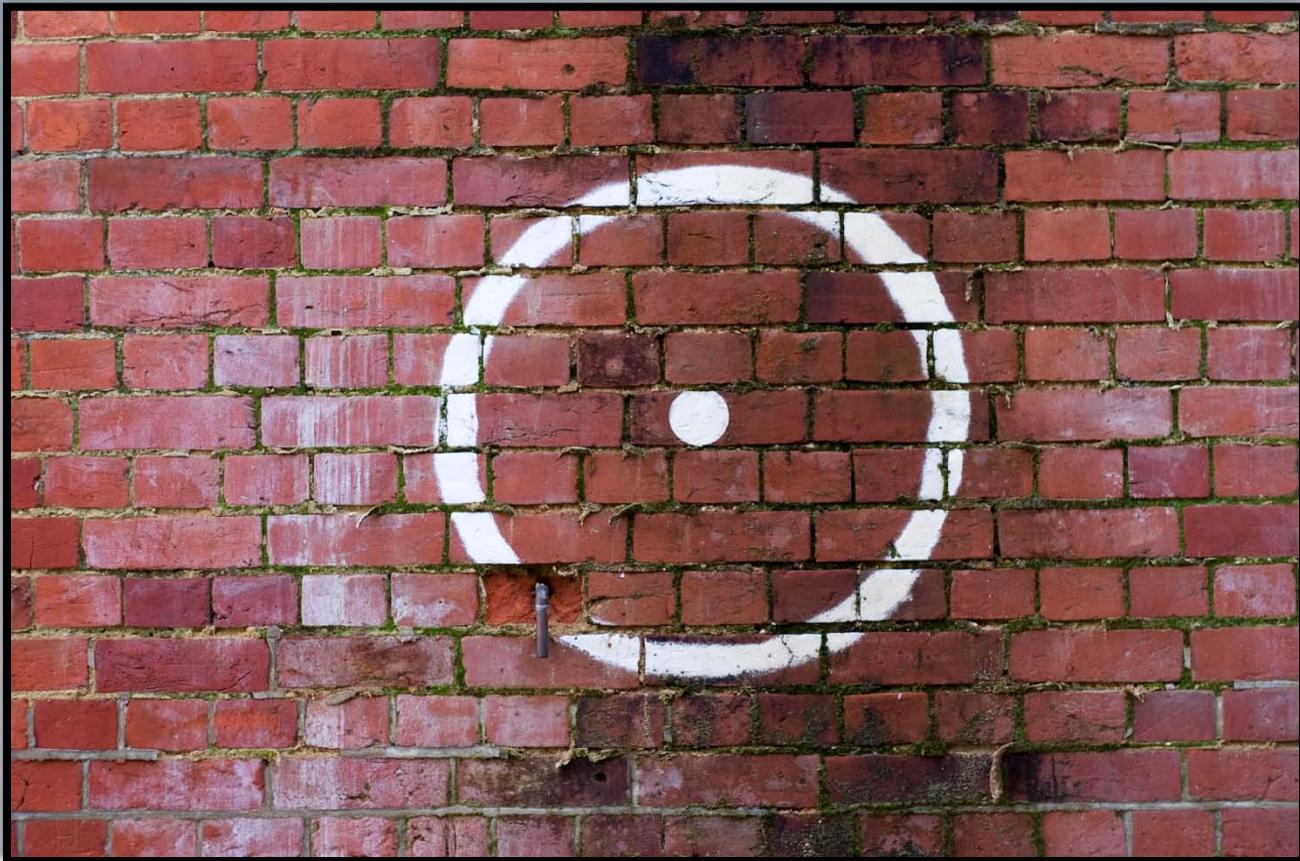




DISCOVER
A NEW WORLD
OF KNOWLEDGE

Session 309: No Money? No Problem!
Making the Most of Partnered Service



There must be a better way!



Michelle Croce
DB Consulting Group, Inc.

Donia Nolan
Tietronix Software



Our customer base is unique.

