
Takeaways and Templates

— Dana Gerber-Margie (she/hers) —
DoIT Help Desk KB

Hello! I'm Dana.

- ✓ DoIT Help Desk Knowledge Manager
- ✓ Level 2 Support Specialist
- ✓ Background in digital preservation
- ✓ Master's of Library & Information Studies
- ✓ Mama to cute baby
- ✓ Container of multitudes etc etc



Dana & Lyra at the 2019 KB User Group Meeting


(aforementioned cute baby)

three goals to guide my work



three goals to guide my work

Brought to you by
Empathy™!

(because life is hard enough
without technical issues)

three goals to guide my work

1. Users

three goals to guide my work

1. Users
2. Help Desk agents

three goals to guide my work

1. Users
2. Help Desk agents
3. Technologists

The KB is an ecosystem

4898

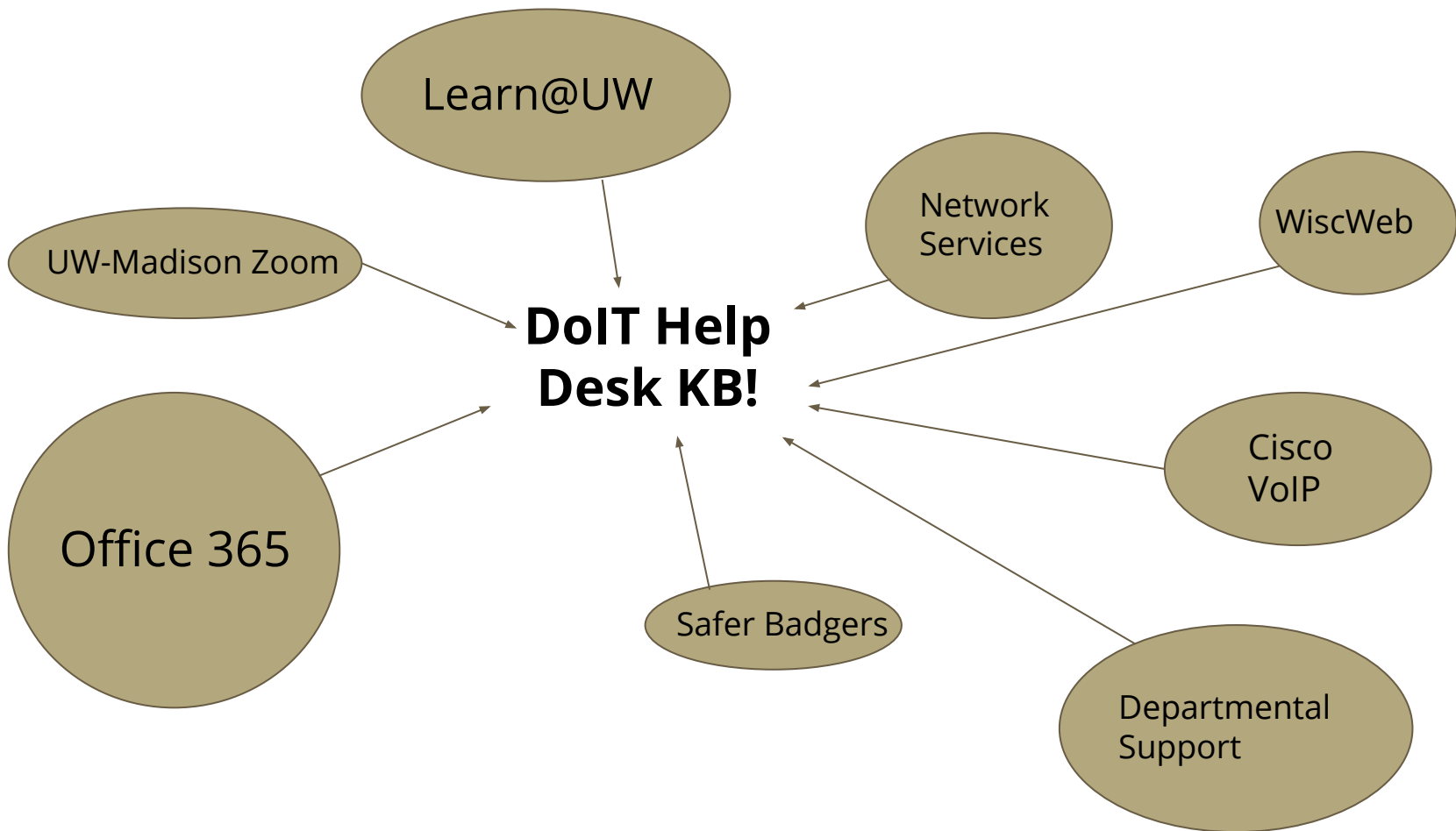
Active documents in the Help Desk KB space

1961

Active documents **owned** by the DoIT Help Desk groupspace

250? 500?

Probably the amount of documents the DoIT Help Desk should **actually** own





University of Wisconsin-Madison

KNOWLEDGEBASE

DoIT Help Desk KnowledgeBase

Content Guide & Best Practices

Spring 2021

The KB is for everyone

KnowledgeBase Document Review Checklist

Writing		Status	Work Owner	Notes
Language	Would someone unfamiliar with the service be able to understand the instructions/description?	Completed		
Clarity/Conciseness	Is the information short and to the point?	Completed		
Plain Language	Is the document written using plain language?	Completed		
Voice	Does the writing convey a helpful and welcoming tone?	Completed		

Structure		Status	Work Owner	Notes
Important Info First	Is the most pertinent information at the top of the document?	Completed		
Chunk Content	Is content broken down into smaller pieces?	In Progress		
F-Shape Pattern	Do opening sentences effectively tell the reader what the following information is about?	Completed		
Screenshots	Are screenshots updated to applicable OS systems?	Completed		

Accessibility		Status	Work Owner	Notes
Directional Language	Is directional language avoided/information is arranged so directional language is not necessary?	Completed		
Links	Is link text descriptive and applicable to the page it represents?	Completed		
	Are links written in context?	Completed		
	Does the link open in a new tab when going to a new page?	Completed		
	Does the link open in the same tab when directing to a different KnowledgeBase doc?	Completed		
	Are any links broken?	Completed		

Welcome to the KnowledgeBase Document Review Checklist!

This checklist is aligned with the information in the Help Desk KnowledgeBase Content Guide & Best Practices document. As you write or edit a KB document, go through this list to ensure every component of the doc is accounted for to make it the best it can be!

Please note: If you need to reference the Content Guide, the underlined titles in the left-most column link directly to their respective section in the guide. Before you start reviewing documents, please go to 'File' then 'Make a copy' so you will be able to interact with your own version.

The KB is maintenance

Document Title	Doc Number	Status	Group	Owner	Internal only?	Needs keywords?	Keywords needed	Needs work?	Description of work needed to be done
---	---	---	---	---	# of internal docs:	# of docs needing keywords:		# needing work:	---
---	---	---	---	---	2	2		1	---
Example Doc Name	608	Active	example	example	<input checked="" type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	example
Example Doc Name	264	Active	example	example	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	image, picture, add, edit	<input type="checkbox"/>	example
Example Doc Name	4357	Inactive	example	example	<input type="checkbox"/>	<input checked="" type="checkbox"/>	template, basic variations	<input checked="" type="checkbox"/>	example
Example Doc Name	343	Active	example	example	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	example of prioritized work
					Drag down for more checkboxes.	Drag down for more checkboxes.		Drag down for more checkboxes.	

Plans for the Help Desk KB

Thank you!

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Also pretty much lives on MS Teams now