



Building your own **365** Knowledge Network



Please thank our sponsors



Submit session feedback

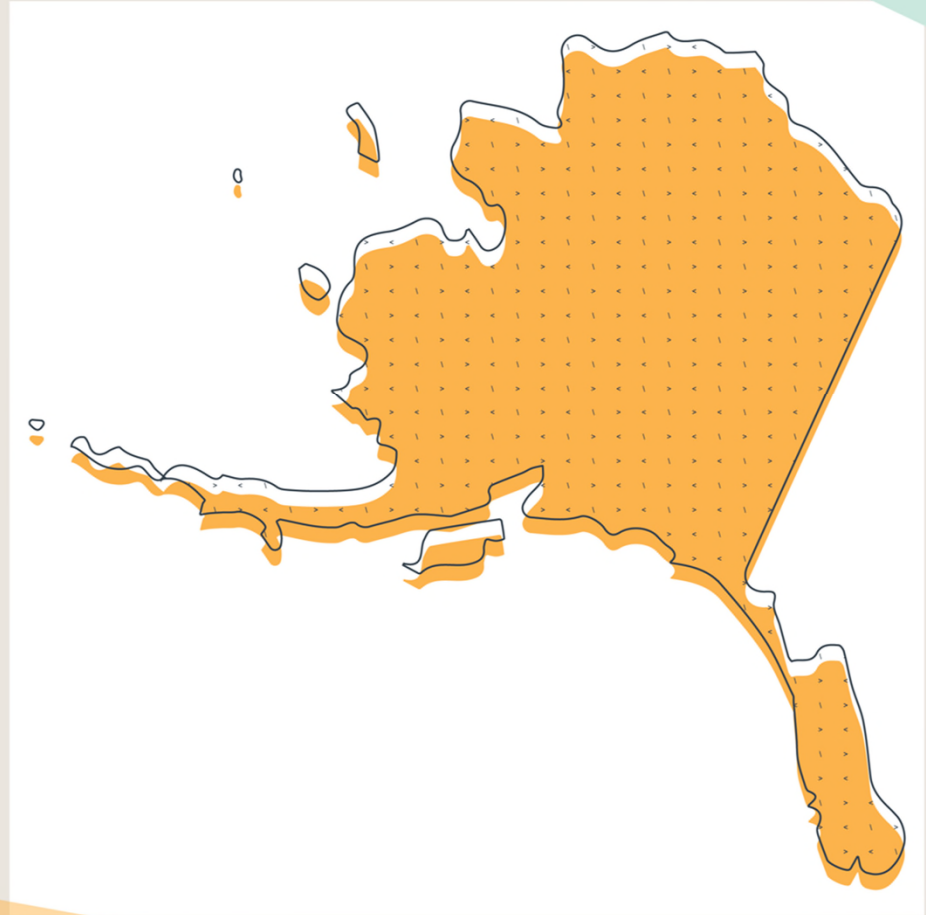


About Me

@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

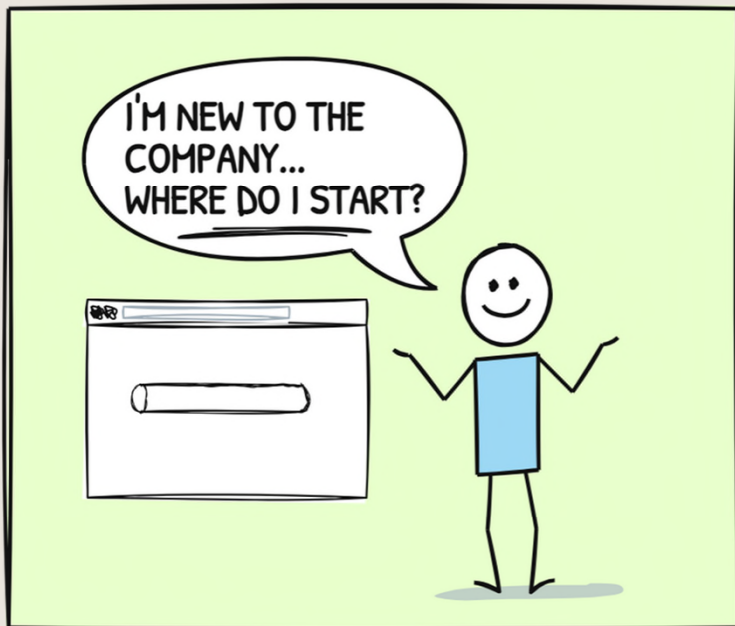
4

Knowledge through VIVA and SharePoint