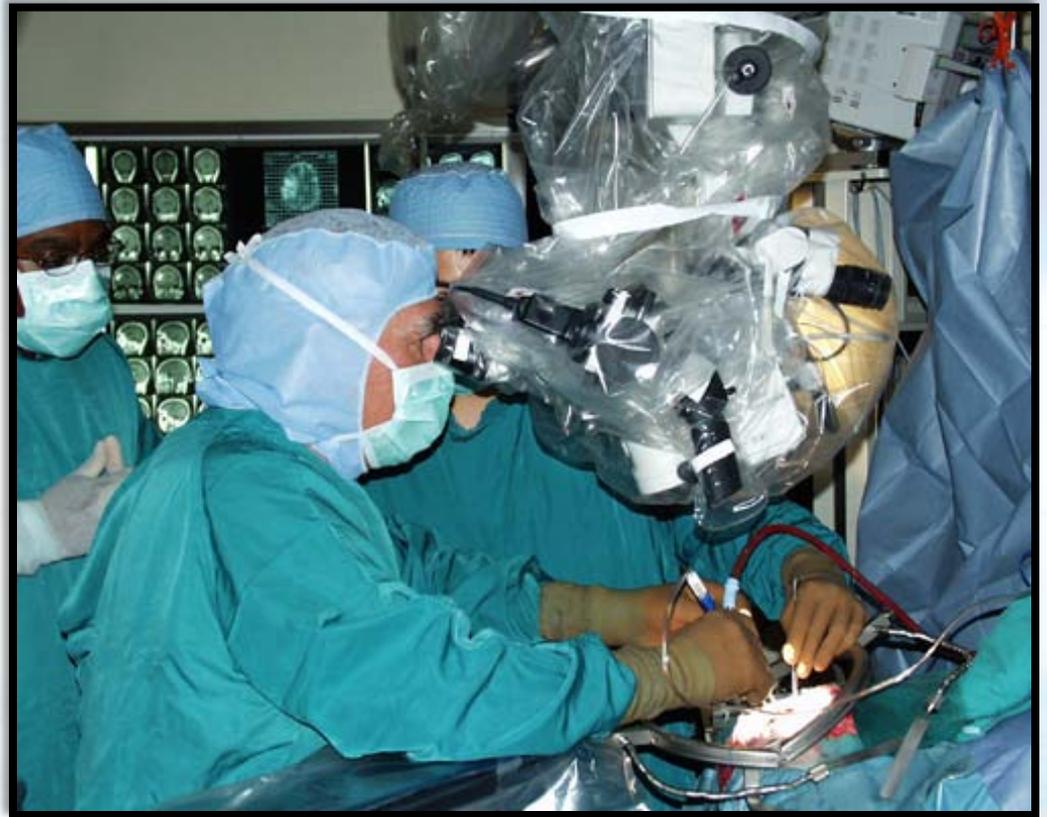
Astronauts from
around the world...



Rocket Scientists
(literally!)...



Flight Surgeons and Medical Personnel...





... and a lot of
Engineers.

Our customers are widespread.

