



**Leveraging
Microsoft Tools
to empower your
organization's
365
Knowledge
Management
Strategy**



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<https://runevents.net/app/>

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PLATINUM



GOLD



SILVER



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	April 9	April 10	April 11
8:00am – 9:00am	Registration	Registration	Registration
9:00am – 9:50am	Workshops	Keynotes	Sessions
9:50am – 10:30am		Sessions	Sessions
10:30am – 11:20am		Sessions	Sessions
11:30am – 12:20pm		Sessions	Sessions
12:30pm – 2:00pm		Lunch	Lunch
2:00pm – 2:50pm	Workshops	Sessions	Sessions
3:00pm – 3:50am		Sessions	Sessions
4:10pm – 5:00pm		Sessions	Sessions
5:30pm – 6:30pm			Prizes
6:30pm – 9:00pm		Party	

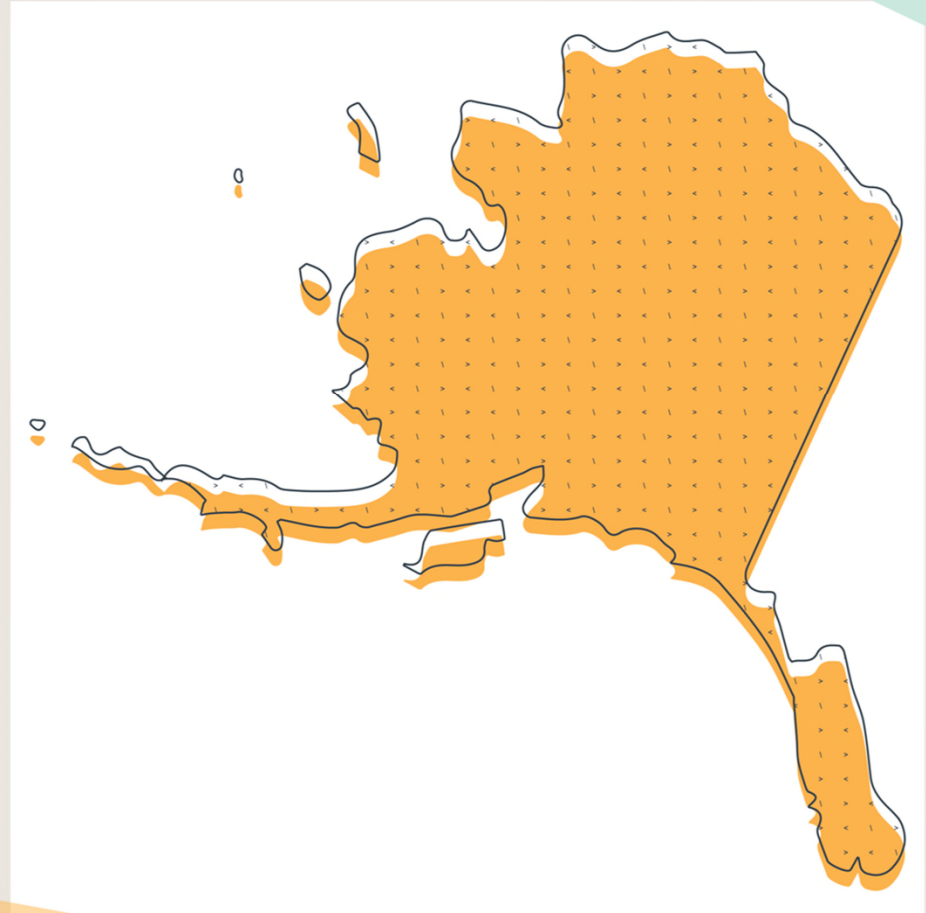
Schedule

About Me

@vcmonkey

<https://www.highmonkey.com/blog>

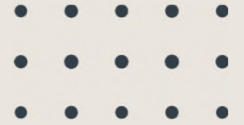
- Originally from Alaska
- Celebrating 25 years of business
- Been reimagining websites since 1998
- Been digitizing the workplace since 2001
- User Experience Aficionado



