

How do I get information out of my head and into yours?  
Transferring Institutional Knowledge

Wesley Pate, AITS Service Desk

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# Isn't all knowledge institutional?

- There are two types of knowledge in organizations: formal (explicit) and informal (tacit)
- Formal knowledge is explicit knowledge
- Explicit knowledge is kept in databases and procedures
- Explicit knowledge can be easy to transfer and share because it is well defined and accessible to everyone
- Transfer of explicit knowledge is only part of the story

# What and where is my informal knowledge ?

- Informal knowledge is tacit knowledge
- Use of tacit knowledge allows you to make your job seem effortless
- Tacit knowledge is not easily put in a procedure or database structure for knowledge transfer
- Tacit knowledge is shared through informal networks
  
- Tacit knowledge answers who and why. So what do we do???

# How does your organization handle who and why questions?

- Who do you call when a system is down- that's easy.
- Who do you call when you need to know what a system can or can't do- that can be more difficult
- Why do we use this system and not that one- even tougher to answer
- Why can't we order facial tissues- the toughest question of all
- The answers to many who and why questions are in the brains of your coworkers

# Wes, why do we need to get the knowledge out of our heads?

- Today's workforce is highly mobile
- We work in higher education- our skill sets may bring more in the corporate world
- We work in higher education people move between campus and system office all the time
- Every person that leaves your department takes a piece of it with them- department processes, practices, history, and culture

# Ok Wes, how do we start the knowledge download?

- The classic way to transfer tacit or informal institutional knowledge, is through a mentoring program.
- Mentor programs can be department sponsored formal programs- Every new employee has a mentor
- Mentor programs can flow organically from a relationship built with a new employee during training

# A good mentor will be..

- A communicator
- Knowledgeable about all department procedures and processes
- Understand the power of networks to get things done
- Happy to share the knowledge
- Able to offer objective advice and guidance
- Have the time to meet one to one

# AITS Service Desk or how do I mentor in a 24/7/365 environment

- We provide help desk support for all University System Office processes and programs
- We provide after hours support for Urbana campus Tech Services and libraries
- We provide Banner production scheduling services on nights and weekends
- That is a lot of processes and procedures to retain, remember, and apply to the correct situation



The Service Desk Handbook is a resource for new and current staff at the AITS Service Desk. It can be used for onboarding, training, or general reference.

[Orientation](#) | [Production Job Scheduling](#) | [Technology Services](#) | [Ticket Handling](#) | [System Monitoring](#) | [KnowledgeBase](#) | [Data Center](#) | [Other Duties](#) | [Administrivia](#)

## Orientation

- [New Employee Orientation](#)
- [Working Your Shift](#)
- [Training Plan for New Staff](#)
- [Ground Rules & Expectations](#)
- [Adding a picture to your Skype profile](#)
- [Career Development Resources](#)
- [Henry Administration Building \(HAB\) Orientation](#)
- [Service Desk Toolkit](#) (links to all applications and monitoring tools)
- [Shift Schedule Calendar](#)

## Technology Services

- [After Hours Support Procedures](#)
- [Outages and Escalations](#)
- [ICCN Support Calls](#)
- [Ticket Handling for Tech Services](#)
- [Phone Handling for Tech Services](#)
- [Classroom Technologies \(ClassTech\) after hours support](#)
- [Support Tools for Tech Services](#)

## Production Job Scheduling

- [Handling ABORTED jobs](#)
- [Overview & Responsibilities](#)
- [How to run Applications Manager \(AMPROD\)](#)
- [Activating/Inactivating Queues](#)
- [Process Flows](#)
- [Submitting a Job or Process Flow](#)
- [Job Status Descriptions](#)
- [Taking Action on Tasks in Backlog](#)
- [Deleting Tasks](#)
- [What are Agents?](#)
- [Documentation/Key Concepts](#)
- [Long Running Jobs](#)
- [Resetting Aborted and On Hold Tasks](#)
- [Viewing Task Documentation](#)
- [Handling LAUNCH ERRORS](#)
- [Killing Tasks](#)
- [Viewing Output](#)
- [Using the Explorer Pane](#)
- [Putting Tasks on Hold / Removing Holds](#)
- [Removing All Predecessors for Tasks](#)
- [Major System Failures](#)

## Monitoring Scheduled Batch

- [Monitoring the Backlog](#)
- [Creating Incident ticket from an Abort](#)

## Processing Batch Requests

- [Monitoring the Production Requests mailbox](#)
- [Batch Requests](#)
- [Changing a Condition](#)
- [Changing a Prompt](#)

- [Adding/Removing Components in Process Flow](#)
- [Adding a Job to an existing Process Flow](#)

## Incident Handling

- [On-Call Contact Procedure](#)
- [Status Page Posting Procedures](#)
- [Reporting a Security Incident or Breach](#)