Lyndon B. Johnson
Space Center (JSC)
Houston, TX



White Sands Test Facility
Las Cruces, NM



Ellington Airport
Houston, TX

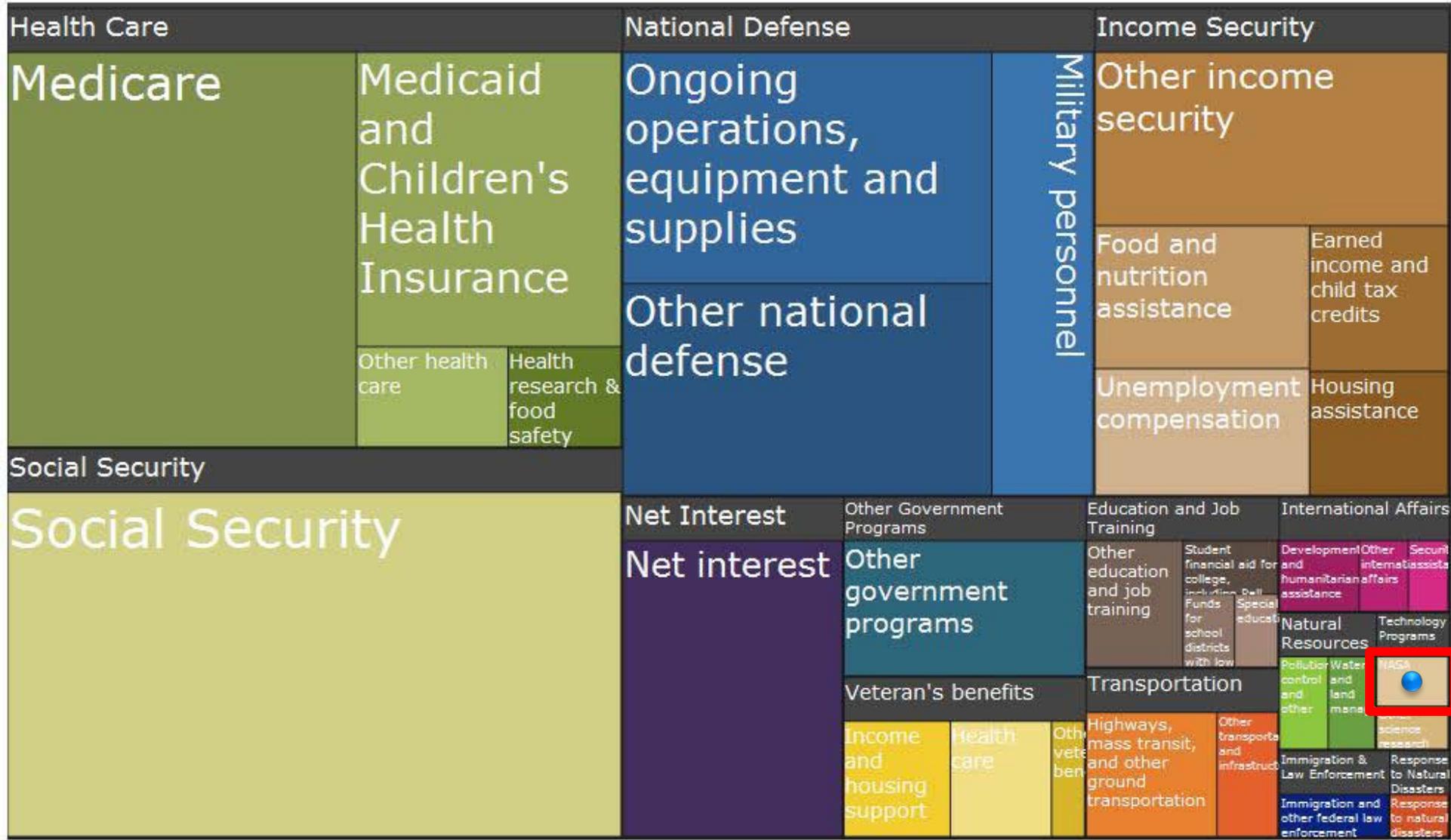


Sonny Carter Training Facility
Houston, TX



International Space
Station (ISS)
In Orbit







...but what about *us*?

What innovations
could improve our
customer service
processes?