Agenda

1

What is Knowledge Management



2

Managing Knowledge

3

Knowledge through Microsoft Search

4

Knowledge through VIVA and SharePoint

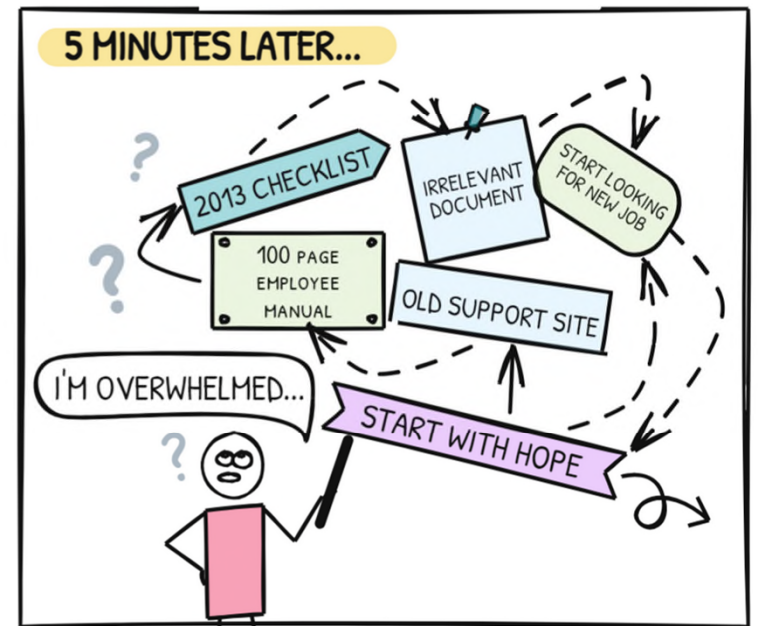
5

Knowledge through Microsoft CoPilot

HOW PEOPLE THINK YOUR KM WORKS



HOW YOUR KM REALLY WORKS



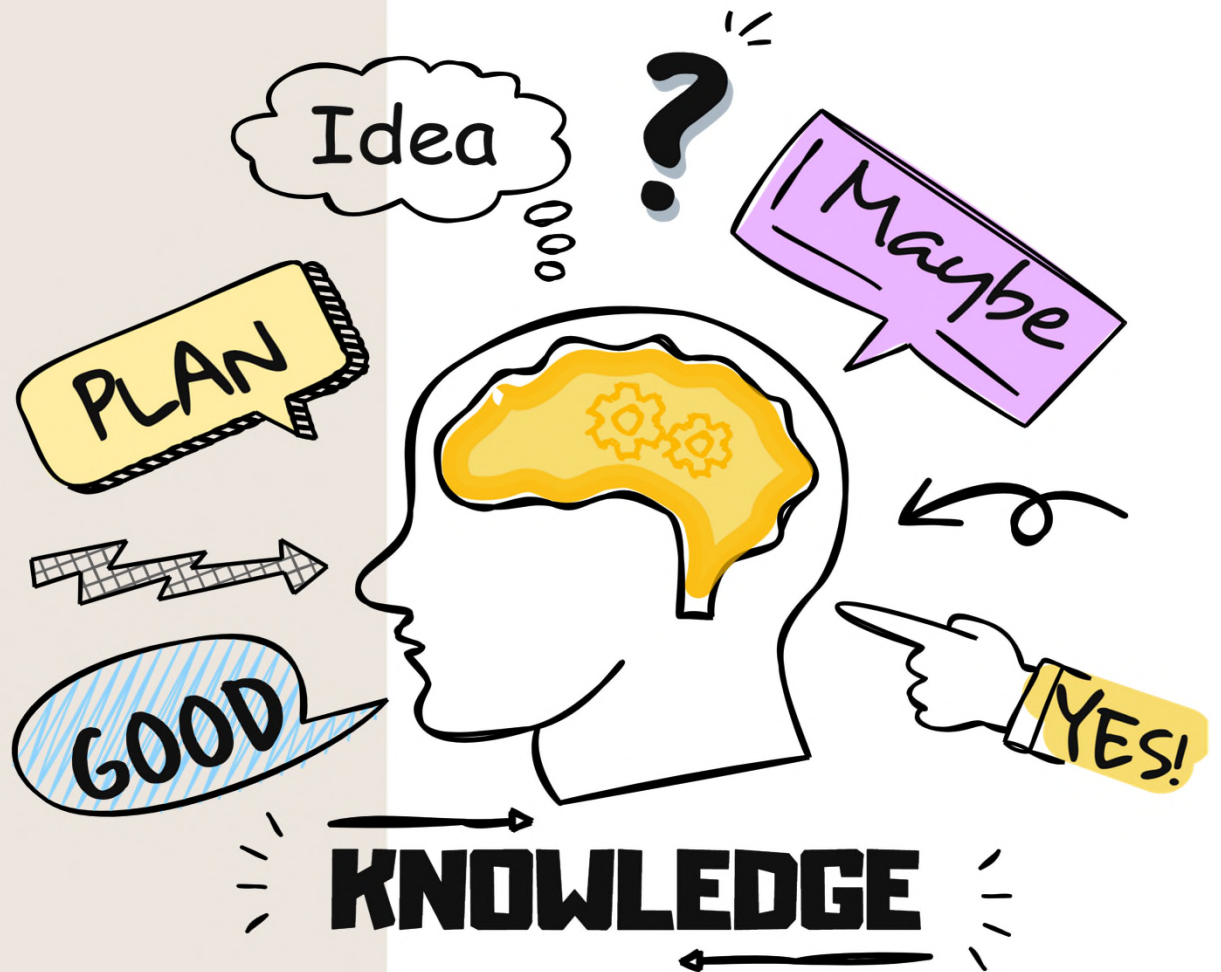


What is Knowledge Management?