## Ticket Handling

- [Ticket Handling by AITS Service Desk Agents](#)
- [AITS Request Area Cheat Sheet](#)
- [How to Make a Great Ticket](#)
- [Service Desk Manager - Interface](#)
- [Service Desk Manager - Creating a New Ticket](#)
- [Service Desk Manager - Viewing Tickets and Ticket Detail](#)
- [Service Desk Manager - Updating the Ticket Status](#)
- [Service Desk Manager - Logging Comments in Tickets](#)
- [Service Desk Manager - Transferring a Ticket](#)
- [Service Desk Manager - Closing a Ticket](#)
- [Service Desk Manager - Reopening a Ticket](#)
- [Service Desk Manager - Ticket Escalations](#)
- [Service Desk Manager - Using Manual Notification](#)
- [Service Desk Manager - Searching for Tickets](#)
- [Service Desk Manager - Creating and Editing Contacts](#)

## System Monitoring

- [BANPROD Blocks and Locks](#)
- [HP SiteScope](#)
- [WhatsUp Gold](#)
- [NetBackup](#)
- [Oracle Enterprise Manager \(OEM\)](#)
- [SiteScan](#)
- [WhatsUp disk space alerts](#)

## KnowledgeBase

- [About the KnowledgeBase](#)

## Data Center

- [Visitors to HAB data center](#)
- [Visitors to RRB data center](#)
- [HAB data center access for Service Desk staff](#)

## Other Duties

- [University Library after-hours support](#)
- [Clarity Work Request Creation Process](#)
- [UIC Hospital, UI Health Support Information](#)

## Administrivia

- [University help desk contact information](#)
- [Timesheets](#)

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# Our solution- Tips and Tricks

- Short to medium length videos- focused on one topic
- That topic may cover many procedures
- We encourage everyone to participate and make or suggest videos
- We usually produce one per month
- We have them archived on a private channel at
- Media Space Illinois- <https://mediaspace.illinois.edu/>
- We use Kaltura Capture to record and edit

# AITTS Service Desk - Tips & Tricks

A Channel dedicated to making daily job functions easier. Covering anything from applications to processes used by the Service Desk.



Private | 7 Media | 12 Members | 7 Subscribers | Managers

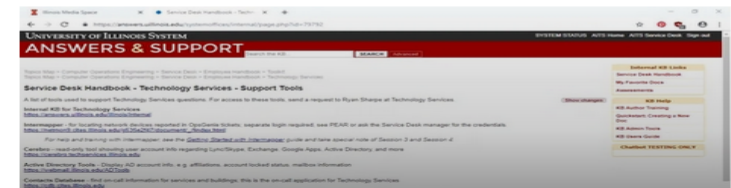
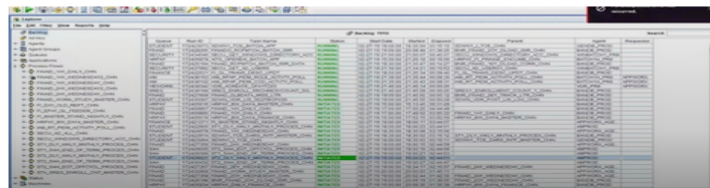
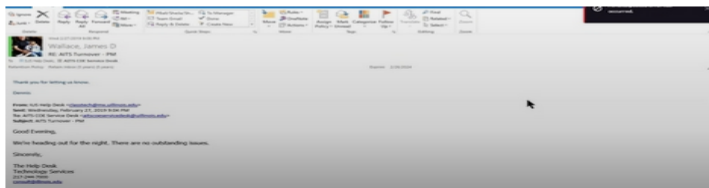
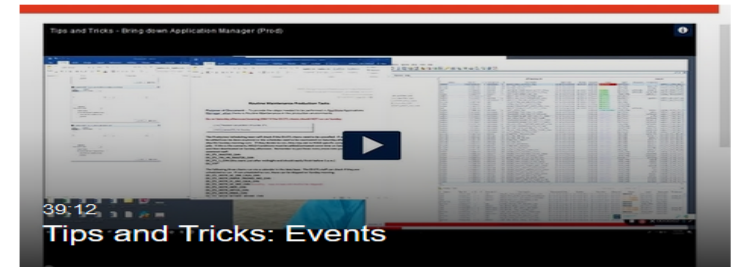
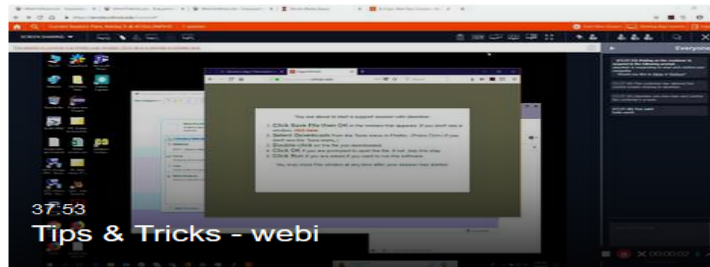
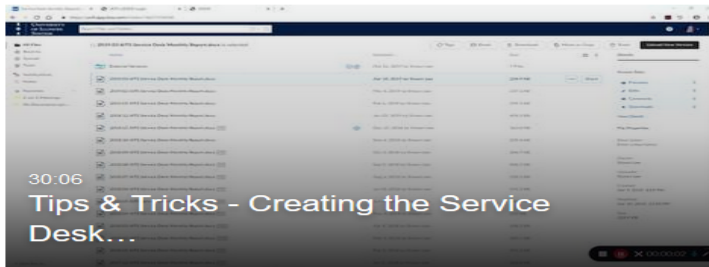
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# Comments or Questions?

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Thank You Everyone  
for your time!

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