Self-service

Understandable answers

Convenience

Simple tools

Options

Shared information

Searchable knowledge base

Timely responses

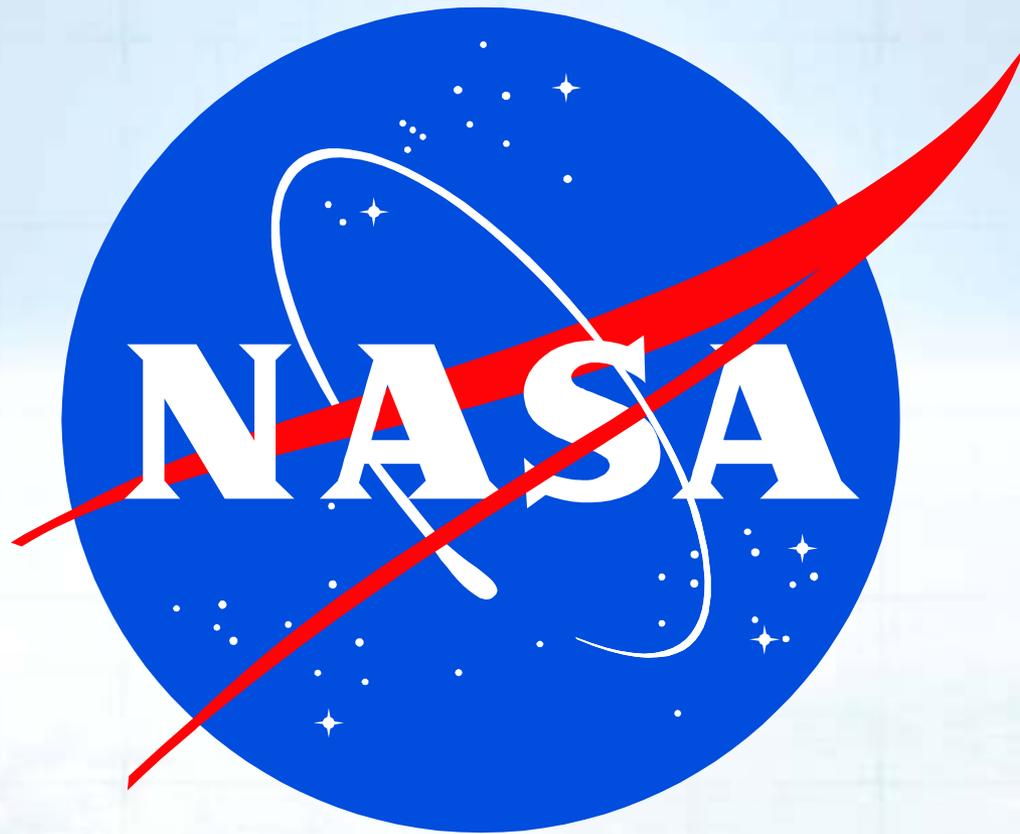
Familiar choices

Expertise

Relevant news

Live Support





*In keeping with industry trends, IRD*Live* is a new and exciting customer support model that introduces the concept of ‘partnered service.’ IRD*Live* provides the JSC community with new ways to reach out to IRD and new opportunities for IRD to respond.*

Partnered Service:

A customer support model that allows you to choose how you receive service.

IRDLive is...

Hey, You!

Help Desk

Old E-mails

Hallway
conversations

Boards &
Meetings



Customer Support
Center

Meeting
Presentations

Handouts

Project Managers

Web Site



IRDLive is...

Hey, You!

Customer Support
Center

Help Desk

Meeting
Presentations

Old E-mails

Handouts

Hallway
conversations

Project Managers

Boards &
Meetings

Web Site



Choices

Self Service

Google Search
Web Site
Wiki

Community Support

Discussion Lists
Blogs

Traditional Support

Help Desks
Ask the Expert
Training
Webinars

The first step...



Webinar:

a live online educational presentation during which participating viewers can submit questions and comments

(Merriam-Webster Dictionary)

Live Webinars

We provide the experts and the WebEx...



... customers provide the questions.





Approval Path: **NoOrg-ODIN**
 Status: **Authorized** | Comments: | Date Created: 02/01/2012 | SR: 208393

[-] **Service Request Information: SR# 000208393**

Requester Name: CROCE, MICHELLE C. | Phone Number: 281.244.1616 | Responsible Org: OA
 SR Title: Fax Orders for ISS | Requested Due Date: 02/08/2012
 Reason for Service: ISS would like to purchase ODIN Fax machines.

