

NDSU KnowledgeBase: Content Organization with a Service Catalog Model

NDSU

INFORMATION TECHNOLOGY

Outline

- Introductions
- Initial Plan for NDSU IT KB and rollout
- Organization of content into service catalog
- CMS vs. KB
- Templates
- Lessons Learned
- Future Plans

Initial Plan

- IT website needed an overhaul
- Make finding content and documentation easier for users
- Reorganize, clean up, and update content; delete outdated information
- Transfer content from old CMS site to KB
- Service owners would be primary content contributors

Pandemic operations changed our plan!

- Emergency communication mode
- Staff were stretched, content produced and deployed rapidly

Service Catalog

- Move away from original CMS organization (departmental based)
- Organize based on services
- After we did our inventory of old CMS content we created a list of high level service categories and went from there
- Navigational structure
- Service categories that include lists of services and their solution(s)
 - Teaching, Learning, and Classrooms (Service Category) ---> Lecture Capture (Yuja) (Service & Solution)
 - Teaching, Learning, and Classrooms (Service Category) ---> Learning Management System (Service) ---> Blackboard (Solution), Google Classroom (Solution), Lon Capa (Solution)



Service categories



Accessibility and
Universal Design



Accounts, Access
and ID Card



Administrative
and Enterprise
Applications



Communication
and
Collaboration
Tools



Computing
Equipment,
Software and
Support



Internet and
Networking



Records
Management



Research
Computing
and Support



Research
and
Education
Networks



Security



Systems and
Infrastructure
for IT
Partners



Teaching, Learning, and
Classrooms



Training and Workshops

CMS vs KB

- CMS includes relatively static content (ex. Staff contact information, organizational chart)
- Link out to KB on CMS
- Front door help & support unit landing pages
- Utilize search function in KB
- Search in our CMS pulls from Google and includes KB docs

Templates

- Assist in content creation
- Consistent formatting
- Navigation
- Coding

File Storage and Sharing

NDSU provides various secure file storing and sharing options. See below for more information on the different options available.

[Highlight search terms](#)

Overview

- [Google Drive](#): Access your files anywhere, share files with anyone, and upload and organize your files with unlimited storage.
- [OneDrive](#): OneDrive at NDSU is a personal library intended for storing and organizing your files and documents.
- [Central File Services](#): Provides NDSU employees with a secure location to store and back-up files, and also provide an easy method for sharing files with others within and across departments.
- [Secure File Transfer](#): Allows you to send and receive large files quickly and securely and you can create a unique, temporary link for each file you want to send, and then share the link via email.
- [Sharepoint](#): a web-based collaborative platform that integrates with Microsoft Office at NDSU
- [Microsoft Teams](#): A series of tools for collaborating around the needs of a particular group and includes team chats, file sharing, video conferencing, etc.

Intended Audience

- ✓ Faculty
- ✓ Staff
- ✓ Students

Using this service

Availability

24/7/365 [*[Standard outages](#)]

Support contact

IT Help Desk

- [✉ ndsu.helpdesk@ndsu.edu](#)
- Phone [\(701\) 231-8685](#)
- [Submit a Ticket](#)

Cost

TEMPLATE Solution template

BRIEF description of this solution. 2 sentences MAX

Overview

Write 2-3 sentences on what this solution does or the purpose it serves. There should be slightly more content than you provided in the Summary above.

{BEGIN INFO BOXES-REMOVE THIS TEXT BEFORE PUBLISHING}

{BEGIN INFO BOXES-REMOVE THIS TEXT BEFORE PUBLISHING}

Getting Started

This section should contain some basic information about what you need to get started with using this solution.

Best Practices

A section that lists some best practices. This may be security related, some tips for avoiding common mistakes, or something else to keep the users on the rails.

Learn More/How To's

Typically a bulleted list of links to the most important documentation related to this solution.

- [Link 1](#)
- [Link 2](#)

FAQs

Link to any FAQ(s) that might be related to this solution. If none exist when you are writing this page, consider linking to a vendor provided FAQ so you can keep this section and prevent it from getting omitted in the future when more robust documentation exists.

Sign in

- [\[solution name \(link\)\]](#)

Help, consultation, training

IT Help Desk

- [✉ ndsuhelpdesk@ndsuh.edu](mailto:ndsuhelpdesk@ndsuh.edu)
- Phone **(701) 231-8685**
- [Submit a Ticket](#)

Intended Audience

- ✓ Faculty
- ✓ Staff
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Using this solution

Availability

24/7/365 [[Standard outages](#)]

Cost

[Topics Map](#) > [Services](#) > [Communication and Collaboration Tools \(Web, Video, Voice, Storage\)](#) > [Voice](#)

Voicemail (Avaya Messaging)

Unified voicemail, voice message attachment and speech-to-text transcript capabilities, and fax functionality with full email integration.

[Highlight search terms](#)

Overview

This service unifies voicemail, voice message attachment and speech-to-text transcript capabilities, and fax functionality with full email integration. This service also incorporates advanced features such as automatic speech recognition, and call routing features that allow users to establish find-me and follow-me rules.

