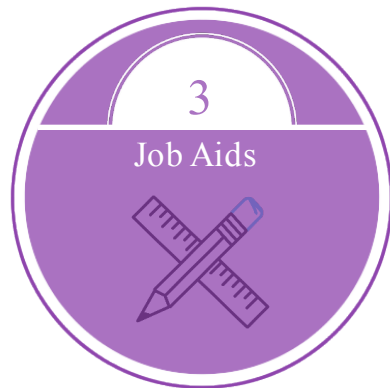
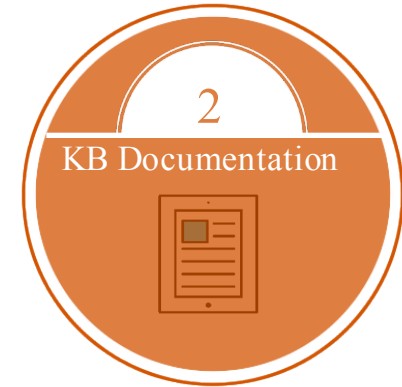

Knowledge Management

MIT | **IST** Information Systems
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Knowledge Management



0

Training Needs Analysis



What we do

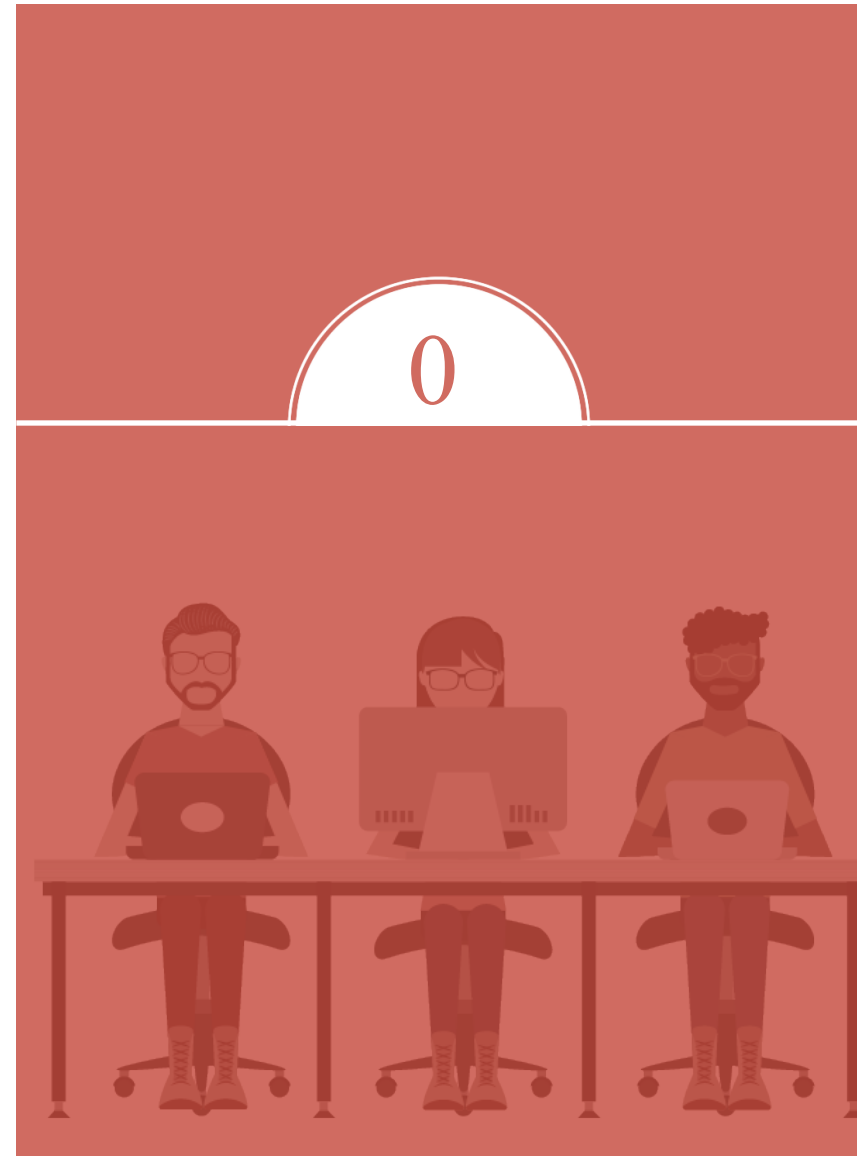
- Analyze the learning needs
- Create a Knowledge plan
- Propose a solution