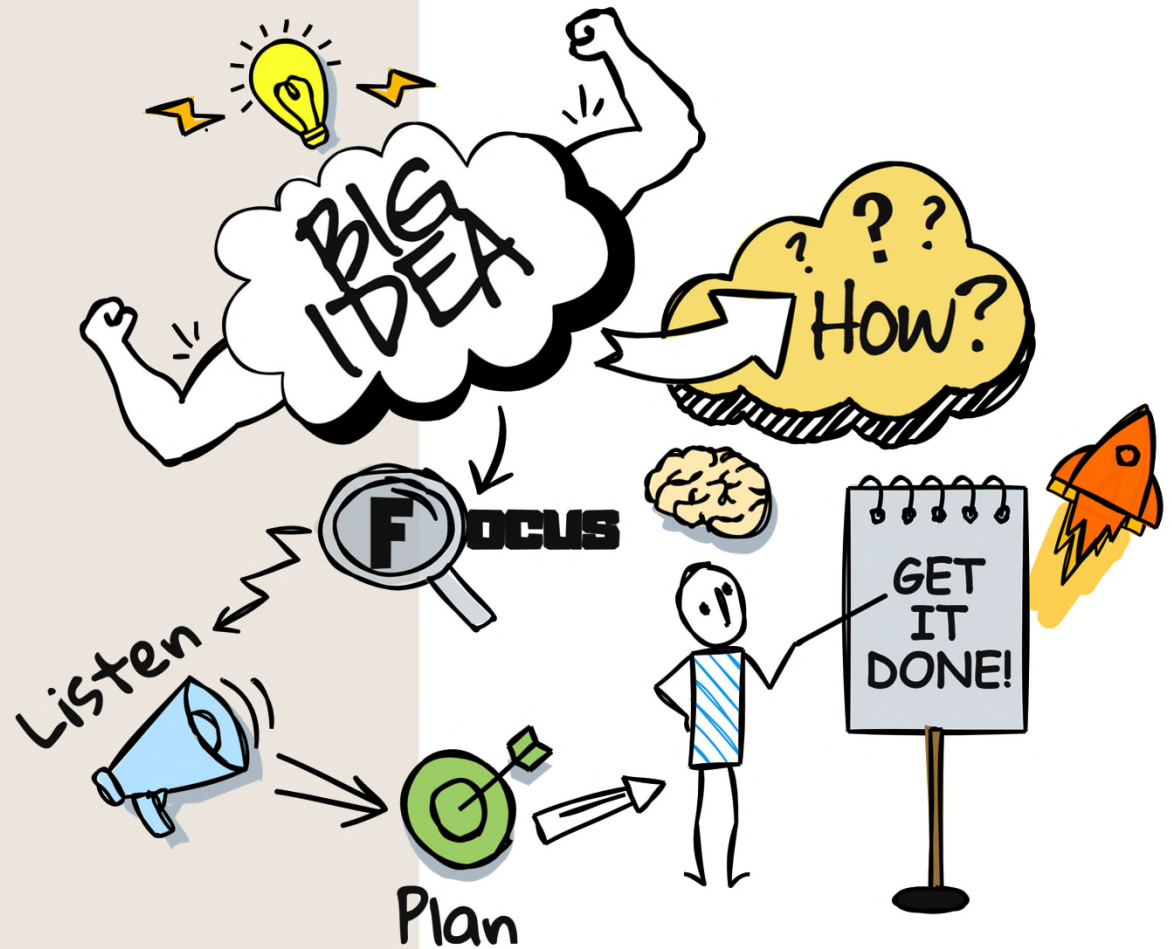
Knowledge management in goals

- Improve access to cross-organizational knowledge
- Capture knowledge before its lost
 - There is a soft value
 - There is a \$\$ value
- Enable and improve decision making
- Onboard more efficiently



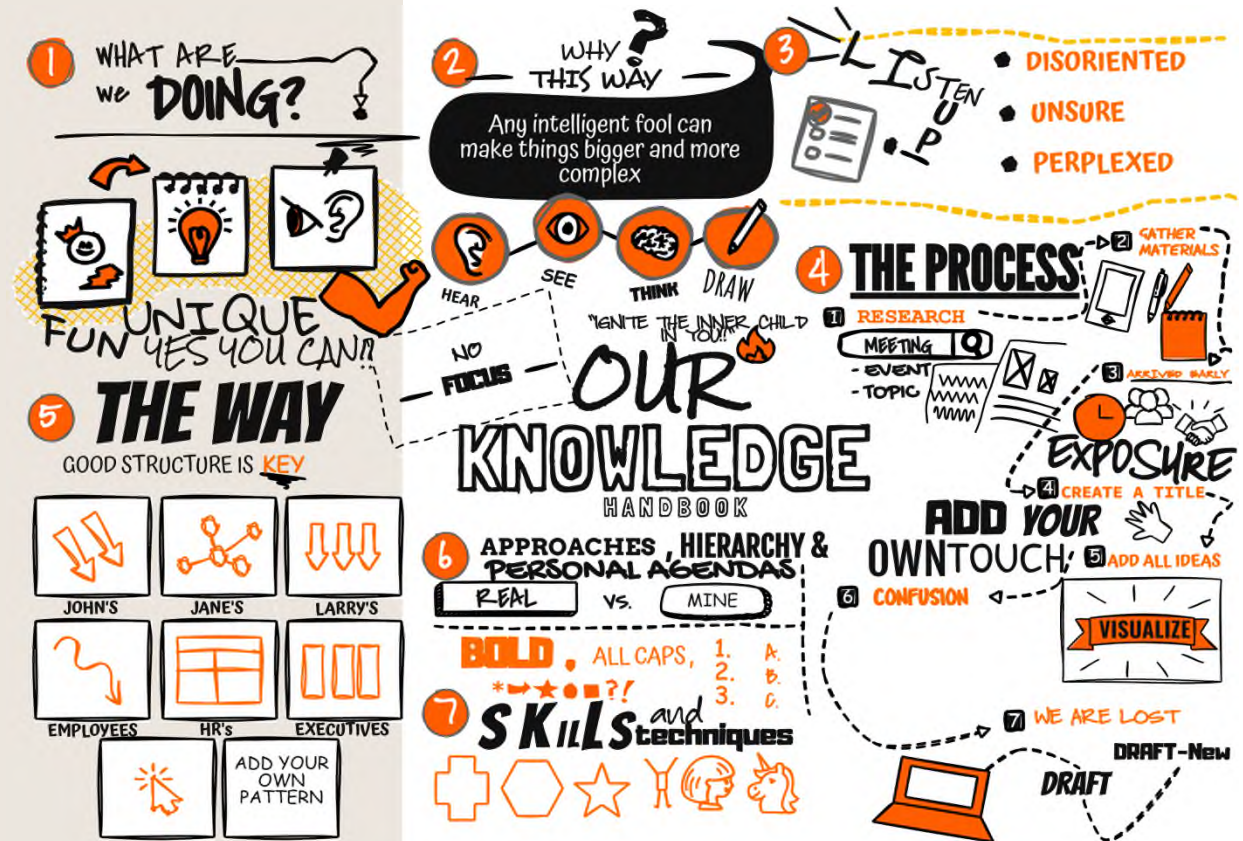
Knowledge management as a practice

Knowledge management (KM) is the process of identifying, organizing, storing and disseminating information within an organization



Knowledge management in reality

- **Too many cooks** – efforts are fragmented
- **Hurry up and wait** – no clear direction
- **Eat the whole cake first** – trying to do so much, it never starts
- **Oops we lost that** – recognized after its too late





MANAGING *KNOWLEDGE*

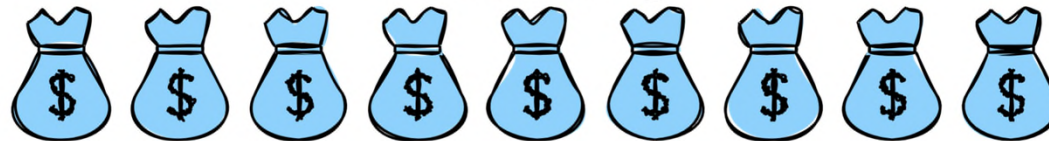


Knowledge planning

- Understanding your knowledge
 - Search analytics / feedback
 - Crowd sourcing
 - Discovery process
 - Good knowledge types
 - HR
 - benefits
 - employee manual topics
 - org wide processes
 - departments
 - software / tech / equipment info / troubleshooting
 - strategic initiatives