Getting Started

- Initial Password to be provided by your telephone administrator.
 - Press Message/Voice Mail if your phone has a button for this, **OR** Dial 1-9100
- OR-**
- From an outside the office telephone:
 - Dial 701-231-9100
 - Press #
 - Enter your 5-digit extension number and press # followed by your password and press # again.

Detailed getting started instructions can be found at [Voicemail for Telephone - Quick Reference Guide](#).

Best Practices

Upon getting this service, log in to initialize mailbox..

Learn More/How To's

- [Voicemail Quick Reference Guide for phone and web](#) [🔗].
- [Voicemail Video Tutorials](#) [🔗]

Sign in

- Web:** <https://www.ndsu.edu/voicemail>
- Phone:** Dial 1-9100 or (701) 231-9100

Help, consultation, training

IT Help Desk

-  ndsu.helpdesk@ndsu.edu
- Phone **(701) 231-8685**
- [Submit a Ticket](#)

Intended Audience

-  Faculty
-  Staff


Using this solution

Availability

24/7/365 [[Standard outages](#)]

Cost

Required fields are marked with an asterisk *

Title*	TEMPLATE Solution template			
UriSlug:	<input type="text"/>		Make slug	
Keywords*	service			
<small>Edit Insert</small>				
SearchPriority:	Exclude from search ▼	PageHeader: None ▼ <small>Edit</small>	PageFooter: None ▼ <small>Edit</small>	
Summary*	BRIEF description of this solution. 2 sentences MAX			

You are currently using the classic editor. You can [switch to the new editor](#).

Overview

Write 2-3 sentences on what this solution does or the purpose it serves. There should be slightly more content than you provided in the Summary above.

{BEGIN INFO BOXES-REMOVE THIS TEXT BEFORE PUBLISHING}

Sign in

- {solution name (link)}

Help, consultation, training

97502

Intended Audience

- Faculty
- Staff
- Students

HTML Preview For browsers other than Firefox, use Shift+Enter for
 tag

For browsers other than Firefox, use Shift+Enter for
 tag.

Save change Compare w/ active version See revisions

[Compare w/ active version](#) [See revisions](#)

Attachment: Create doc 96423 attachment folder

Open shared attachment folder Show Shared Attachments

⊕ Show Other Notes

Editing Document 96423

Required fields are marked with an asterisk.*

Title*: TEMPLATE Solution template

UriSlug: [Make slug](#)

Keywords*: service

[Edit](#) [Insert](#)

SearchPriority: PageHeader: [Edit](#) PageFooter: [Edit](#)

Summary*: BRIEF description of this solution. 2 sentences MAX

You are currently using the new editor. You can [switch to the classic editor](#), or [submit your comments and questions](#) about the new editor.

Body*:

B *i* A ~~A~~ **A:**

```
<div class="service-catalog-entry">
  <div class="left-col">

    <h2 style="margin-top: 0;">Overview</h2>

    <p>Write 2-3 sentences on what this solution does or the purpose it serves. There should be slightly more content than you provided in the Summary above.

  </p>

    <p>{BEGIN INFO BOXES-REMOVE THIS TEXT BEFORE PUBLISHING}</p>
  </div>
  <div class="meta-col sign-in">

    <h2>Sign in</h2>

    <ul>
      <li>{solution name (link)}</li>
    </ul>
  </div>
  <!--/sign-in-->
</div>
<div class="meta-col service-requests">
```

Preview

Use Shift + Enter/Return for
 tag.

[Compare w/ active version](#) [See revisions](#)

Attachment: [Create doc 96423 attachment folder](#)

[Open shared attachment folder](#) [Show Shared Attachments](#)

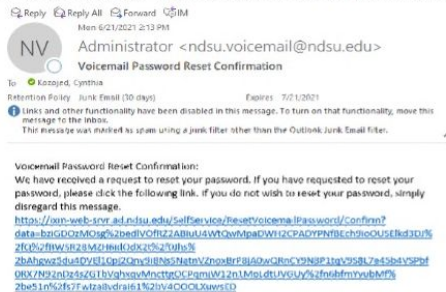
[Show Other Notes](#)

Voicemail for Telephone - Reset Your Password

How to reset your password in the telephone user interface.

[Highlight search terms](#)

- Go to nds.edsu.edu/voicemail
- Click on the **Password Reset** tile
- Enter your email address
- Click **Reset Voicemail Password**
- Type in the characters shown
- Click **Send a Request**
 - Once these steps are completed you should receive an email. The email may show up in your junk folder, if that is the case you need to move the email to the inbox in order to click the link to reset the password. Below is an example of the email you will see:



- Click the link in the email
- Enter your new password
- Click **Reset Password**

See Also:

- [Voicemail \(Avaya Messaging\)](#)
- [Voicemail for Telephone - Quick Reference Guide](#)

Lessons Learned

- We learned a lot from the pandemic
- Formal project planning with vision-setting would be helpful
- The KB is designed to be simple - use the search function first, supplement with navigation
- You're never truly done with a website--the KB is the same!

Future Plans

- Groups
- Internal Use
- Other campus use

Questions?

Contact:

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