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# KM8 – Building a Knowledge Management Eco-System

Livepro Customer KM Forum

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# Customer Driven's Knowledge Management Ecosystem

## Content



- Targeted
- Simple
- Quick to find
- Easy to update

## Governance



- Defined roles & responsibilities
- Clear processes
- Analytics

## User Engagement



- Change champions
- Feedback management
- Shared content contribution

**Enables continuous improvement for your business - resulting in consistent & exceptional customer experience.**

# Let's meet the players...

Content Developer



- Rewrites source content into KM platform
- Works with SME to review content
- Responds to feedback

Quality Assurance



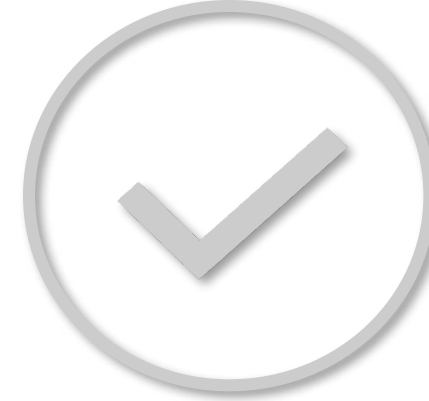
- Quality checks content to ensure it meets design

SMEs



- Expert in the business process, policy or product
- Reviews documents in KM platform
- Provides comments, and additional information where required
- Responds to feedback

Approvers



- Accountable for the sign off of information
- Approves each document in KM platform

End User



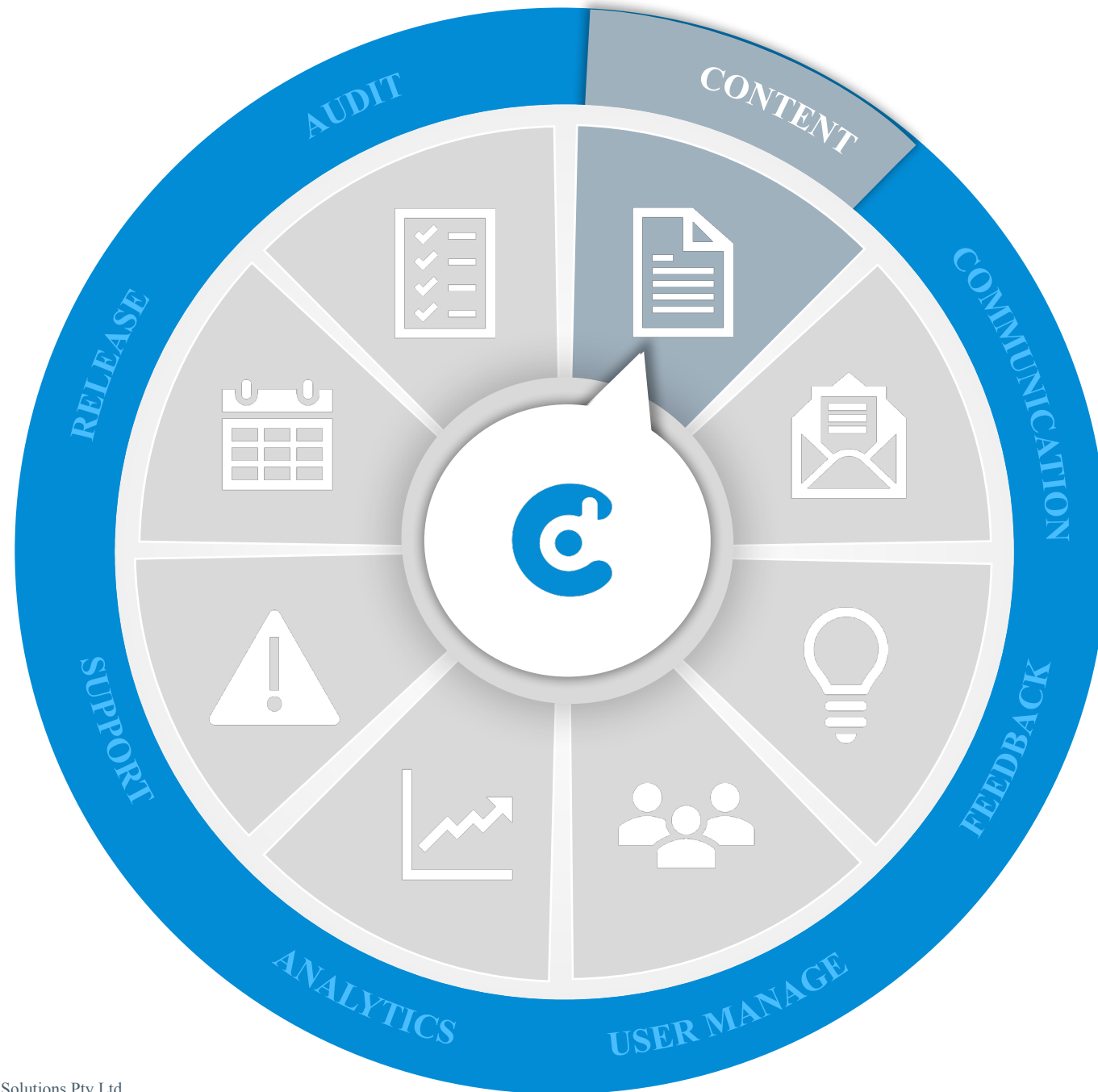
- Attends user testing
- Consumes knowledge in KM platform