What we consider

- Audience
- Skill gaps
- Best learning formats

What we create

- elearning videos
- Documentation
- Classroom training



1

eLearning Videos



1

eLearning samples:

- Interactive: [Incident Management](#)
- Promos: [Event Registration](#)
- Large modular trainings: [B2P](#)
- Compliance: [DCM](#)
- Drupal Cloud + Video: [Tim the Beaver Mascot Rental](#)

2

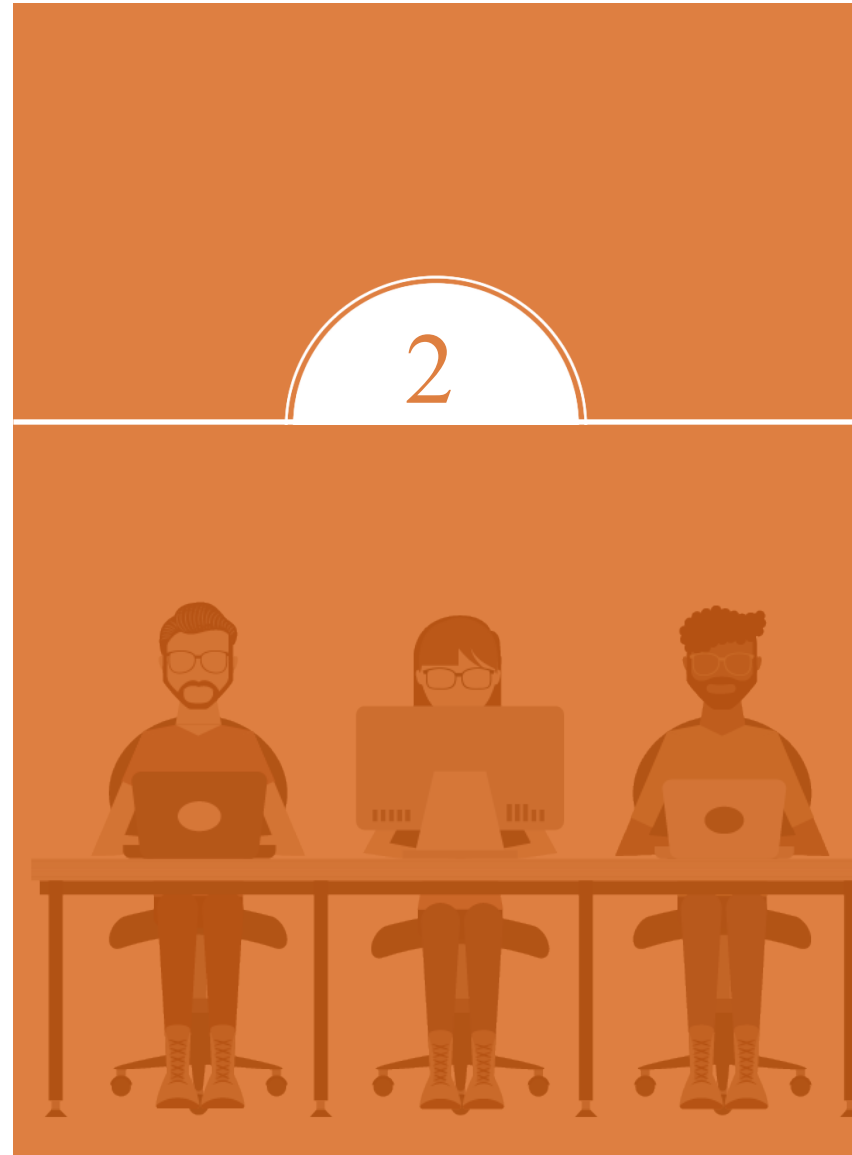
KB Documentation



Knowledge curation and more:

