Knowledge Management
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0. Needs Analysis
1. eLearning Videos
2. KB Documentation
3. Job Aids
4. Classroom Training
5. Coaching/Consulting
Training Needs Analysis
What we do
• Analyze the learning needs
• Create a Knowledge plan
• Propose a solution

What we consider
• Audience
• Skill gaps
• Best learning formats

What we create
• elearning videos
• Documentation
• Classroom training
eLearning Videos
eLearning samples:

- Interactive:  
  [Incident Management]
- Promos:  
  [Event Registration]
- Large modular trainings:  
  [B2P]
- Compliance:  
  [DCM]
- Drupal Cloud + Video:  
  [Tim the Beaver Mascot Rental]
KB Documentation
Knowledge curation and more:

- KB Best Practices
- Service Desk Playbook
- Service Landing page: DUO Authentication
- How To Page: YubiKey Video
Job Aids come in different flavors:

- IS&T Financial Reports
- B2P Quick Cards & Videos
- How to Animation: O365 Pilot
- Instructional: MyTime Time
Hands-on training still exists:
• Facilities:
  SAP new work method
• B2P: Classroom & demos
• Tableau
• DropBox Workshop @ IAP
• WordPress Basics Workshop
• GAP Project
• Atlas Service Center Project
• ServiceNow Demos
Knowledge Coaching/Consulting
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- KB author coaching & support
- Knowledge Lifecycle management
- Managing and applying feedback
- Community eLearning support

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