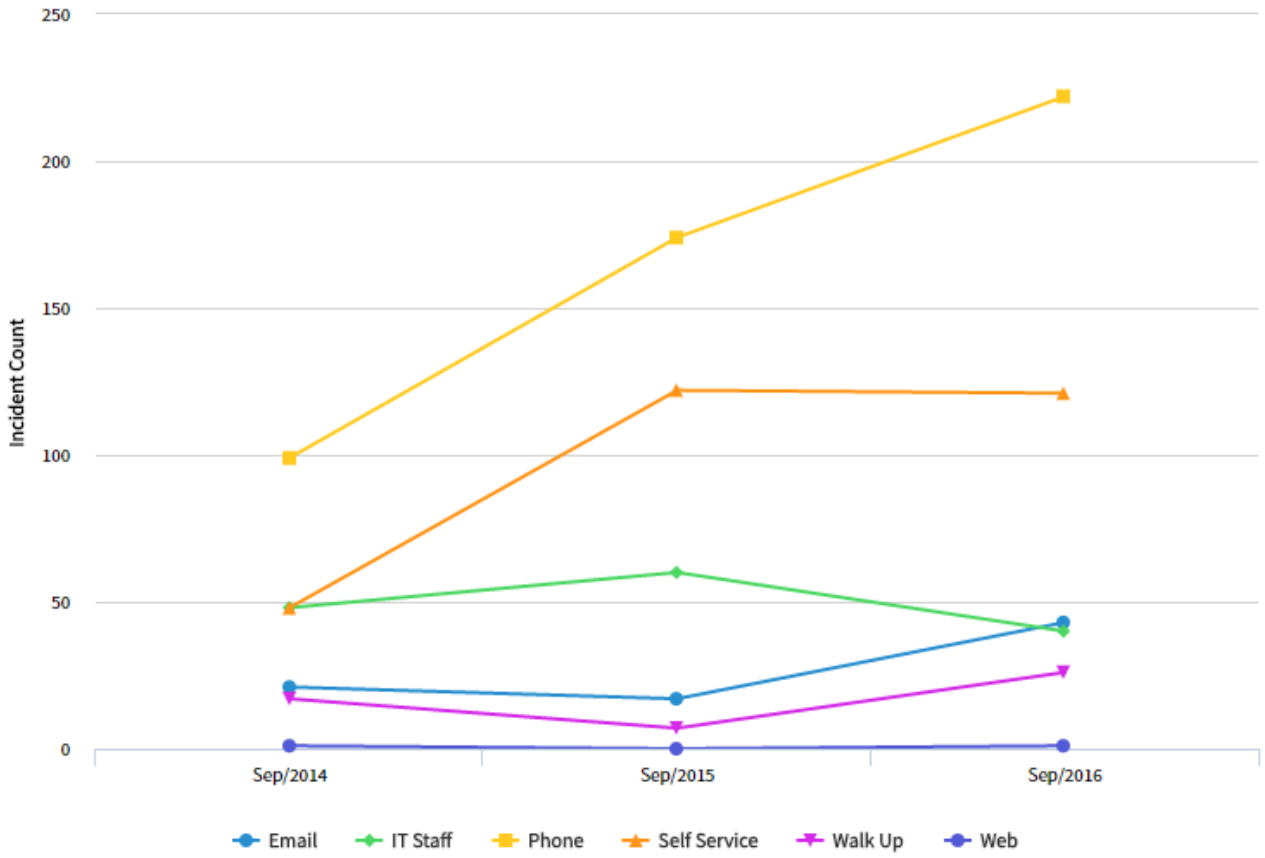
- VIEWERSHIP
  - Approximately 50,000 views over 400 articles in 6 months
- FEEDBACK
  - 0.25%, or once for every 400 views
    - 48% - Comment Only
    - 25% - Rating Only
    - 27% - Rating and Comment
- STALE/UNUSED ARTICLES
  - % of articles that have fewer than X views