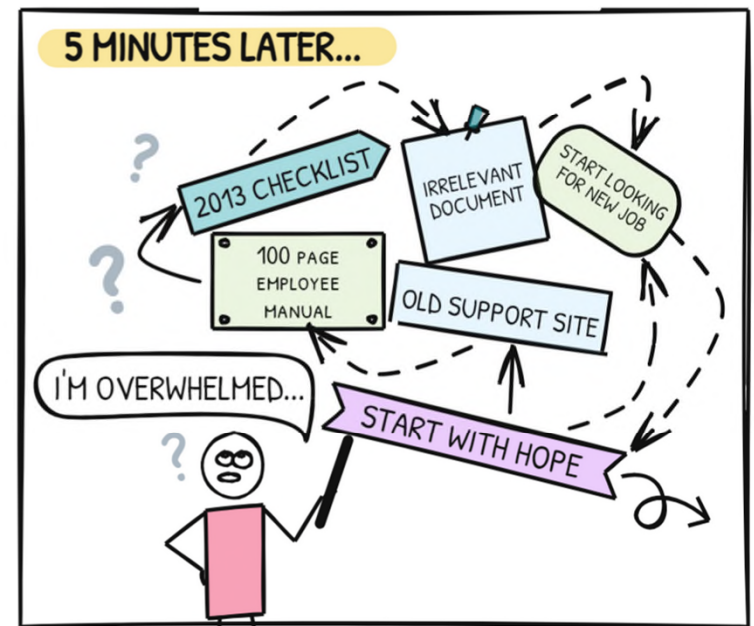
5

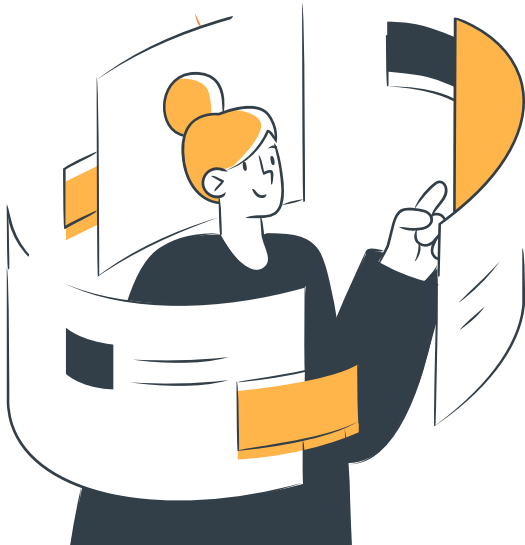
Knowledge through Microsoft CoPilot

HOW PEOPLE THINK YOUR KM WORKS



HOW YOUR KM REALLY WORKS



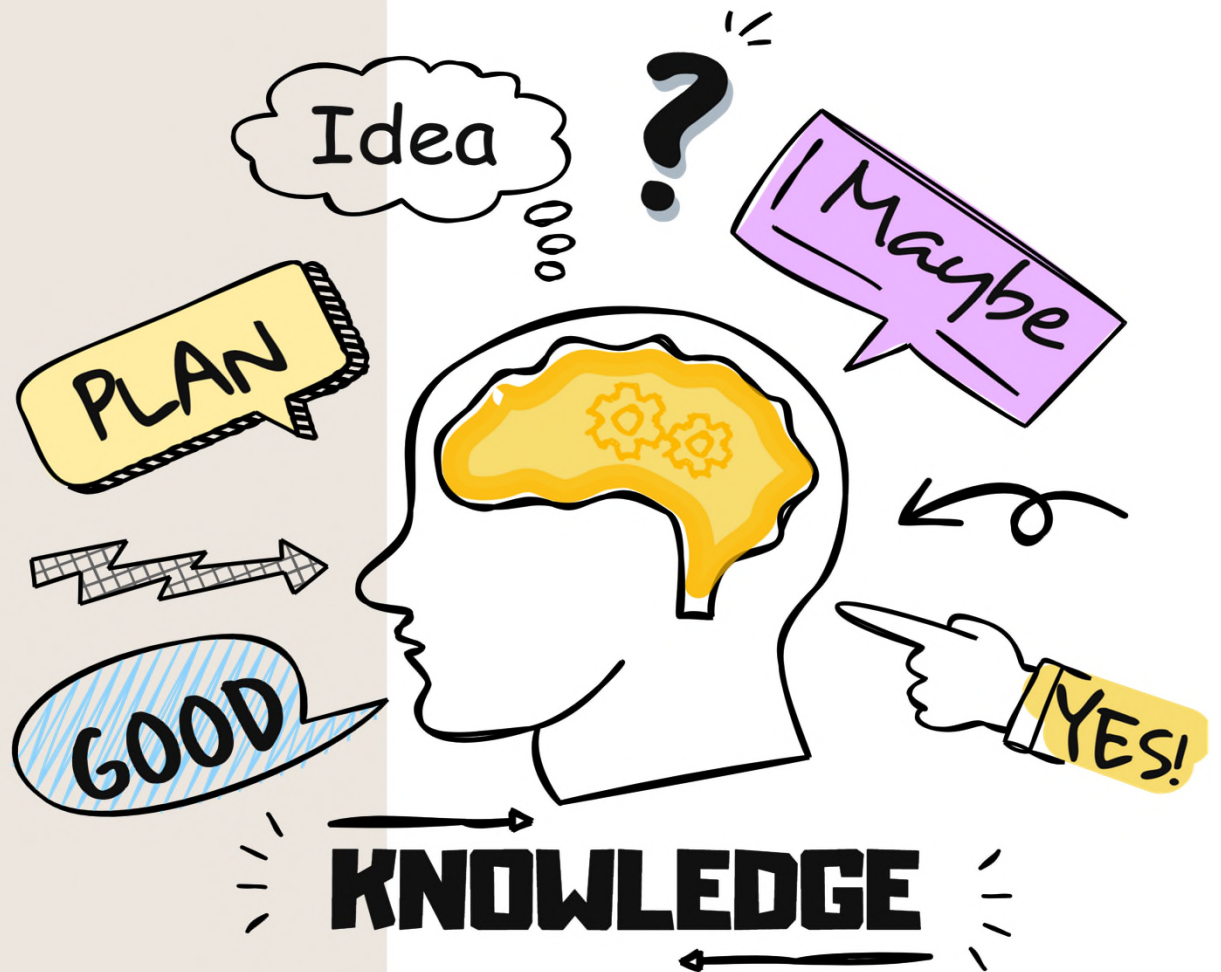


What is Knowledge Management?