[-] **Shopping Cart:**

Item:	Ready to Submit:	User Name:	JSC Seat ID:	Cost:
ODIN Assessment / Other Catalog Order - OOJP12034.6	YES YES			\$150.75
Total Cost:				\$150.75

[-] **SR Items:**

[-] **ODIN Assessment / Other:**

Description of Requirement: ISS would like to purchase the listed ODIN Fax machines (see attachment - highlighted in blue)

Justification: Faxes are needed under new contract.

Attachments: To view an attachment click on the file.

Filename

Meeting Controls

Chat

from Donia Nolan to Host (privately):
 I submitted an SR to purchase fax machines, but I can't find any info about the status? SR#208393

Send to: All Participants

You are sharing your Desktop

Local intranet | Protected mode: On



What did our customers think?

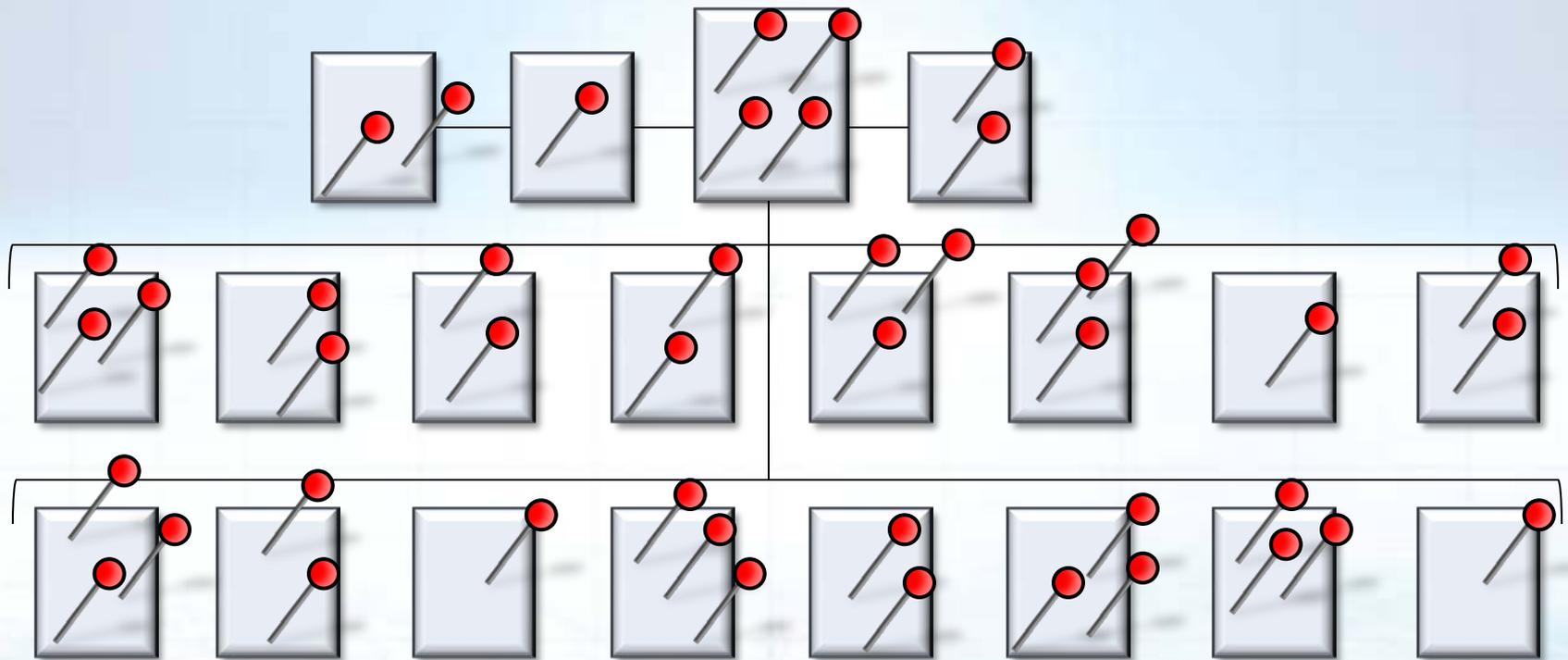
- “I learned so much about *where to look* for different items and *where to go* to get answers to my questions.”
- “I learn a lot from other people's questions.”
- “I have already used the knowledge I gained to find information on the IRD website!”
- “This is the best thing I have ever heard about how to find services.”
- “Overall I found the session to be very helpful in learning how to navigate and *find my own solutions.*”
- “Presenters were articulate, clear and professional. Appreciated the way each presenter took turns answering questions or answered questions in their field of experience. Well done.”