# CD's KM8



**Knowledge Management is not a set & forget. You need to work the model to continue realising the benefits.**

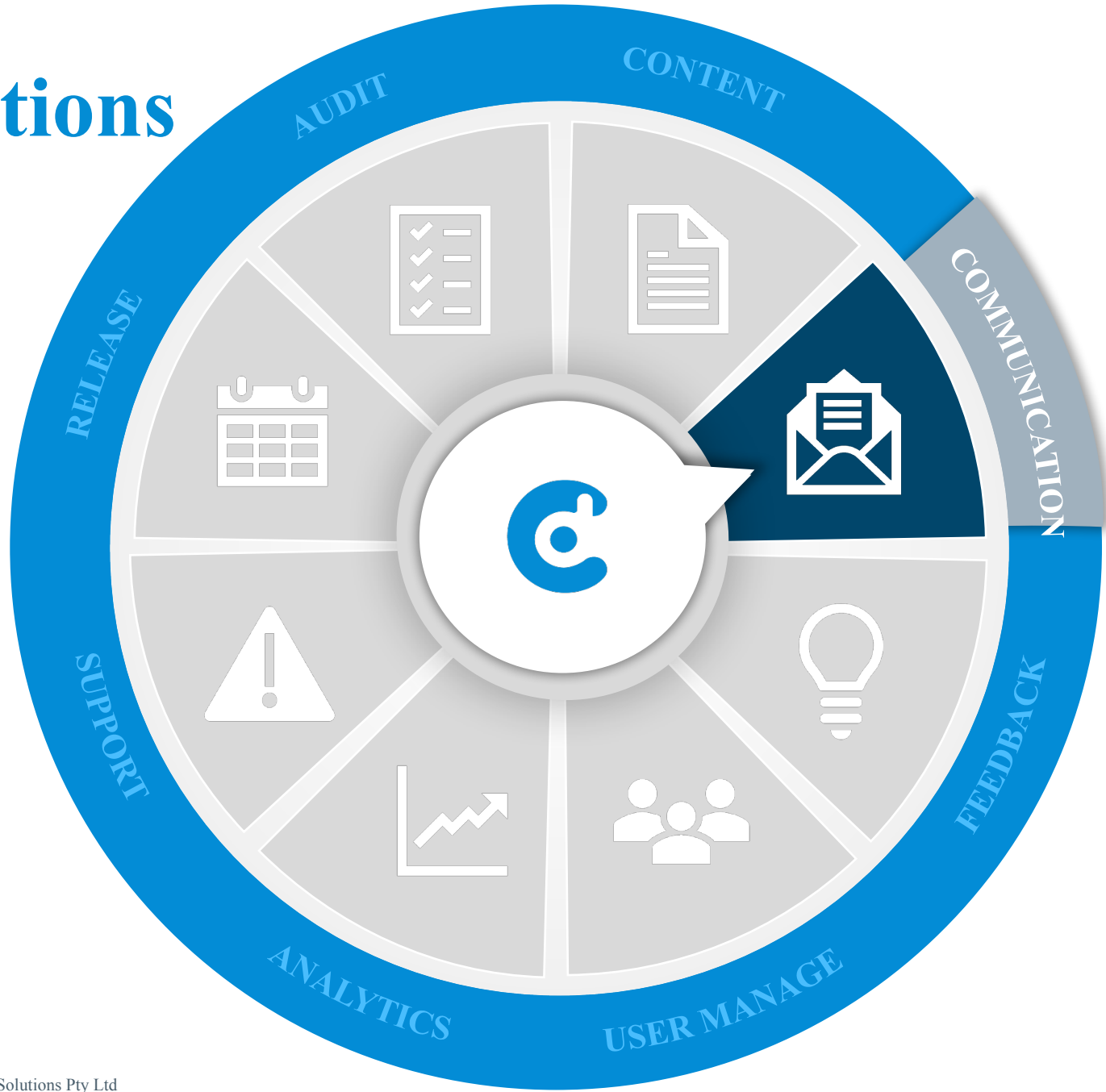
# Content



## Ask yourself...

- ✓ Who can request content?
- ✓ Who will review the content?