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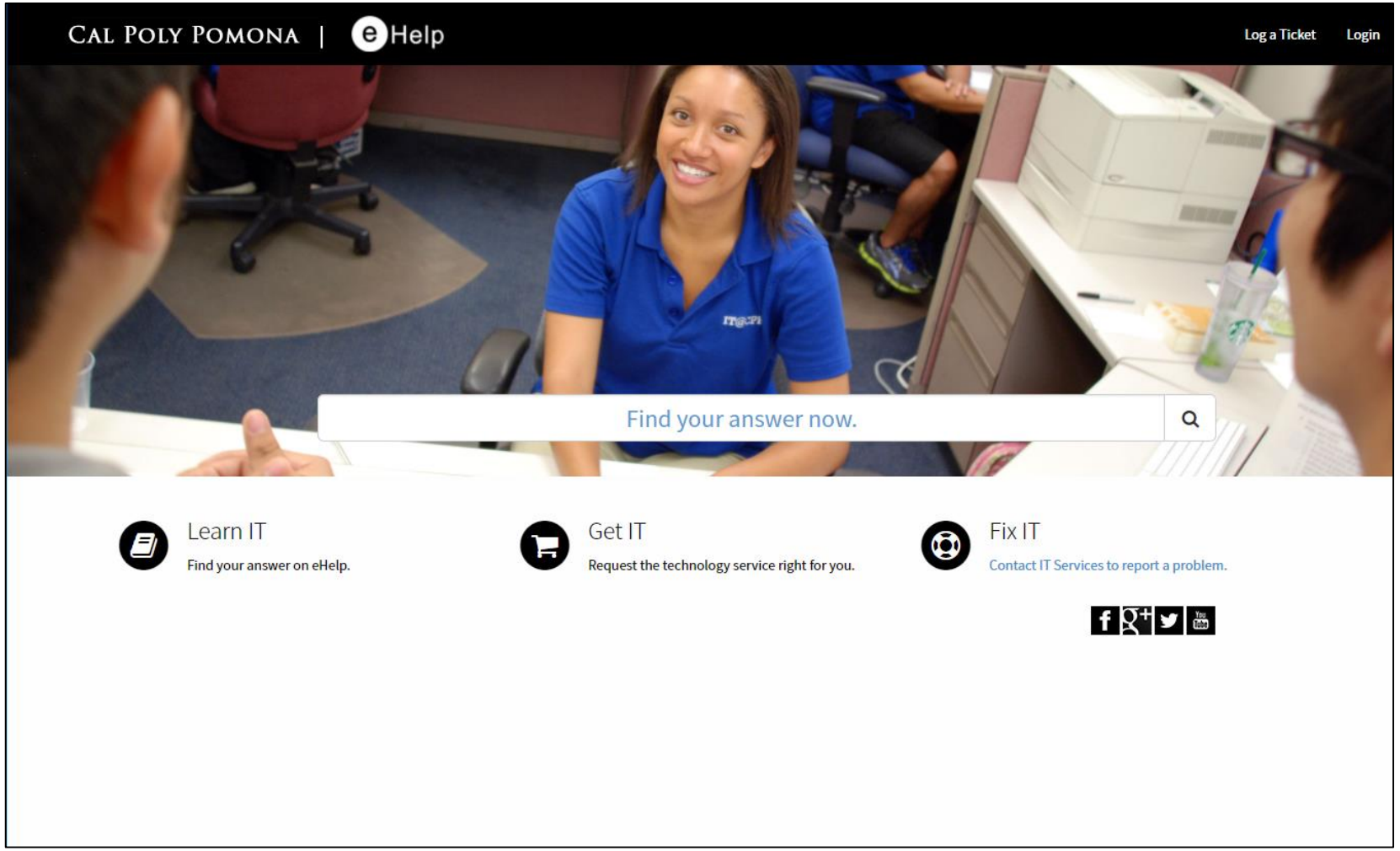
Solution – User Behavior

- WHAT HAS IMPROVED
  - Rate of self-service tickets holding steady
  - IT Staff involvement
- WHAT CAN WE TARGET NEXT
  - Over the phone support, walk up traffic