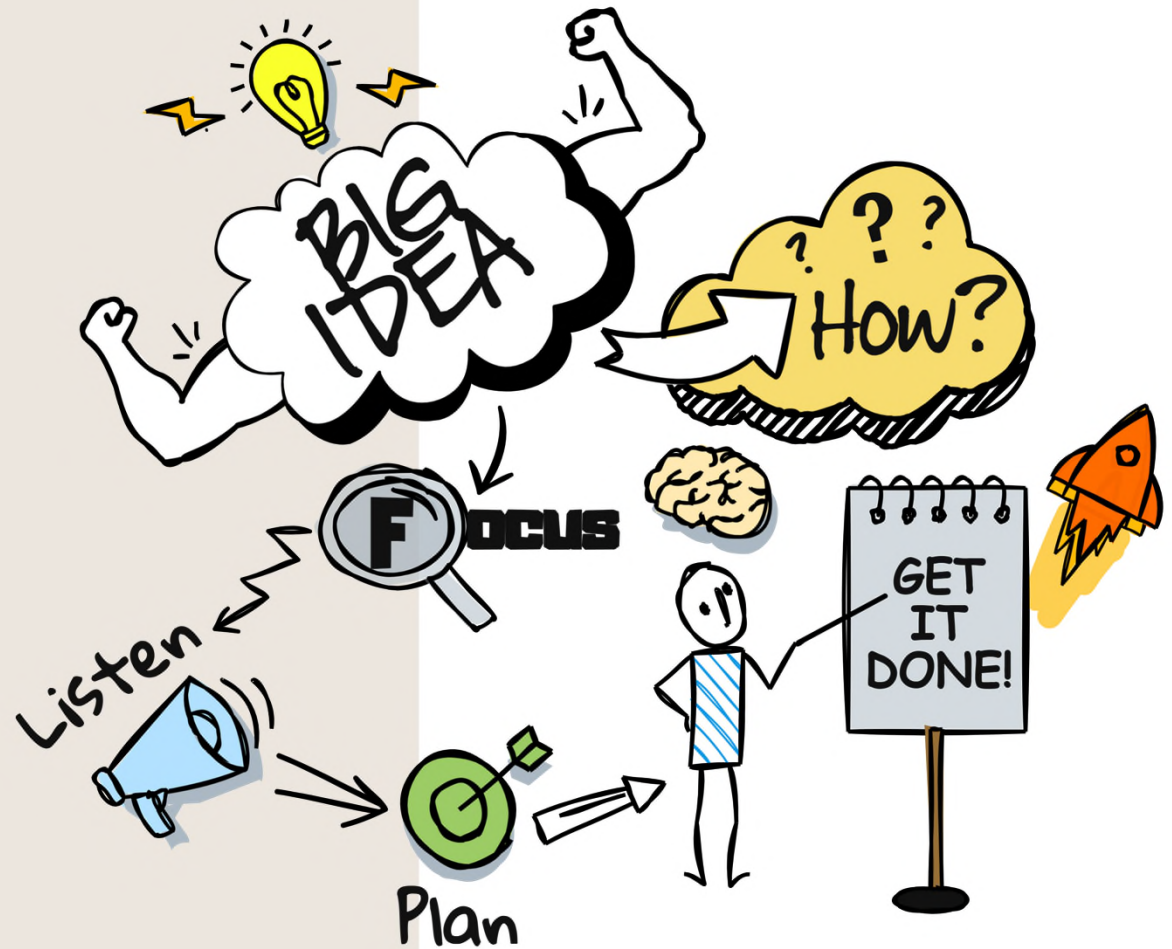
Knowledge management in goals

- 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



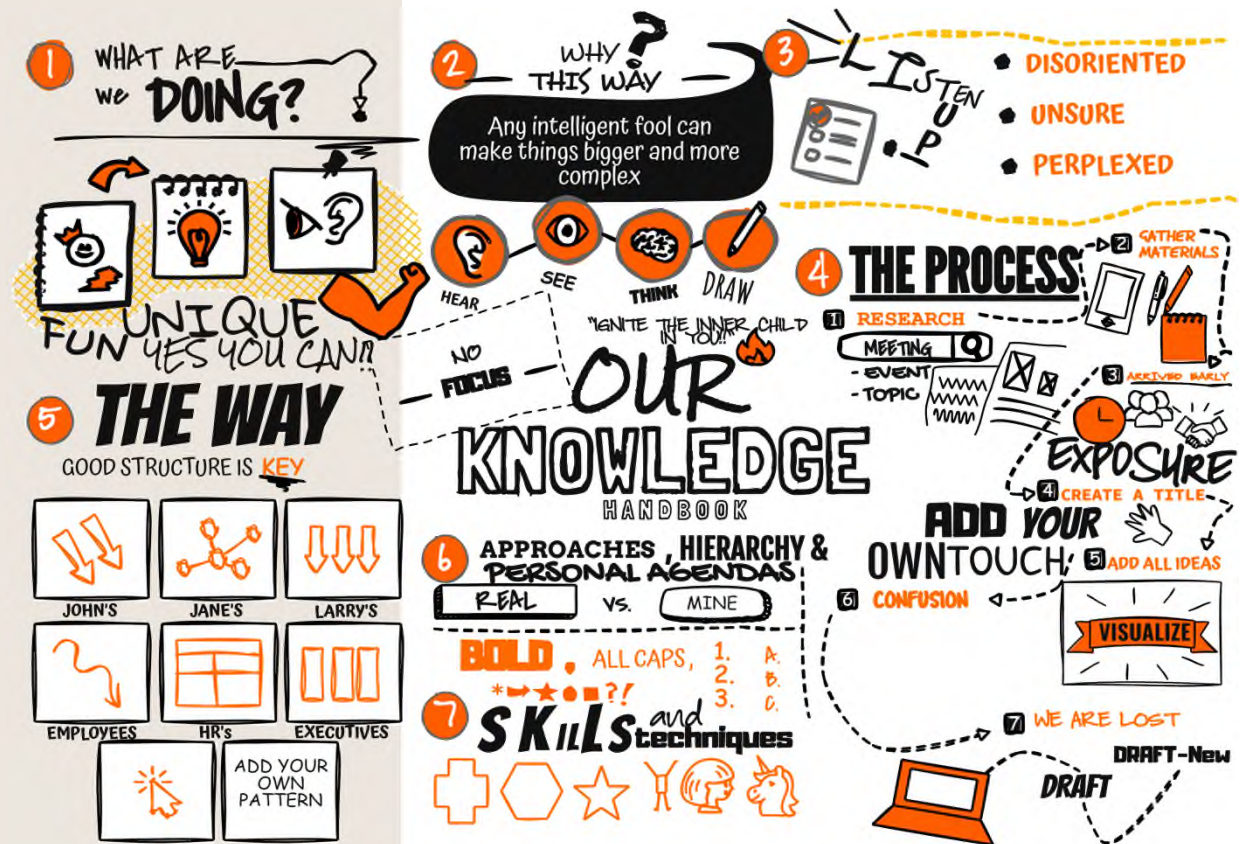
Knowledge management as a practice

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

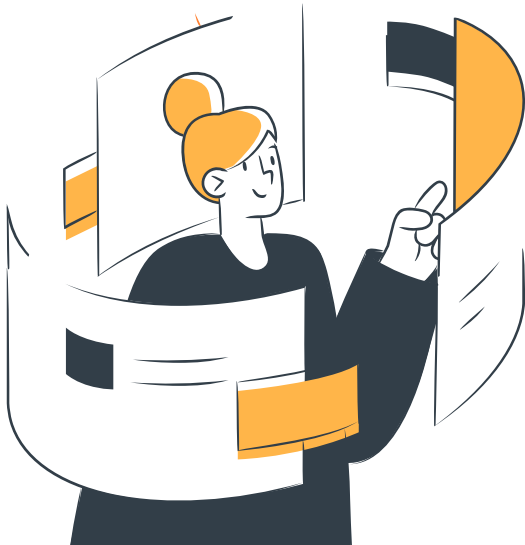


MICROSOFT SEARCH



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?**



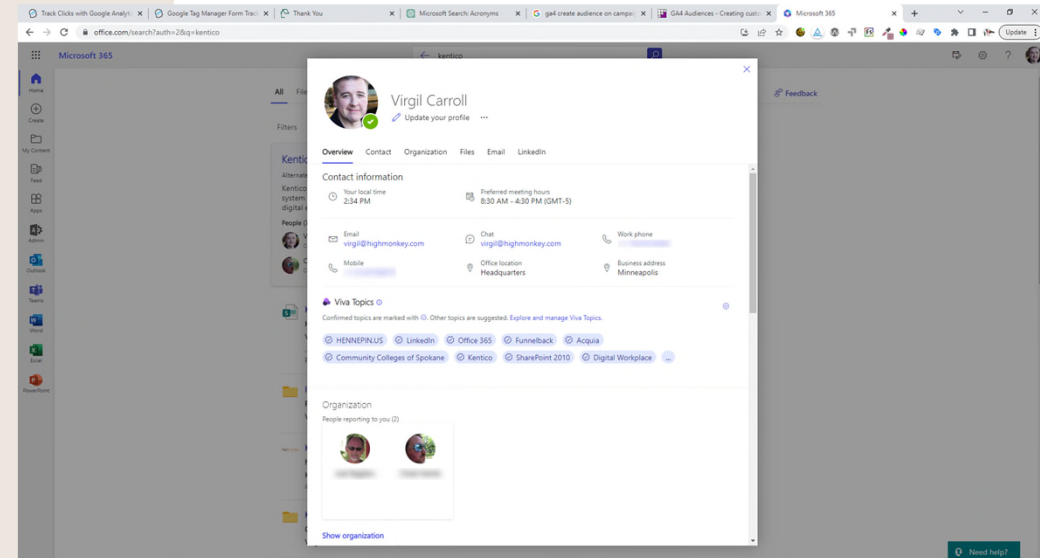


Search as an ecosystem



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***



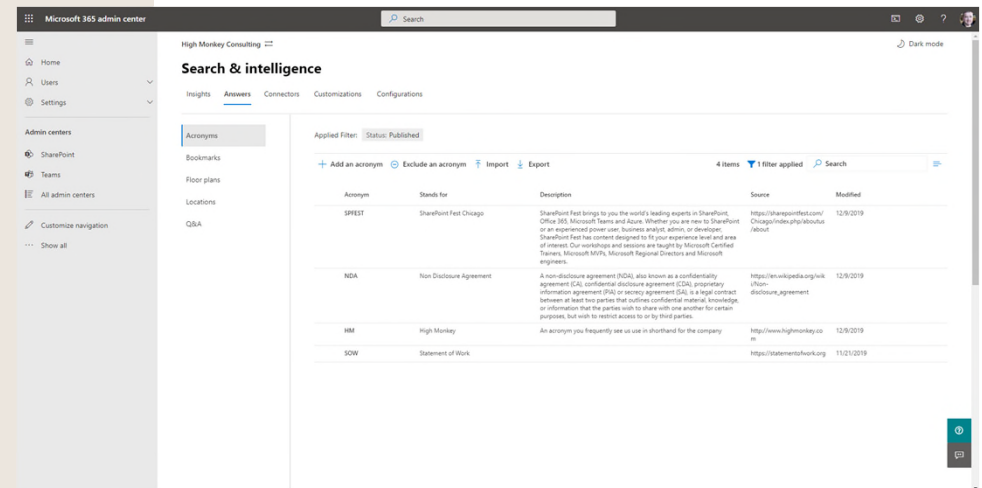
Search for answers

Types

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

Currently only available in certain locations

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