Knowledge in 365

COPILOT



VIVA & SHAREPOINT

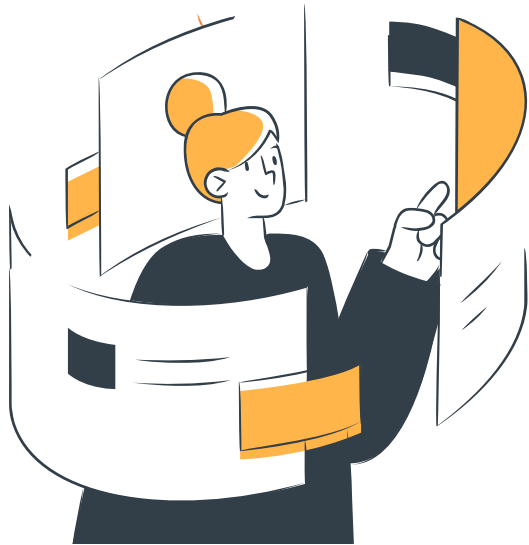


MICROSOFT SEARCH

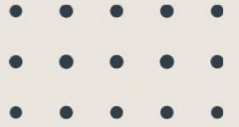


Strategies for success

- Good, clean content
- Information organization is still important
- De-duplication – how can AI be sure if you are not
- Using sensitivity labels & metadata – exclude more than include



Knowledge through Microsoft **Search?**



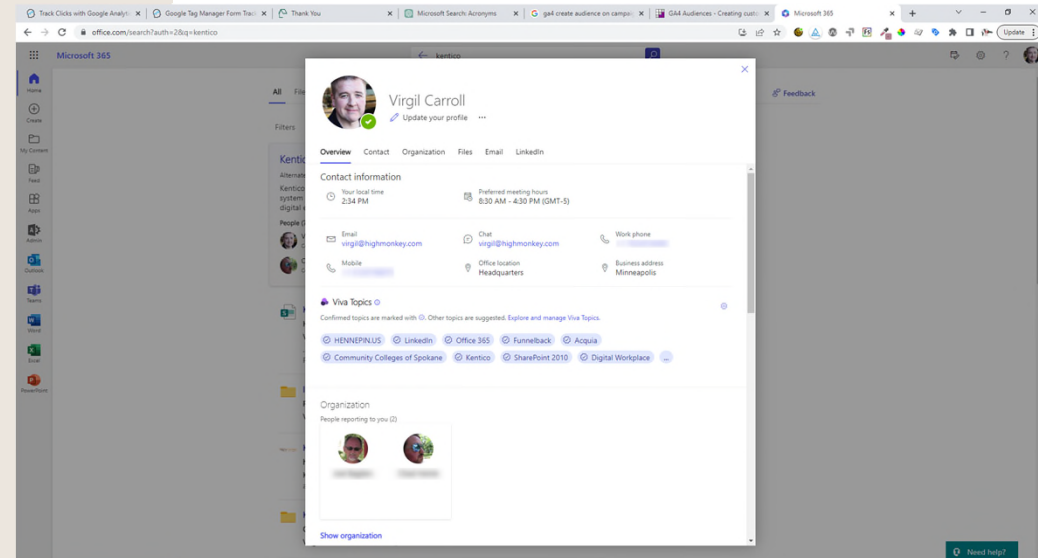


Search as an ecosystem



Search for people

- People suggestions across full Office 365 and LinkedIn profiles
- Find based on profile and what you've been doing
- Learn from where you've been, what you've talked about and who you know
- Full people-centric search **rolling out**



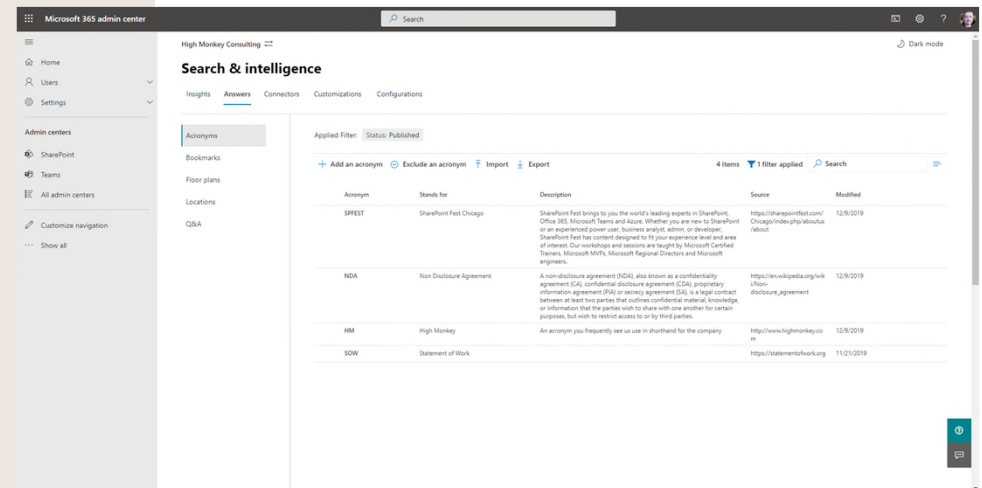
Search for answers

Types

- Acronyms
- Bookmarks
- Questions & answers
- Locations
- Topics

Currently only available in certain locations

- Office.com
- Bing
- SharePoint organization-level search
- Teams – Acronyms only



acronyms

PROS

- Common issue in many organizations
- Help with consistent understanding of terminology

CONS

- Relies heavily on sentence structure
- Doesn't handle similar uses well

The screenshot shows a SharePoint search interface. At the top, a search bar contains the query "what is a diet". Below the search bar, a navigation menu includes "All", "Files", "Sites", "People", "News", "Conversations", "Images", "Power BI", and "3 more". A "Feedback" link is also visible. The search results are displayed in a list format. The first result is titled "DIET" and is identified as an "Acronym" with "1 result". The snippet for this result reads: "Do I eat today? I am hungry, why do I have not eat. I want to eat! Published by High Monkey Consulting". Below this, a second result is shown, titled "What weight loss taught me about user adoption" by Brian Haukos, modified on September 13, 2014. The snippet for this result reads: "What losing weight reminded me about SharePoint user adoption Virgil Carroll president...a different pace and by different methods why user adoption doesn't succeed We never ask...is". A "highmonkey" logo is visible in the bottom right corner of the second result's snippet.