- [KB Best Practices](#)
- [Service Desk Playbook](#)
- Service Landing page:
[DUO Authentication](#)
- How To Page: [YubiKey Video](#)

2



3

Job Aids



3



Job Aids come in different flavors:

- [IS&T Financial Reports](#)
- [B2P Quick Cards & Videos](#)
- How to Animation: [O365 Pilot](#)
- Instructional: [MyTime Time](#)

4

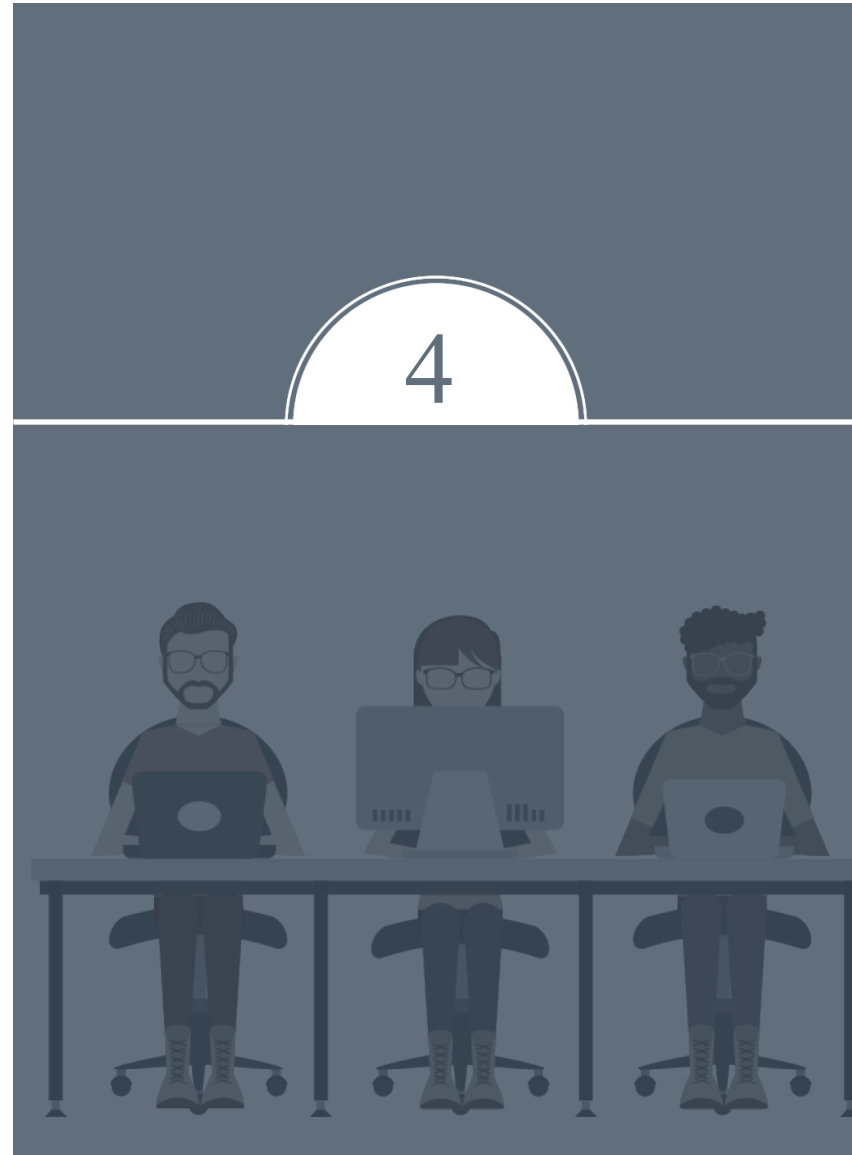