- ✓ Who will approve the content?

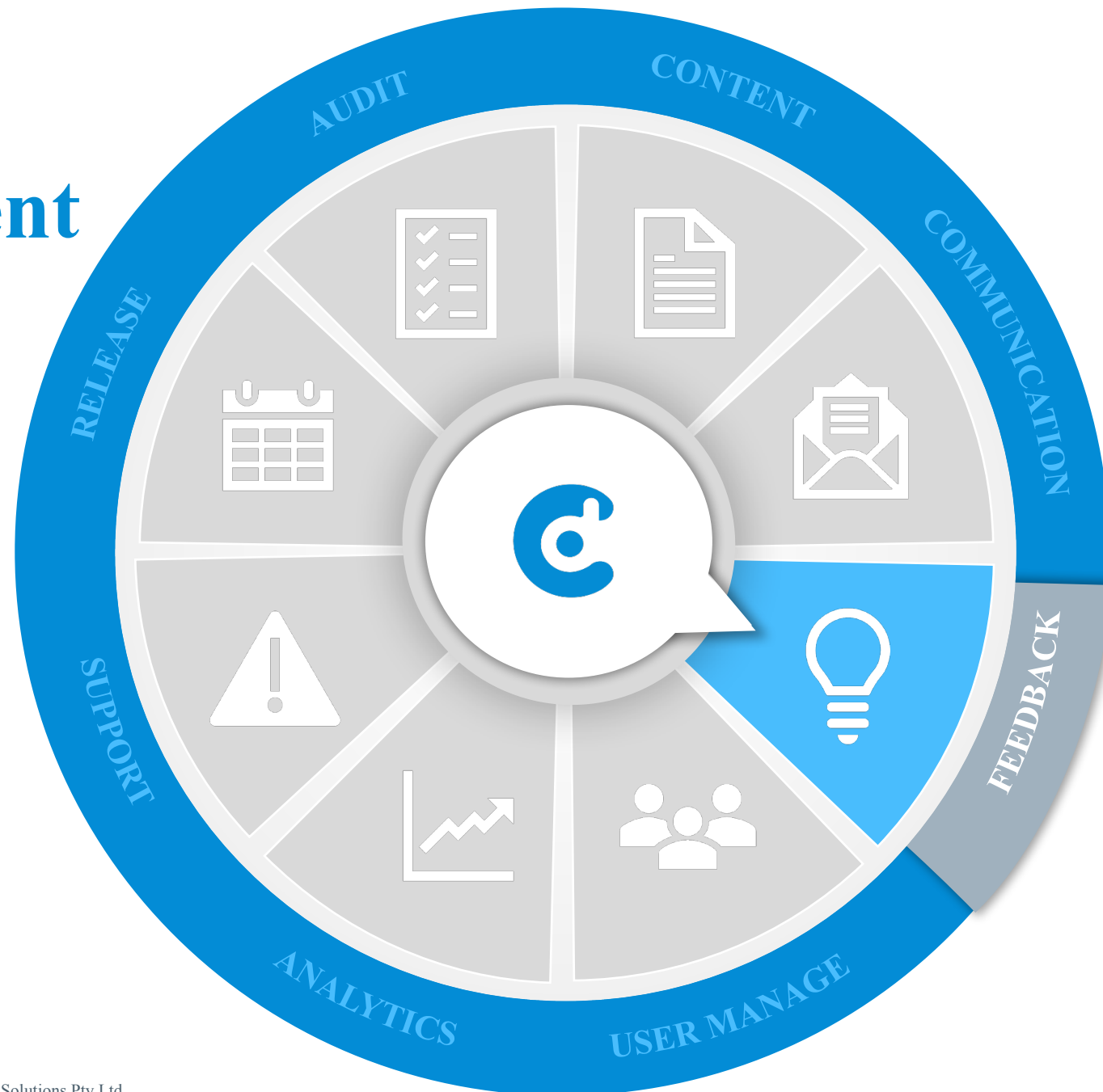
# Communications



## Ask yourself...

- ✓ What change will you communicate?
- ✓ How will you track the read rate?
- ✓ How will you check the end user's comprehension?