Discussion List:

a website where people can discuss a particular subject
(Macmillan Dictionary)

Live Communities





About IRD		wIRed in			Who to Call		InfoPedia	
Home	Computer Services	Network Services	Phone Services	Document Management	Photo & Video	History & Library Services	Graphics, Print, & Copy	Policy & Planning

Actions ▾ View: **Subject** ▾

Subject	Replies	Last Updated	Post
Social Media and Exiting Employees	1	4/14/2011 11:26 AM	<p>Social Media and Exiting Employees</p> <p>Does IRD offer any guidance or best practices for tracking social media accounts and owners/admins or for handling accounts as employees exit?</p> <p>I know for Facebook pages, an admin can remove another admin when they leave NASA... but that assumes the right people were selected as admins and that they are aware of the responsibility to update admins as needed. For Yammer, it seems any user can click a link to say a member has left the organization... but who's responsibility is that?</p> <p>I'd be interested in any center-wide info/discussion or to hear how other organizations are dealing with this.</p>
Is SKYPE available at JSC?	1	12/13/2010 9:32 AM	<p>Is SKYPE available at JSC?</p> <p>SKYPE is currently not available at JSC at this time. Per James McClellan, NASA is currently investigating other options for video conferencing software.</p>
YouTube Policy	1	9/8/2010 2:31 PM	<p>YouTube Policy</p> <p>Am I allowed to go look at YouTube videos while at my workstation during my lunch break?</p>
Blogging at JSC	1	9/8/2010 10:30 AM	<p>Blogging at JSC</p> <p>I noticed that a co-worker of mine is posting personal stuff on their MyJSC blog page. Is that acceptable?</p>
What is Twitter?	0	9/7/2010 8:56 AM	<p>What is Twitter?</p> <p>(from wikipedia)</p> <p>Twitter is a social networking and microblogging service, owned and operated by Twitter Inc., that enables its users to send and read other users' messages called <i>tweets</i>. Tweets are text-based posts of up to 140 characters displayed on the author's profile page. Tweets are publicly visible by default, however senders can restrict message delivery to their friends list. Users may subscribe to other author tweets—this is known as <i>following</i> and subscribers are known as <i>followers</i>. As of late 2009, users can follow lists of authors instead of following individual authors.^{[7][8]} All users can send and receive tweets via the Twitter website, compatible external applications (such as, for smartphones), or by Short Message Service (SMS) available in certain countries.^[9] While the service is free, accessing it through SMS may incur phone service provider fees. The website is based in San Bruno, California near San Francisco (where the website was first based). Twitter also has servers and offices in San Antonio, Texas and Boston, Massachusetts.</p>



Failure is not an option!



Failure is just one part of a process.

What else can we do
with Partnered
Service?



IRDLive Ask the Expert



Live Panel Events



INNOVATION RESOURCEFUL DEDICATED TO SERVICE
I am an Innovator
Innovation 2011

 Petting Zoo

IRDLive

What do You need From IRD?
More discussion topics
One person for Trials
Cloud Competitive
Too Many Passwords
Quicker approval
login only

Innovation Day Exhibit

“The devil is in the details.”

The details needed attention to ensure the success of the new Partnered Service model.