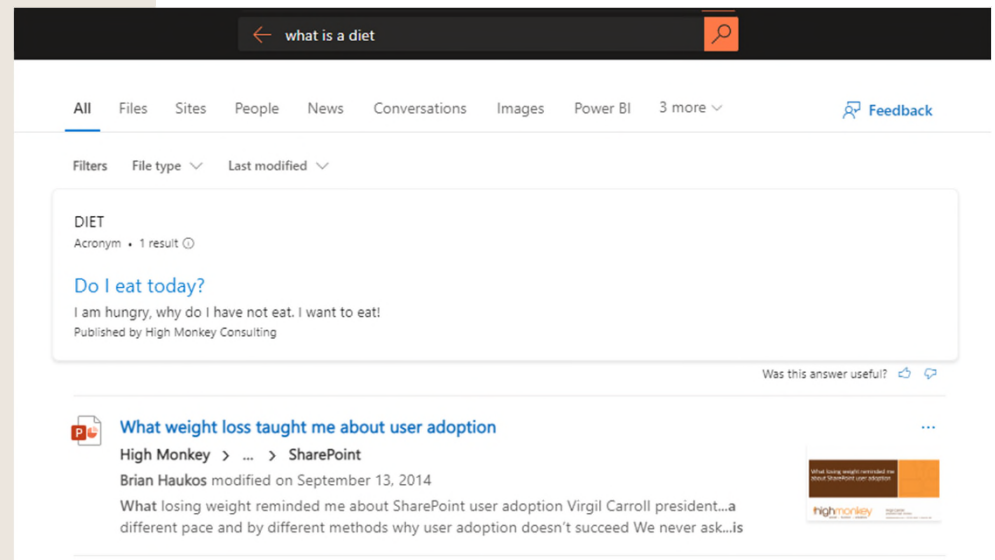
acronyms

PROS

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

CONS

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



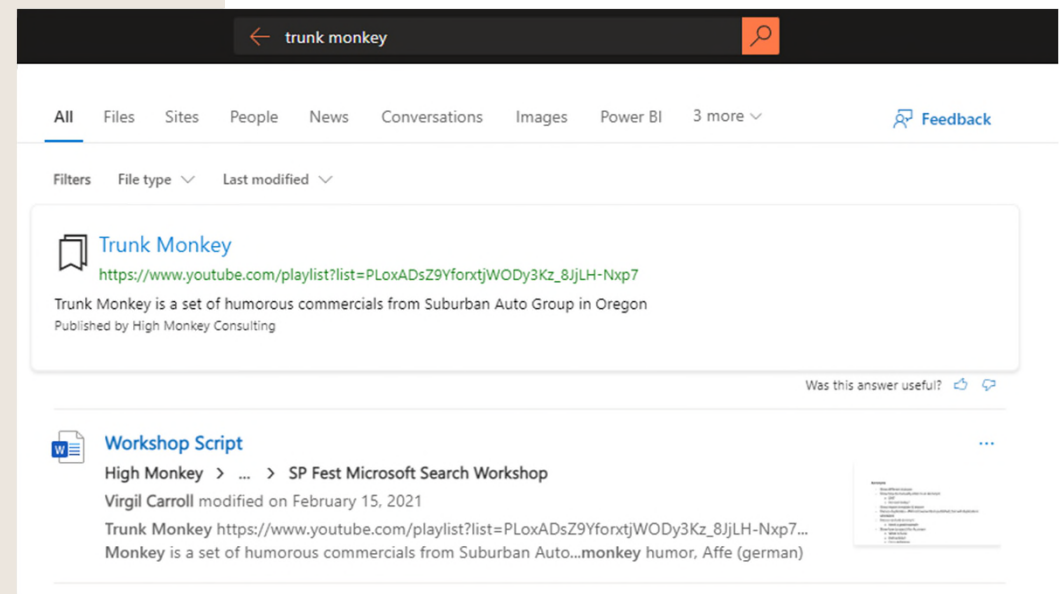
bookmarks

PROS

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

CONS

- May overuse / may not be sure when to use



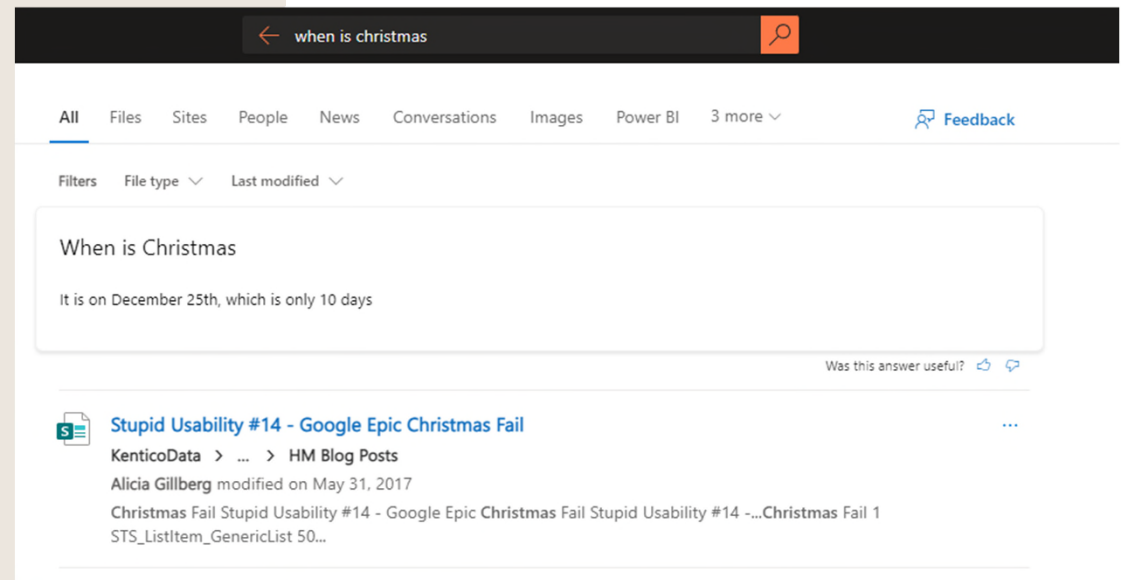
Q&A

PROS

- Complete explanations
- Link out to additional resources

CONS

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



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 result in a Microsoft OneDrive interface. At the top, a black navigation bar contains a back arrow, the text 'High Monkey 2016-2020', and a magnifying glass icon. Below this is a horizontal