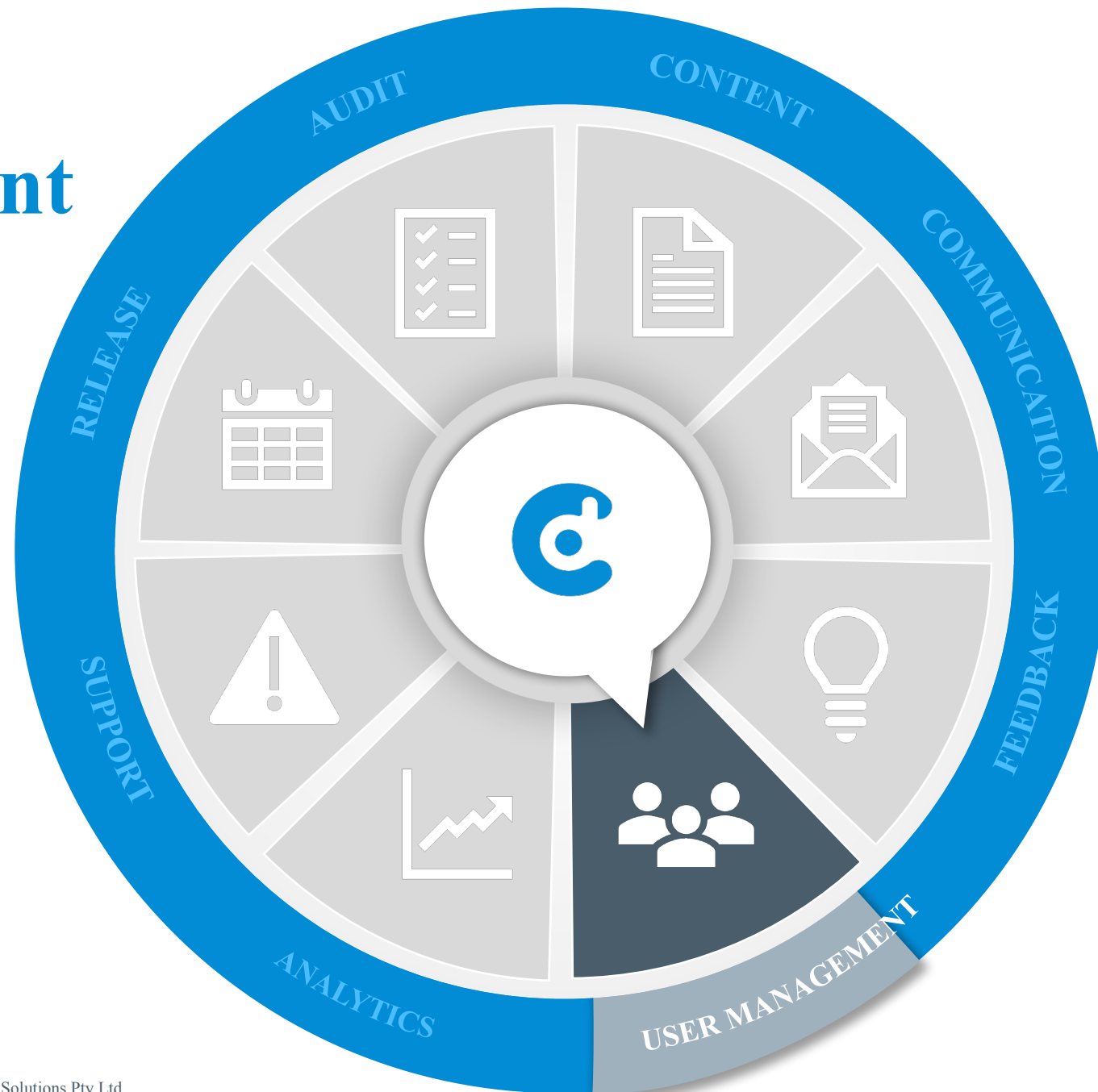
# Feedback Management



## Ask yourself...

- ✓ What are your SLAs?
- ✓ How will you categorise & triage?
- ✓ What insights can you gain?

