



LANDesk® Active Knowledge

Improving Service through the Creation of Knowledge



Easy Knowledge Creation

Historically, one of the major barriers to the successful adoption of knowledge solutions has been the effort involved in creating new content, since this often takes service personnel away from their primary functions. To address this concern, LANDesk® Active Knowledge has been designed to facilitate knowledge-centered support practices through its ability to automatically capture relevant knowledge while analysts and customer support staff perform their normal duties. The knowledge captured can also be automatically presented for verification before being made generally available to users. Additionally, LANDesk Active Knowledge provides the ability to leverage existing internal and external business knowledge content, as well as information captured on a day-to-day basis. As a result, the more it's used, the more valuable the solution becomes.

Aligned with Your Business

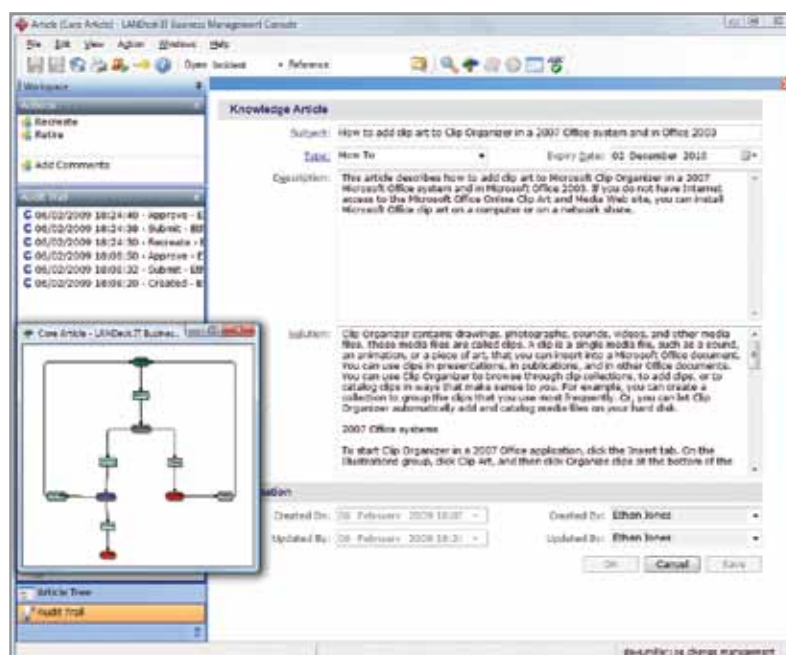
A key strength of the LANDesk® ITBM Suite is its flexible process-driven operation, and this remains a key strength in LANDesk® Active Knowledge. To ensure accurate creation and classification, articles can conform to an unlimited number of user-definable processes, including the ITIL known error process. Within an article, the information that is presented and searched upon is fully configurable in terms of number of fields, keywords, causes, resolutions, symptoms or any other attributes that an organization needs to record.

Effective Learning

LANDesk® Active Knowledge enables organizations to improve the manner in which they present knowledge to their users, which in turn improves user efficiency. Whether assisting analysts and customer support staff to resolve problems encountered by their internal and external customers, or enabling those customers to find their own solutions, LANDesk Active Knowledge provides an ideal solution and format to deliver the information required.

LANDesk Active Knowledge also facilitates knowledge retention. For example, as staff members gain expertise, this expertise can continue to be leveraged even if individual staff members leave the organization. Additionally, new staff members can take advantage of that retained knowledge to immediately support users and add value to the organization in spite of their initial lack of detailed knowledge. What's more, reliance on the support service can be significantly reduced since support department customers can carry out their own searches on that knowledge.

LANDesk Active Knowledge can also determine the value of a particular piece of knowledge to the organization. Through its manual and automatic learning systems, it tracks and records the proven usefulness of knowledge articles and promotes their use accordingly.



Creation of Knowledge Article