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Solution – Demo



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Value Outcomes

	BEFORE	AFTER
Viewership	Google Analytics	50k views per 6 months
Feedback	Only by email	1 in 400 users will provide feedback
Single System of Record	No tie-in to ServiceNow	Support Incident resolution
Empowering users	Users have to log into another system to make a ticket	Increase self service

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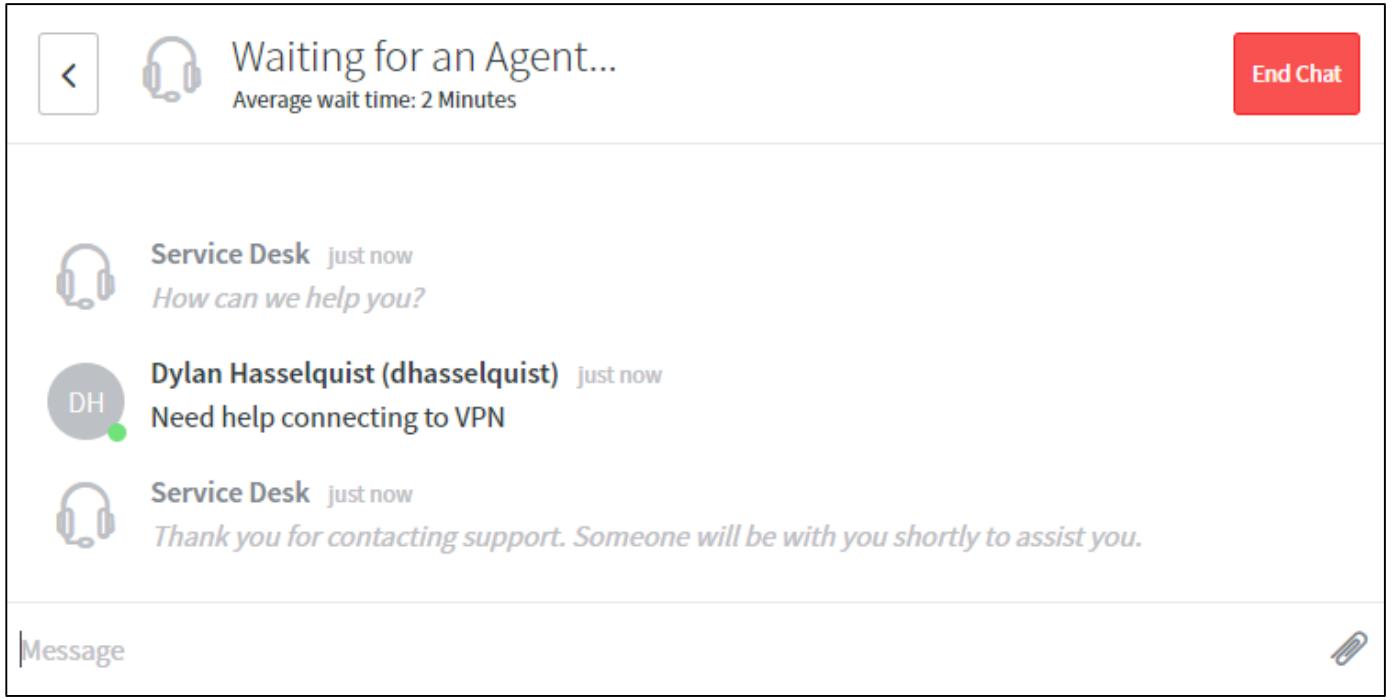
Lessons Learned

1. Determine the business process sooner rather than later
2. Include your functional user, to build an interface that works for them
3. Don’t wait for the perfect solution, it’s difficult to afford the problems you have by waiting to implement
4. Integrating within ServiceNow allows new content creators to contribute more easily
5. Students/Interns can provide value and solve problems with scope-able problems

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Our Next Steps

- Utilize the platform's integration of Knowledge with our Chat Service
- Review and revise articles like never before, based on:
  - Dates (workflow for retirement)
  - Viewership
  - Content
  - Audience



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Top Takeaways



Don’t sacrifice good for perfect



Work closely with functional users



Be creative with your resources

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Thank You

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Q & A

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Take the Survey

Please take a moment to complete a session survey in the Knowledge17 app.

Thank You

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