menu with tabs: 'All' (selected), 'Files', 'Sites', 'People', 'News', 'Conversations', 'Images', 'Power BI', and '3 more'. A 'Feedback' link is on the right. Under the menu, there are filters for 'Filters', 'File type', and 'Last modified'. The main content area displays 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. At the bottom, there is a file entry for 'LocationImportTemplate_HMDemo' with a file icon, a breadcrumb trail 'High Monkey > ... > Push Content', and a description: 'Virgil Carroll modified on February 9, 2021. High Monkey 2016-2020, 1121 NE Jackson Street, Suite 121, Minneapolis, Minnesota, 55413, United States. High Monkey 2010-2016, 2120 W County Road'.

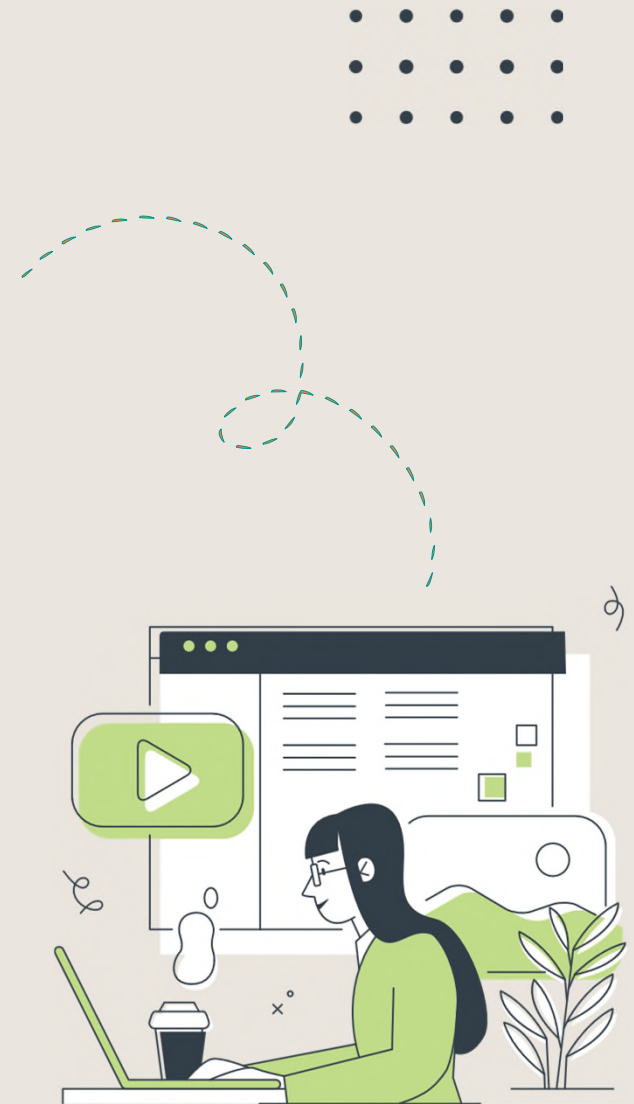
Answers – when to use?

