



WILLOUGHBY CITY COUNCIL

Council's Knowledge Base Categories - update

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Knowledge Base facts



- Sharepoint - Council's intranet Knowledge Base since 2015?
- Includes Popular Articles, Latest Articles and Promoted Articles
- Includes A-Z Directory search functionality
- Utilising the GDA39 Council Functions and Keywords
- We currently have **214 x KB articles** available to staff to access information via Council's intranet
- Most popular articles include:
 - *Internal Room & Equipment Bookings*
 - *Procurement Toolkit*
 - *Catering*
 - *Corporate Systems – Introduction and Training Program*
 - *Council Business Papers*
- Last month there were **881 views** by staff to Councils KB

Issues with KB



- Hard to search and locate information and documents
- Too many search results
- KB articles not linked to Promapp process
- Existing setup of Keywords and Category doesn't meet the needs of our staff and organisation.
- KB Categories not in line with GDA39 schedule
- Therefore making it difficult to navigate to related articles using the KB taxonomy (inability to click on taxonomy)
- Engaged staff via a survey to give us a clear indication on what they would like to see within KB.

KB Site Review



- Reviewed the entire look and feel of our KB site
- Incorporated new tabs for related article information such as:
 - Public Knowledge** – *dedicated for Customer Service*
 - Internal Information** – *designed for internal use only (how to log CSR in Pathway)*
 - Further Details** – *designed to contact a subject matter expert for further information*
 - Promapp** – *links you directly to the related process*
- Replaced the existing KB Keywords field to **Function**
- Replaced the existing KB Category field to **Keyword**
- This change has been a significant benefit for the organisation when searching for KB articles and especially related articles.

Benefits



- Taxonomy - Council Function and **Keywords** is now 100% in line with GDA39 schedule
- Ability to navigate through via Taxonomy to search for related content e.g. **Traffic and Transport**
- Added ability to see not only specific Council Function e.g. Traffic and Transport but also related Council Functions e.g. **Parking**
- No more duplications or similar categories
- Easier to navigate throughout KB article
- Links – now to all related articles
- Easier for IM web team to administer the KB Directory and update KB pages and articles