To provide Partnered Service, we also had to:

- Develop new knowledge sharing processes
- Increase findability with Google KeyMatches
- Train our SMEs to use the IRDLive Partnered Service model to better support customers
- Implement surveys and use metrics to gauge customer engagement

What's next?



Podcasts



Blogs



Chat



Mobile Apps

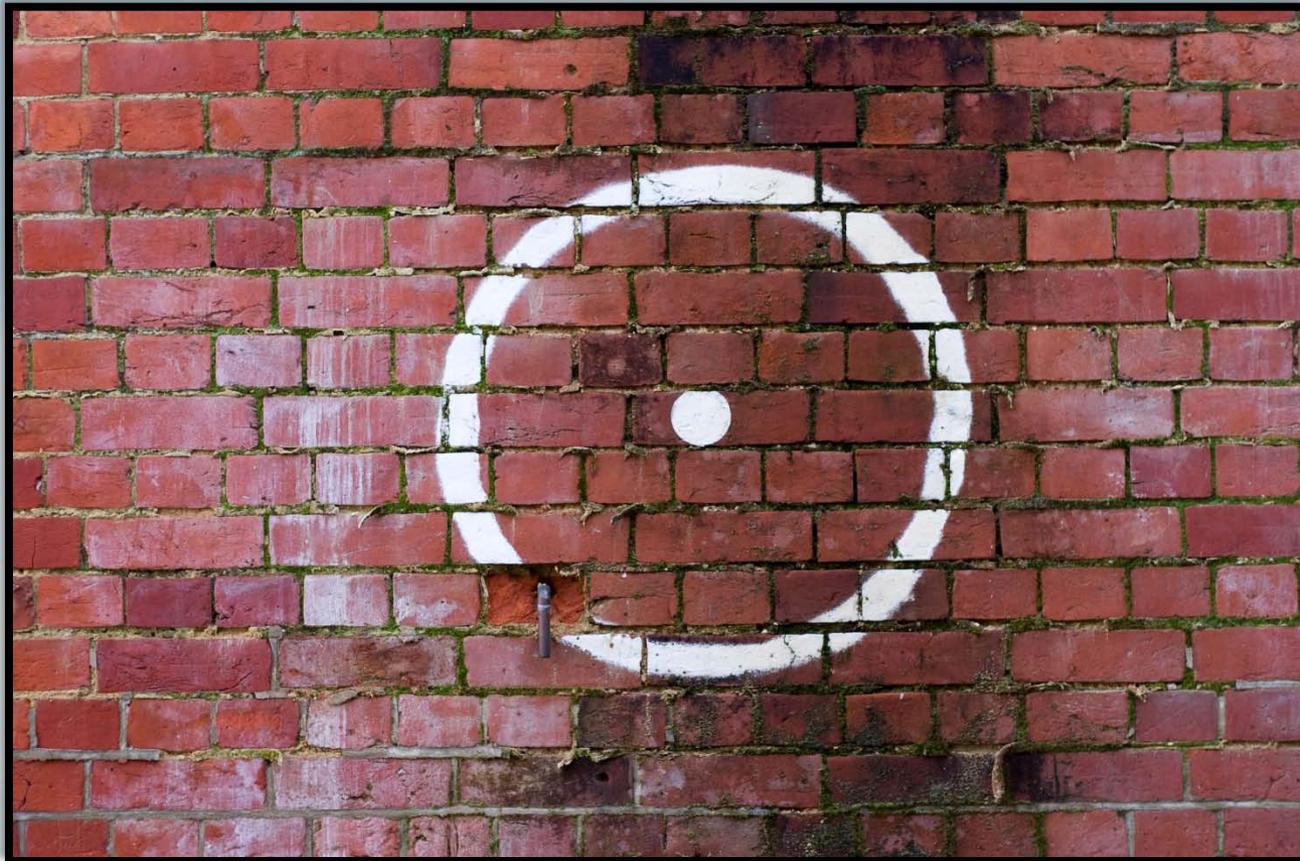


SMS

Your idea here.