Answers	Use
Acronyms	Organization jargon, abbreviations
Bookmarks	Need to get people somewhere Great uses • 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 • HR policies • Important dates / events • New employee onboarding • Change communication

Microsoft Search Roadmap items

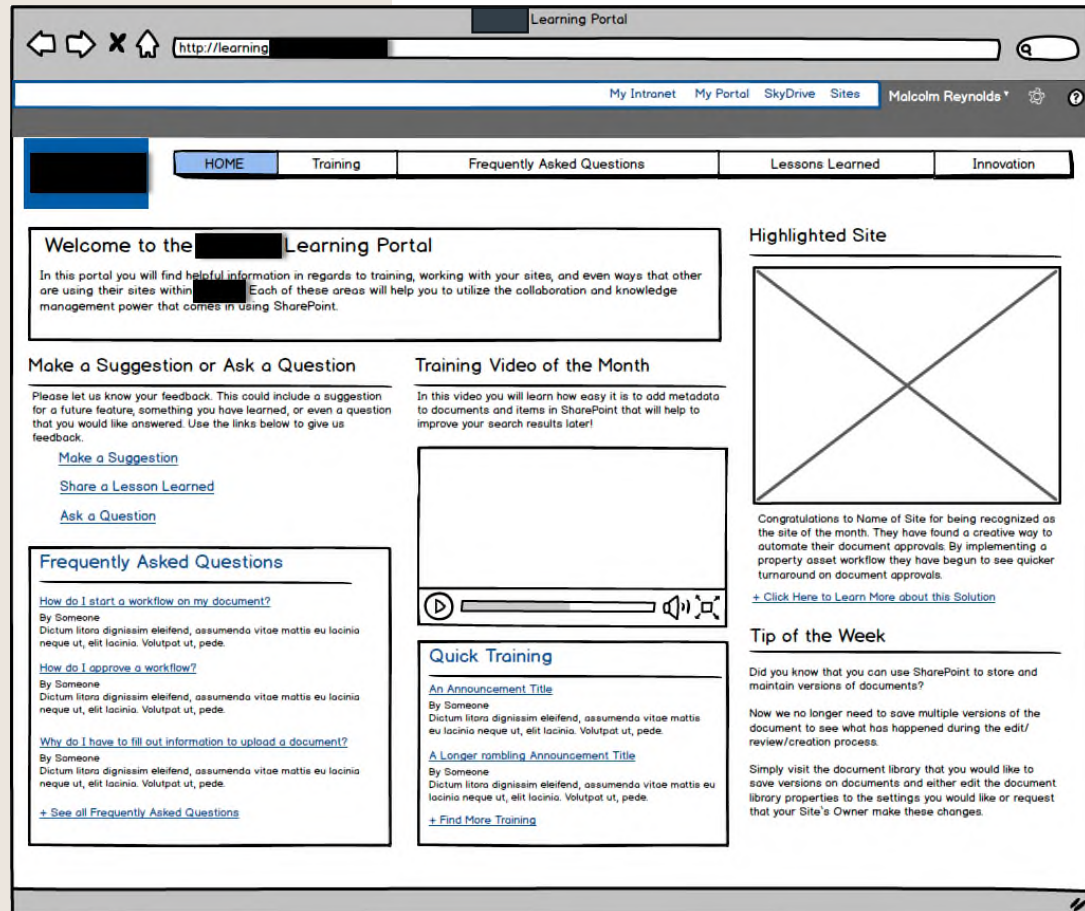
Roadmap item	Potential Launch
Filter by content sources in 'All' Vertical	April 2024 (rolling out)