Classroom Training



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

4



5

Knowledge Coaching/Consulting

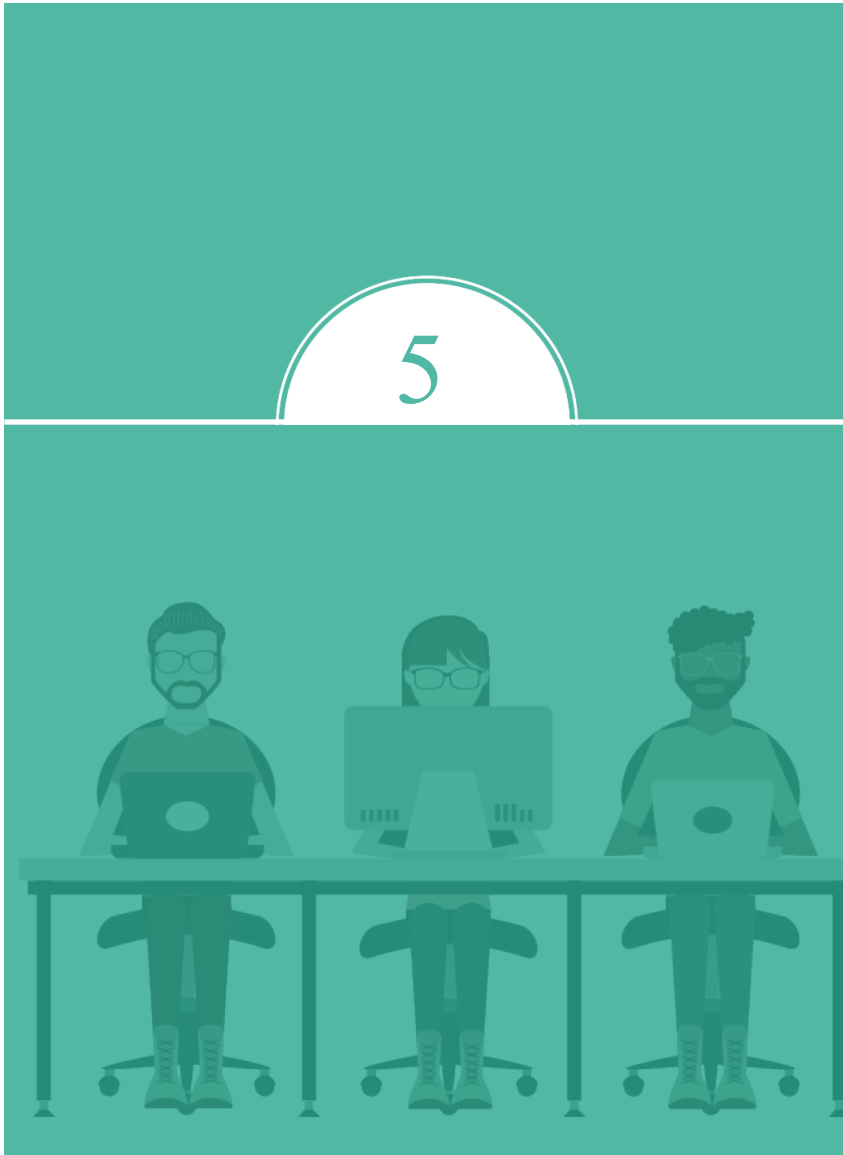


5

Knowledge Coaching/Consulting

- KB author coaching & support
- Knowledge Lifecycle management
- Managing and applying feedback
- Community eLearning support

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