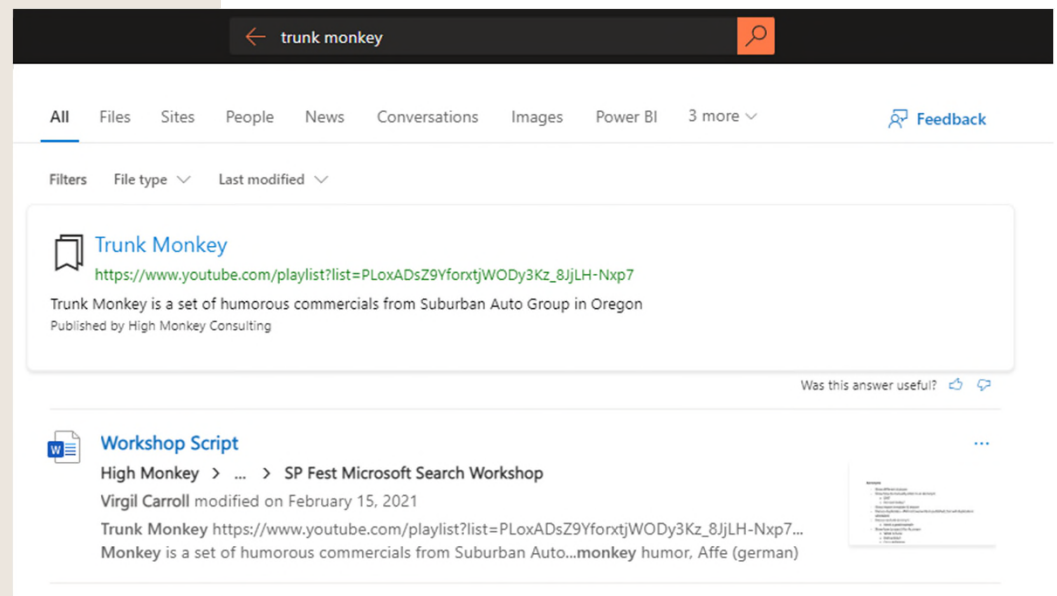
bookmarks

PROS

- Quick action items
- Timed release
- Alternative ways to find

CONS

- May overuse / may not be sure when to use



Q&A

PROS

- Complete explanations
- Link out to additional resources

CONS

- Must understand the way people look for answers
- Adds additional layer in change management

The screenshot shows a search interface with a search bar at the top containing the text "when is christmas". Below the search bar is a navigation menu with options: All, Files, Sites, People, News, Conversations, Images, Power BI, and 3 more. A "Feedback" link is also visible. Below the navigation menu are filters for "File type" and "Last modified". The search results are displayed in a white box with a light blue border. The first result is "When is Christmas" with the answer "It is on December 25th, which is only 10 days". Below the answer is a "Was this answer useful?" prompt with thumbs up and thumbs down icons. Below the search results is a list of documents. The first document is titled "Stupid Usability #14 - Google Epic Christmas Fail" and is from "KenticoData > ... > HM Blog Posts". It was modified by "Alicia Gillberg" on "May 31, 2017". The document content includes "Christmas Fail Stupid Usability #14 - Google Epic Christmas Fail Stupid Usability #14 -...Christmas Fail 1" and "STS_ListItem_GenericList 50...".

locations

PROS

- Find where offices are located
- Help out new employees and infrequent visits
- Ability to get directions

CONS

- Have to be specific in search.
Will need to educate

The screenshot shows a search interface with a black header bar containing a back arrow and the text "High Monkey 2016-2020" next to a magnifying glass icon. Below the header is a navigation bar with tabs for "All", "Files", "Sites", "People", "News", "Conversations", "Images", "Power BI", and "3 more". A "Feedback" link is on the right. Underneath is a filter bar with "Filters", "File type", and "Last modified". The main content area features a search result for "High Monkey 2016-2020" with the address "1121 Jackson St NE, Minneapolis, MN 55413" and a "Get directions" link. To the right is a map showing the location with a red pin. Below the map is an "Expand map" link. Further down is a file result for "LocationImportTemplate_HMDemo" with a file icon, a breadcrumb path "High Monkey > ... > Push Content", and a modification date of "February 9, 2021". The file's content is displayed as a list of addresses: "High Monkey 2016-2020, 1121 NE Jackson Street, Suite 121, Minneapolis, Minnesota, 55413, United..." and "High Monkey 2010-2016, 2120 W County Road". A "Was this answer useful?" link is at the bottom right of the map section.

Answers – when to use?

Answers	Use
Acronyms	Organization jargon, abbreviations
Bookmarks	Need to get people somewhere Great uses <ul style="list-style-type: none">• LOB systems• Important forms• External resources
Questions & answers	Providing a complete answer inside of search. Reduce end user need to navigate through search results to find what is needed Great uses <ul style="list-style-type: none">• HR policies• Important dates / events• New employee onboarding• Change communication