Knowledge through **VIVA and SharePoint?**



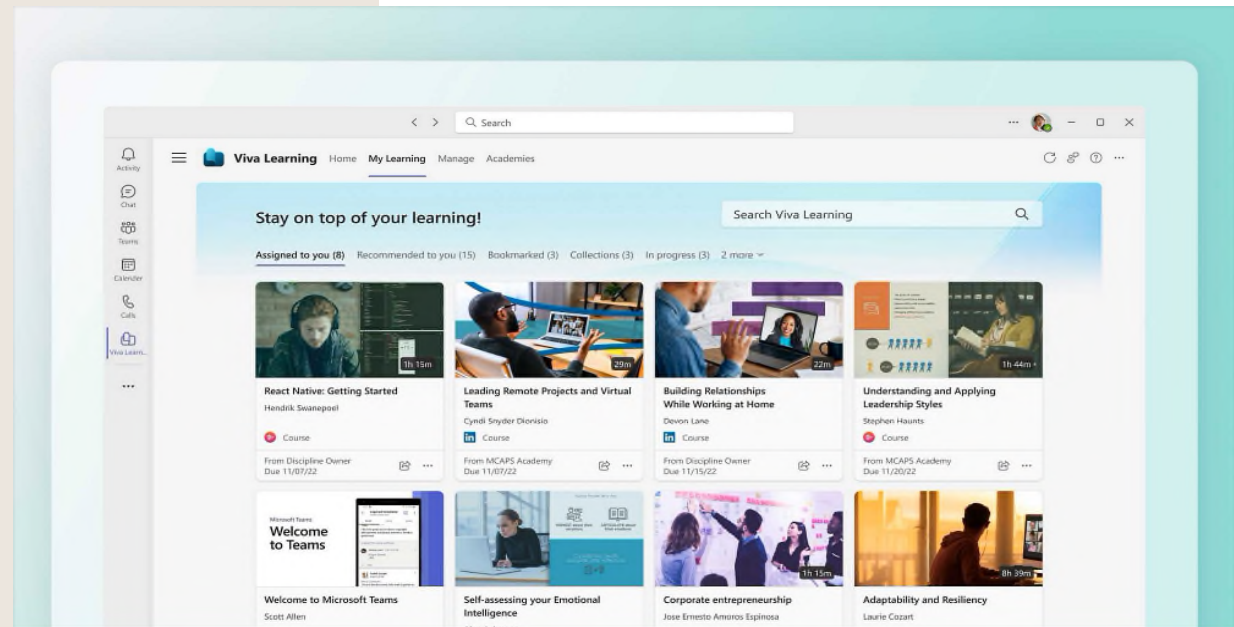
SharePoint

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



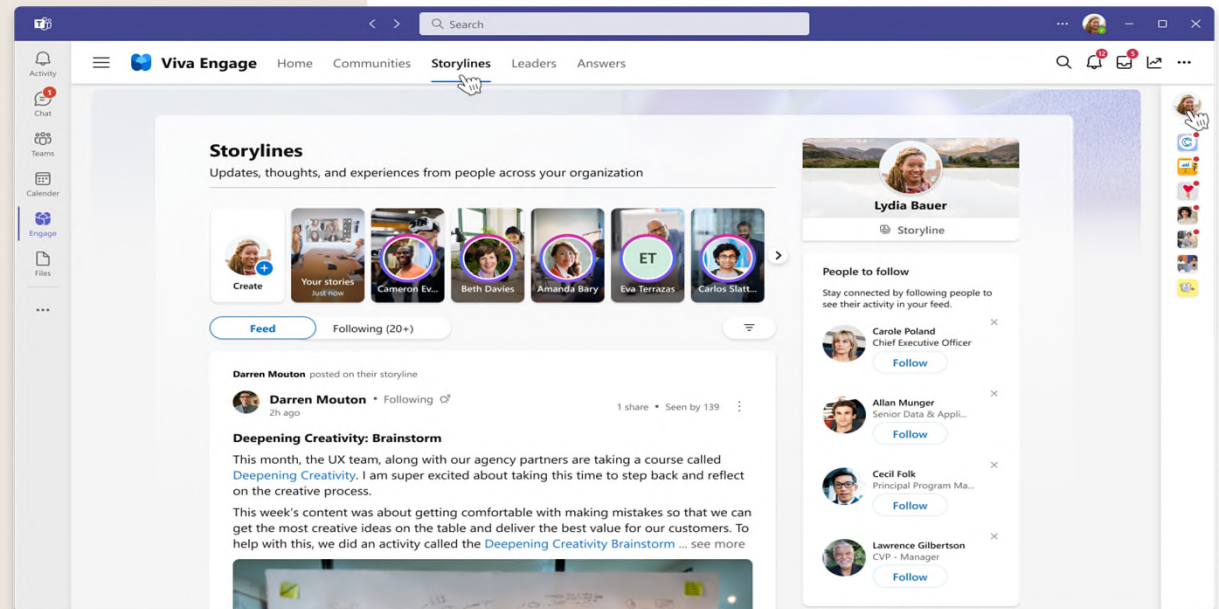
VIVA Learning

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



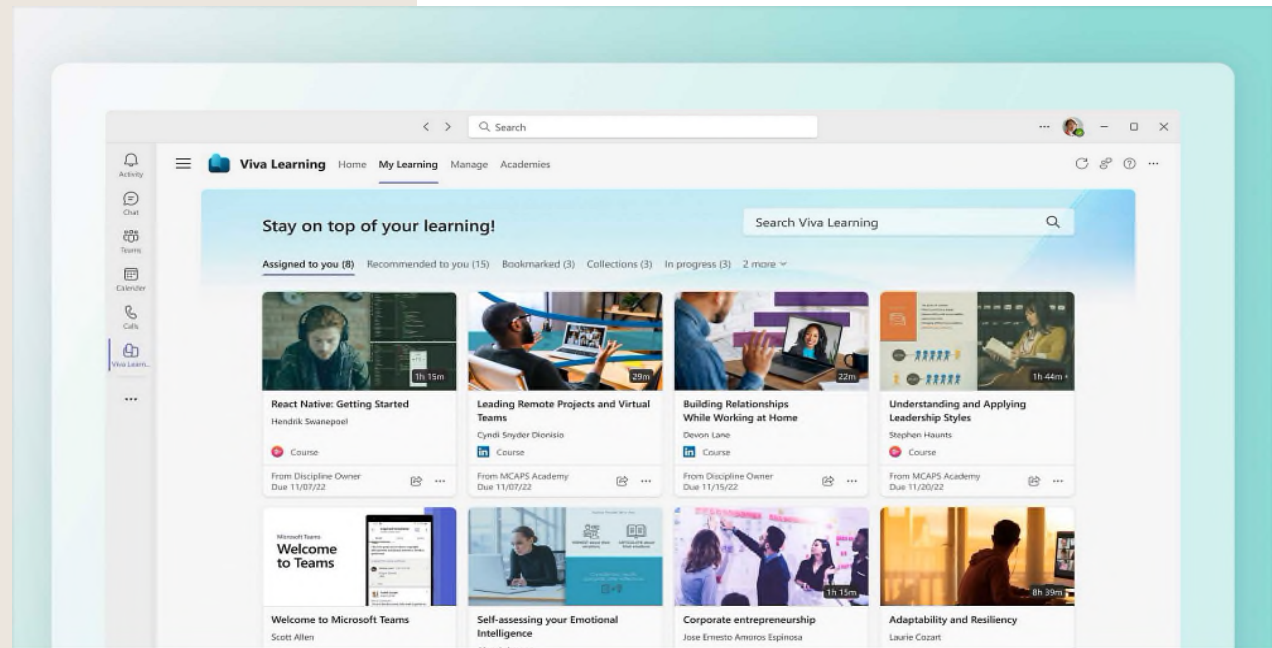
VIVA Engage

- '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



Viva Roadmap items

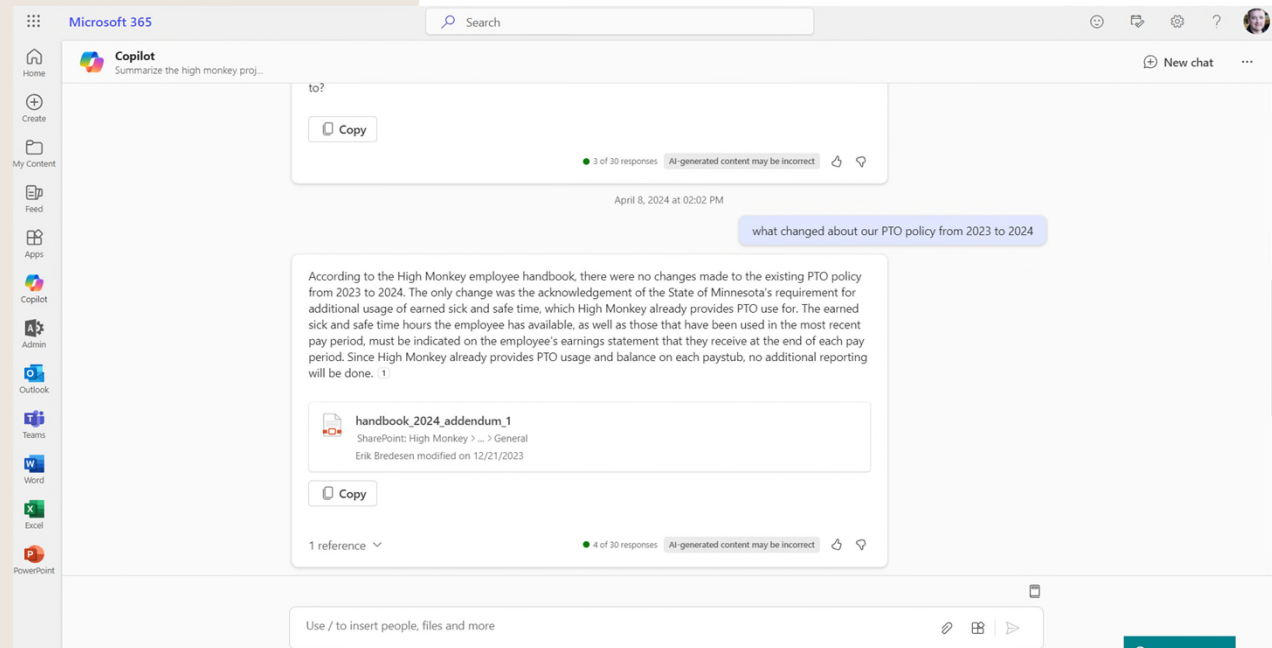
Roadmap item	Potential Launch
Follow a Topic in Viva Engage	June 2024
Ability to recommend courses to an existing group in Viva Learning	June 2024
Search relevance improvements in Viva Learning	July 2024
Edit learning paths in Viva Learning	November 2024
Designated experts in communities in Viva Engage	November 2024
Verified Answers in Viva Engage	December 2024