# User Management



## Ask yourself...

- ✓ What access do your users need?
- ✓ How can your role structure assist you?
- ✓ How will you audit your user base?



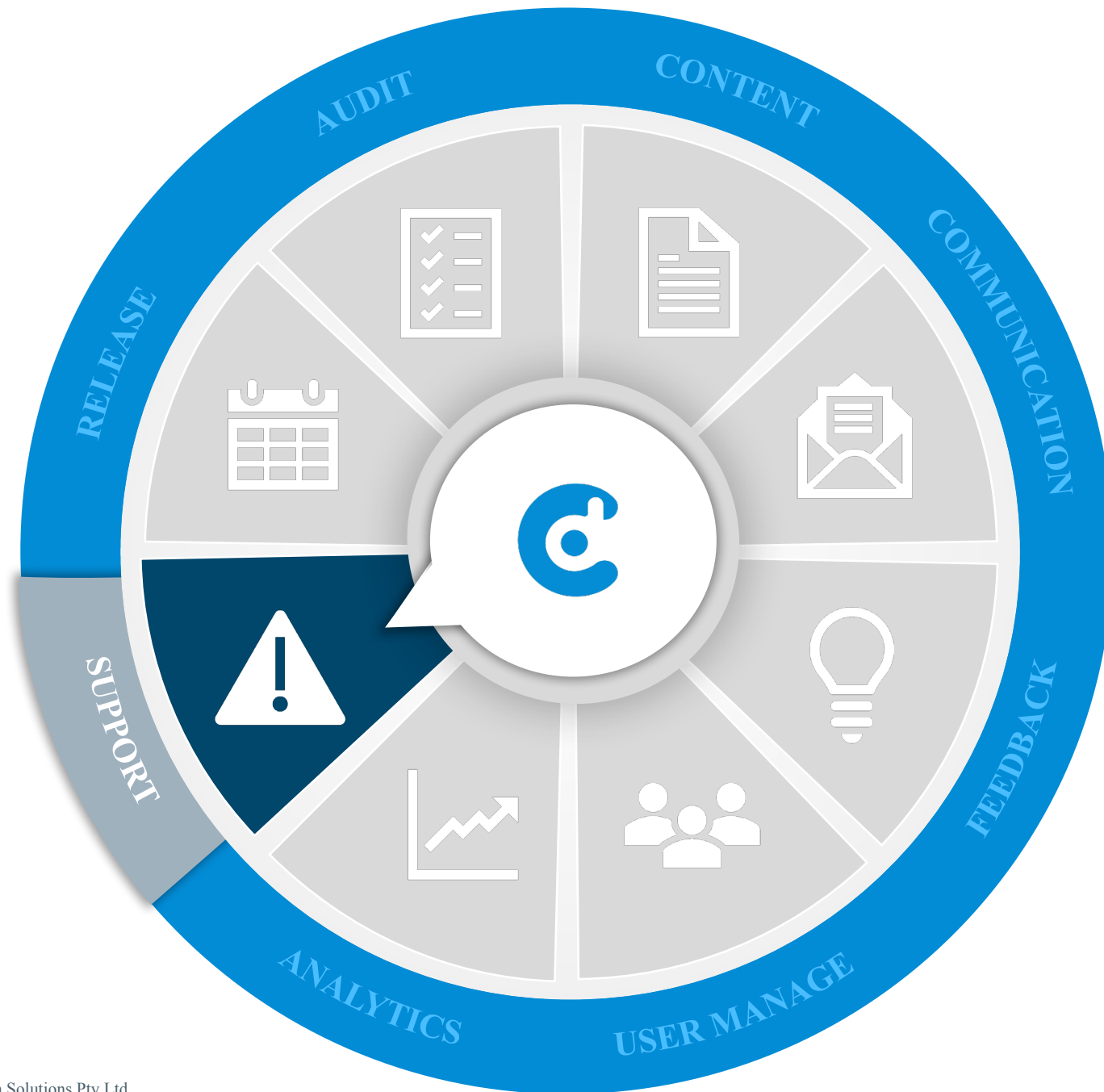
# Analytics



## Ask yourself...

- ✓ What is your reporting schedule?
- ✓ What is your data saying about your users?
- ✓ How can you help your business understand KM's influence?