Roadmap items

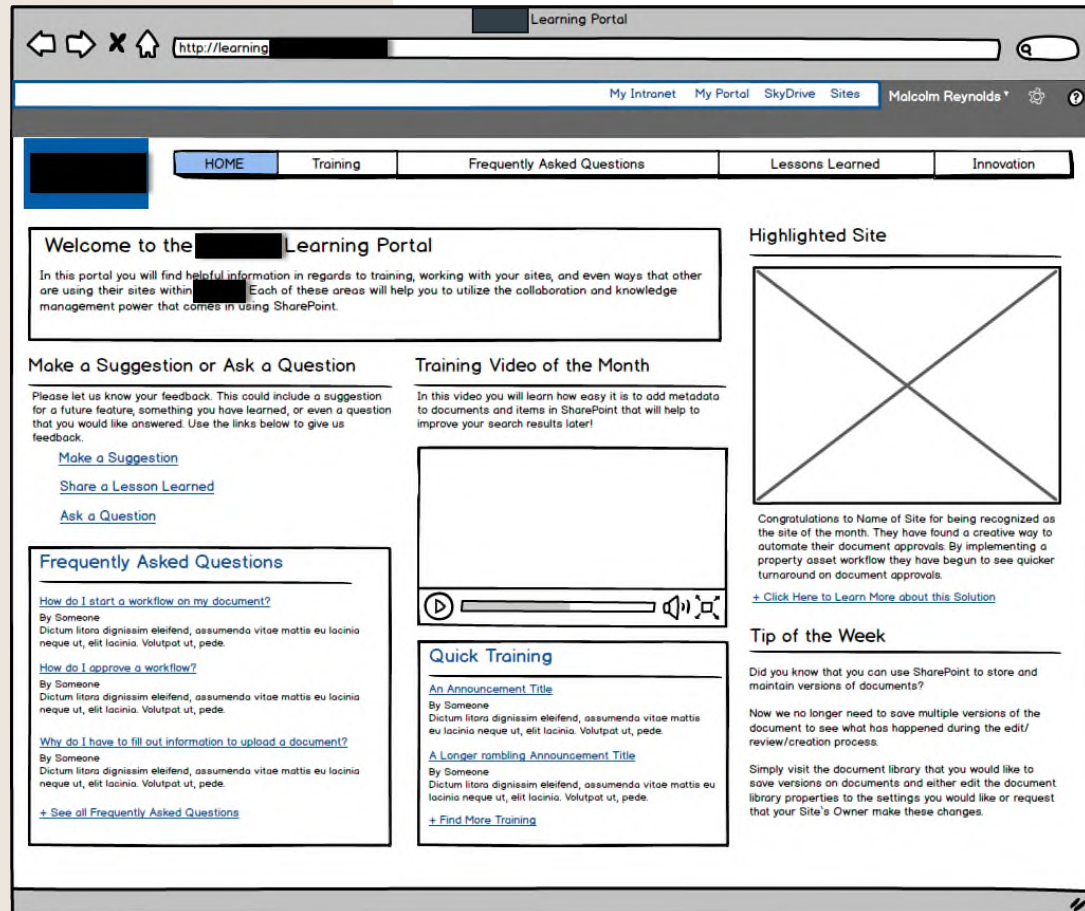
Roadmap item	Potential Launch
Customize Verticals <ul style="list-style-type: none">• Create custom verticals and filters based on business cases	December 2023 (still rolling out)
Filter by content sources in 'All' Vertical	April 2024

Knowledge through **VIVA and SharePoint?**



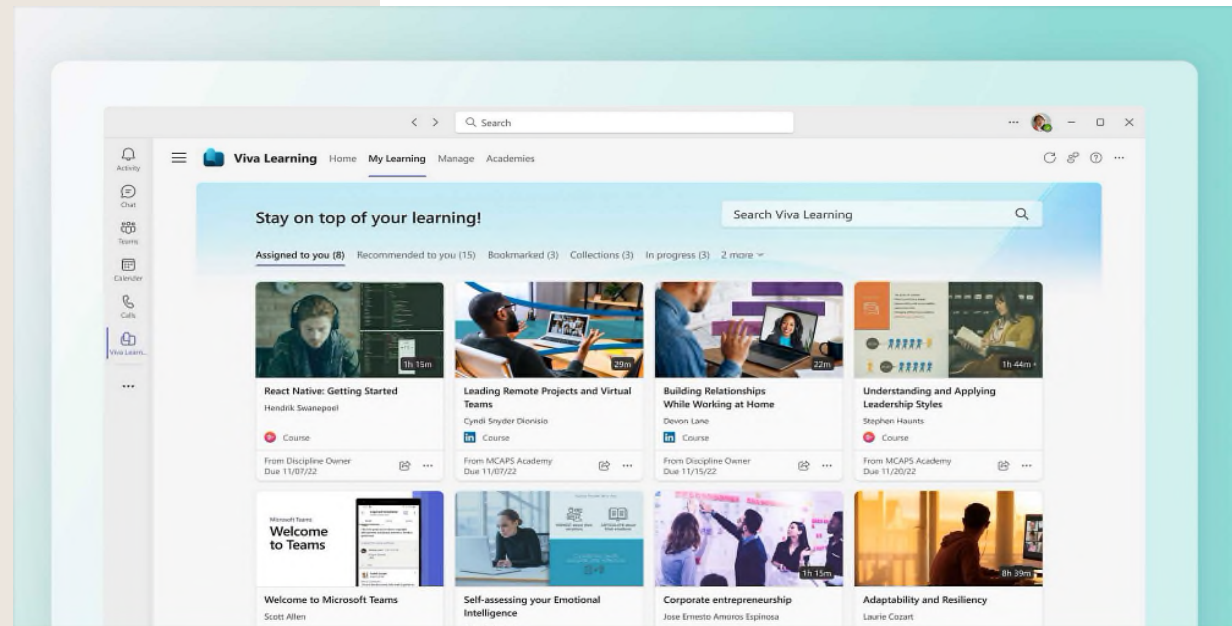
SharePoint

- The OG
- Organizational structure
- Metadata
- Company vs. personal storage
- Knowledge centers
 - Keep away from general knowledge



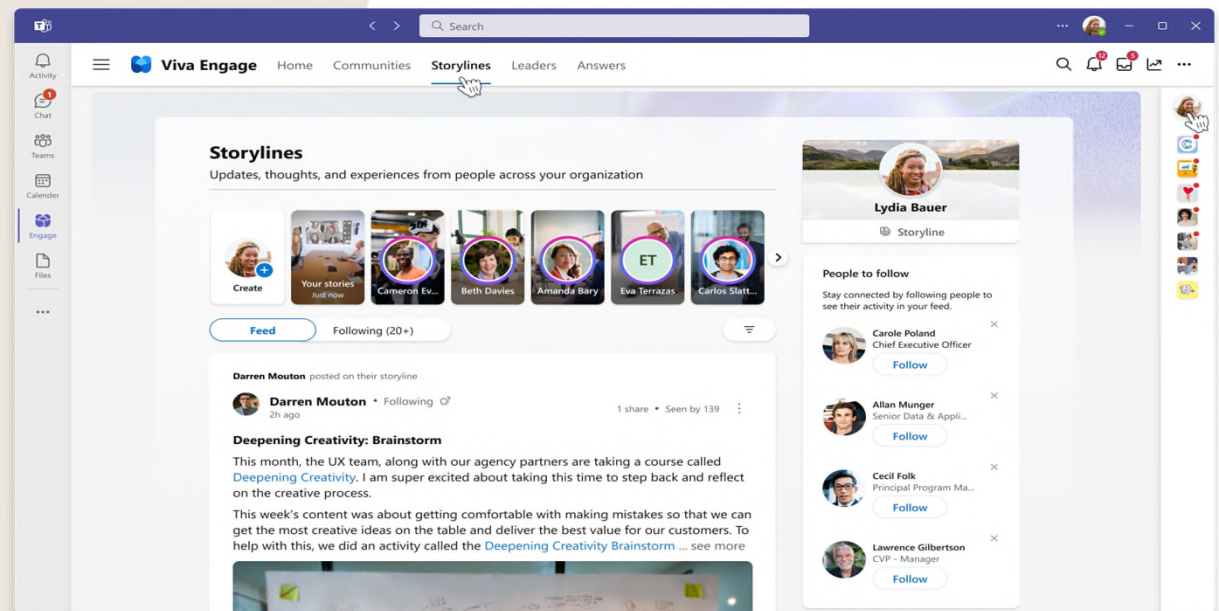
VIVA Learning

- Learning paths not just tied to employee compliance
 - How to's
- Focus on continuous improvement not company initiatives



