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New OUC Knowledge Management System: Progress Update [1]

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Imagine this: You have a question. You search the OUC website. You find the answer in seconds. You go on with your work.

That's what we've been building toward with our new Knowledge Management system, and we want to share our progress to date.

Since our last update, the team has been hard at work behind the scenes

- We dug into five years of help desk tickets across all of our service categories (including Tax, Policies, Forms, Finance System, m-Fin/CU-Data, Access, CPE, Communications, ePERS, Fiscal Certification) to identify the questions you ask us most often, so the new system prioritizes what matters most to you.
- We're matching those questions to existing guidance, updating and refining articles where the content already exists, and getting subject-matter expert sign-off to make sure everything is accurate and current.
- We're writing new articles to fill the gaps, covering questions that didn't have a clear answer anywhere on our site before.
- We're bringing on a talented student assistant with Salesforce experience to enter all this content, making sure it's consistently formatted and translates cleanly from our current platform into the new system.

What this means for you

We're on track to launch this public-facing knowledge base by the end of summer. It will be built around real questions you've asked, not just what we assumed you'd want to know.

We want your input

As we work on content, this is a great time to weigh in:

- Is there a topic or question you wish had a clear answer on our website?
- Have you run into something recently that took too long to figure out?
- Do you have expertise on a topic and want to contribute written content?

Whether it's a quick suggestion or a full draft, we'd love to hear from you. Contact Learning Design Program Director Kristina Mendez at FSS@cu.edu [2].

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