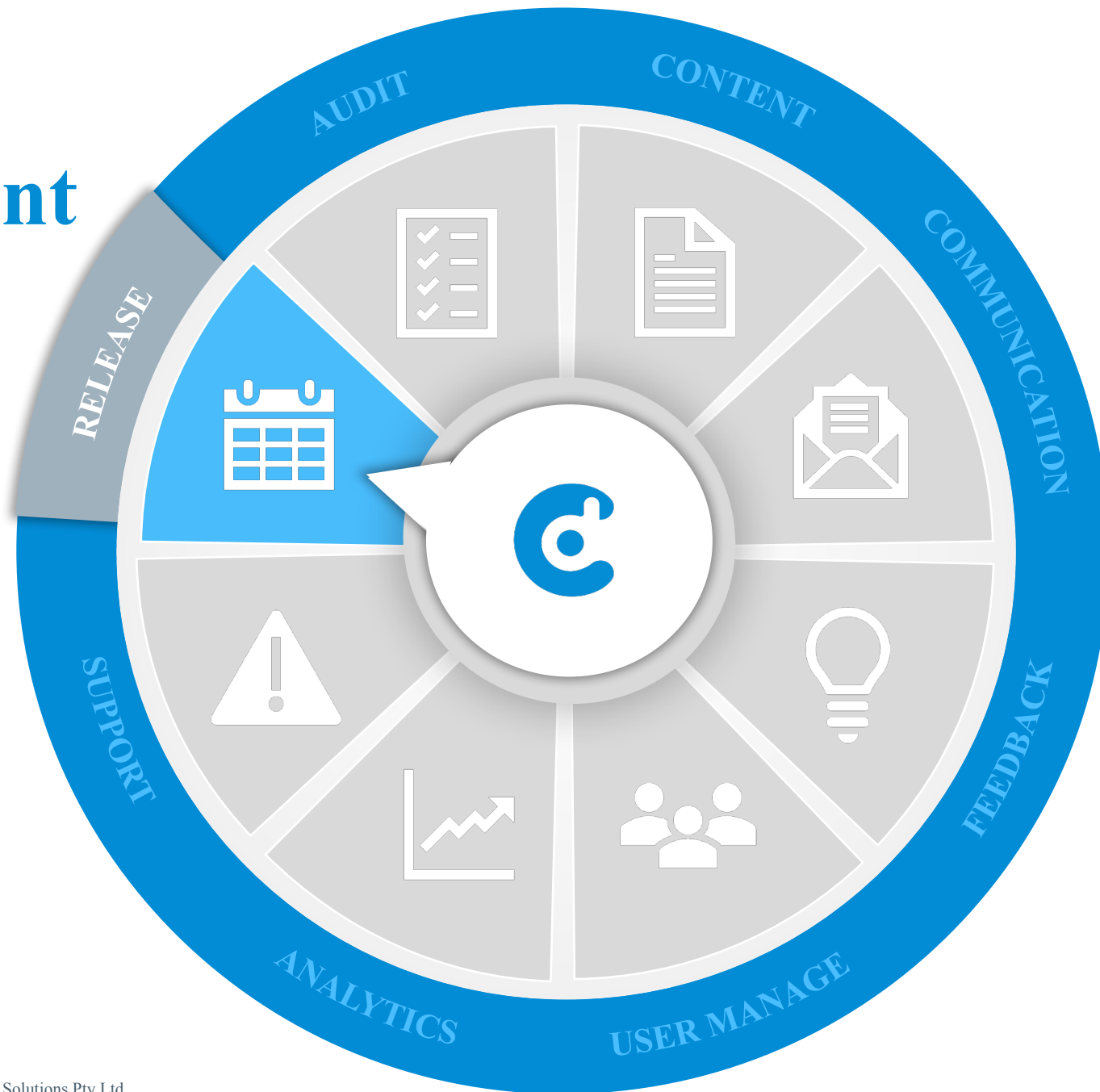
# Support



## Ask yourself...

- ✓ How will your users report an issue?
- ✓ How will you troubleshoot issues ?
- ✓ How will you track trends?

# Release Management



## Ask yourself...

- ✓ What is your UAT plan?
- ✓ How will the new features help your users?
- ✓ How can you influence the product road map?

# Audit



## Ask yourself...

- ✓ When was the last time you reviewed your database?
- ✓ Are you ready for an external audit?
- ✓ When was the last time you deleted or archived content?