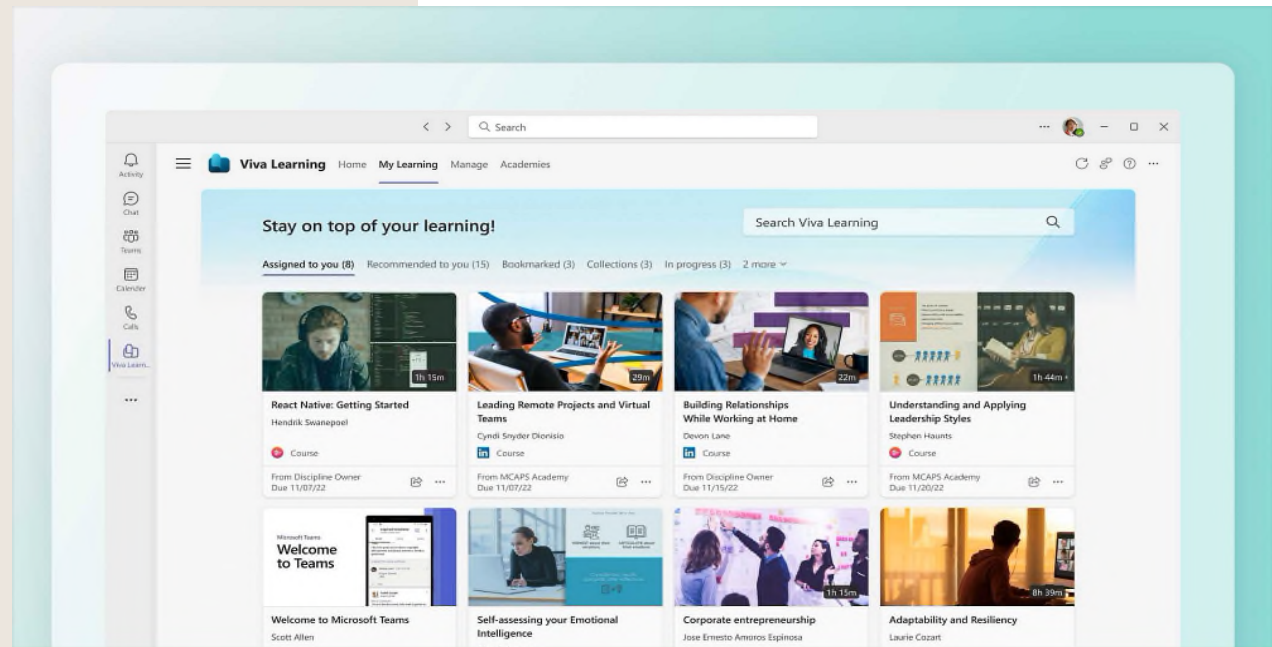
VIVA Engage

- 'Engaging' Communities / teams
- Storylines
- Viva Engage Knowledge services (\$\$)
 - Answers – connect with SMEs
 - Discover Topics



VIVA - Other

- Viva Connections
- Viva Amplify
- Viva Insights
- Viva Goals
- Viva Glint / Pulse



Roadmap items

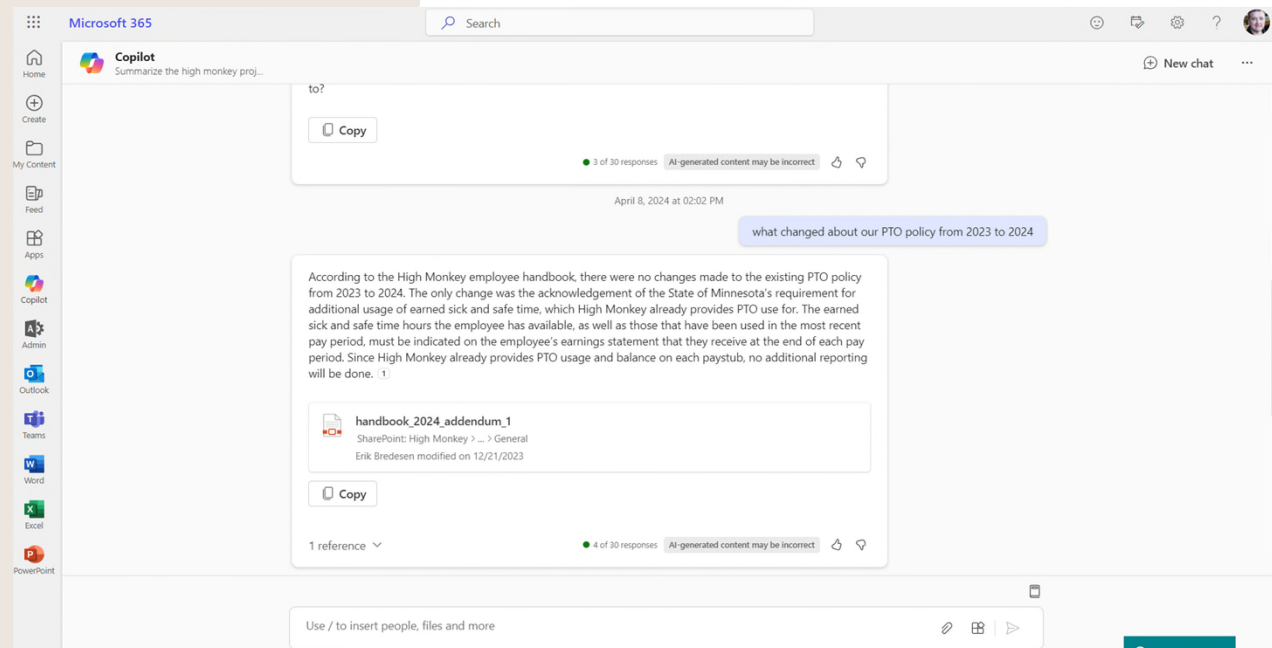
Roadmap item	Potential Launch
Follow a Topic	June 2024
Ability to recommend courses to an existing group (Viva Learning)	June 2024