Question surfacing in Copilot results	December 2024
Multilayer structuring, customizations, and branding of learning academies in Viva Learning	January 2025
CoPilot in Viva Learning	June 2025

Knowledge
through
CoPilot



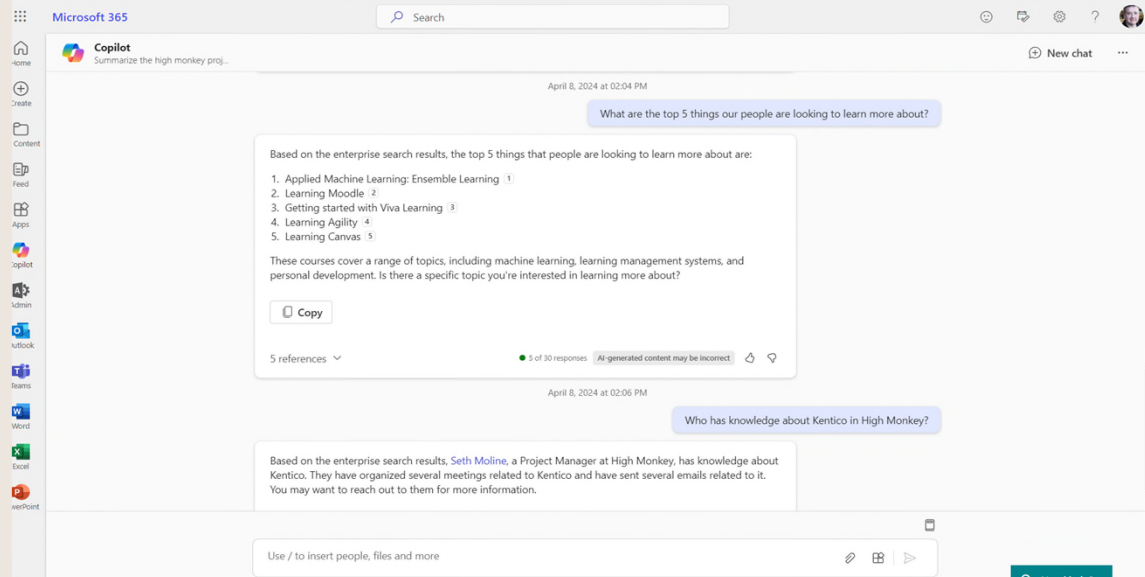
CoPilot – find the knowledge

- 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?



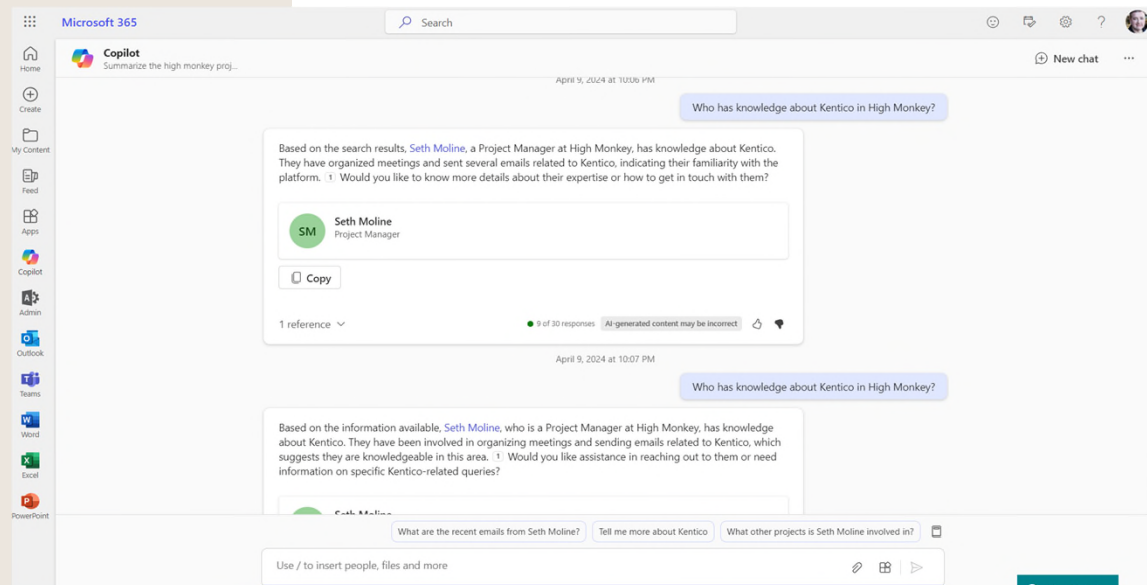
CoPilot – create the knowledge

- 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



CoPilot Roadmap items

Roadmap item	Potential Launch
Use Copilot to search for answers on the web	November 2024
CoPilot in Viva Learning	June 2025
Viva Engage content surfacing in Copilot	June 2025

DEMO

MICROSOFT SEARCH ANSWERS & COPILOT





QUESTIONS?

Virgil Carroll

virgil@highmonkey.com

www.highmonkey.com