Knowledge
through
CoPilot



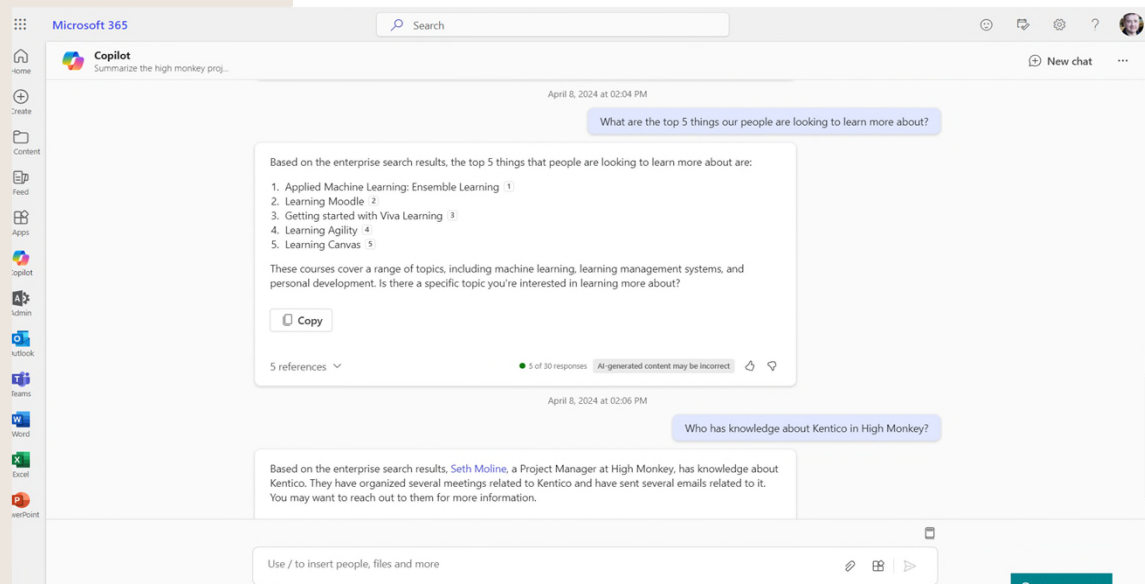
CoPilot – find the knowledge

- Use CoPilot to help you better find and understand the knowledge you need
 - Where can I find the latest company calendar?
 - What team is responsible for 'x' process?
 - Who has knowledge around 'y' product?



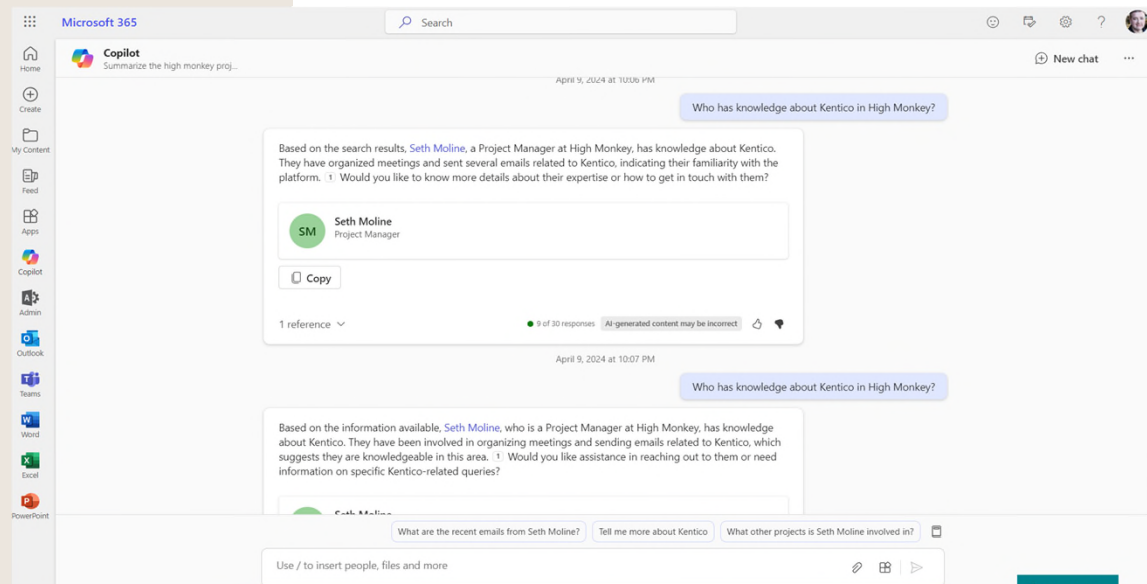
CoPilot – create the knowledge

- Use CoPilot to help you better find and understand your knowledge
 - Summarize our 'x' practices?
 - What is our current 'y' policy?
 - Identify the location of the information used to create the answer
 - Give a detailed breakdown around 'z' department's latest initiatives
 - What are the top 5 things our people are looking to learn more about
- Create knowledge pages with CoPilot for SharePoint



CoPilot – cautions

- Doesn't always get context
- Answers change by phrasing
- Doesn't really understand the correct source
- Can give different answers to the same question? – need to test
- Only as good as the content it is using to be good
- Much better in the apps and app specific questions and functions



Roadmap items

Roadmap item	Potential Launch
CoPilot in Stream	April 2024
CoPilot in SharePoint	May 2024
CoPilot in Viva Learning	September 2024

DEMO

**MICROSOFT SEARCH
ANSWERS & COPILOT**



20 Years
IN THE MAKING

highmonkey
smart @ work

QUESTIONS?

Virgil Carroll

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www.highmonkey.com