Step 1: Identify your pain points!



Brainstorming helped us identify pain points for our customers, our organization and ourselves.



Brainstorming...



- Outreach is too technical
- Information and outreach focused on technical groups, not general customer base
- Hard to find information – sometimes have to call multiple support groups
 - Responses to customers are slow when support groups need to get information from experts
- Customers use complex tools already – uninterested in learning new tools
- Information is pushed to the customer with little opportunity for them to respond – limited interaction

Step 2: Identify the value of fixing it



What do our customers consider value? What are they willing to buy? What did they need that we could provide?



... and more
Brainstorming.

- Options
- Information
- Self-Service
- Relevant updates & news
- Understandable answers
- Searchable knowledge base
- Simplicity
- Convenience
- Timely Responses
- Expertise
- Shared Information

Sound familiar?

Self-service

Understandable answers

Convenience

Simple tools

Options

Shared information

Searchable knowledge base

Timely responses

Familiar choices

Expertise

Relevant news

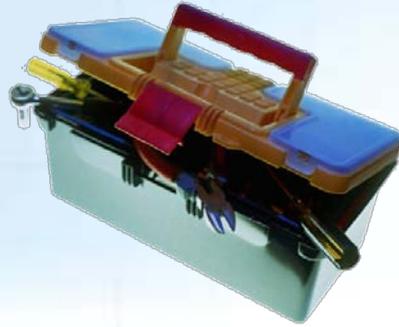
Live Support

Step 3: Check your toolbox



Customer Service Toolbox

Step 4: Check your neighbors tools



Departments



Companies

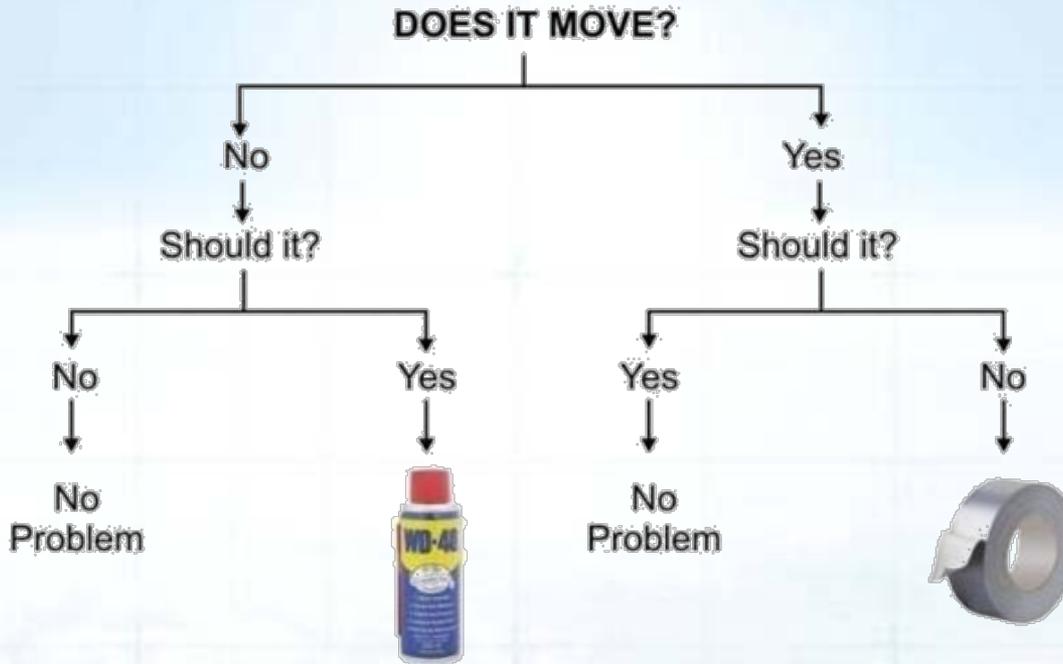


Organizations



Others who do what you do

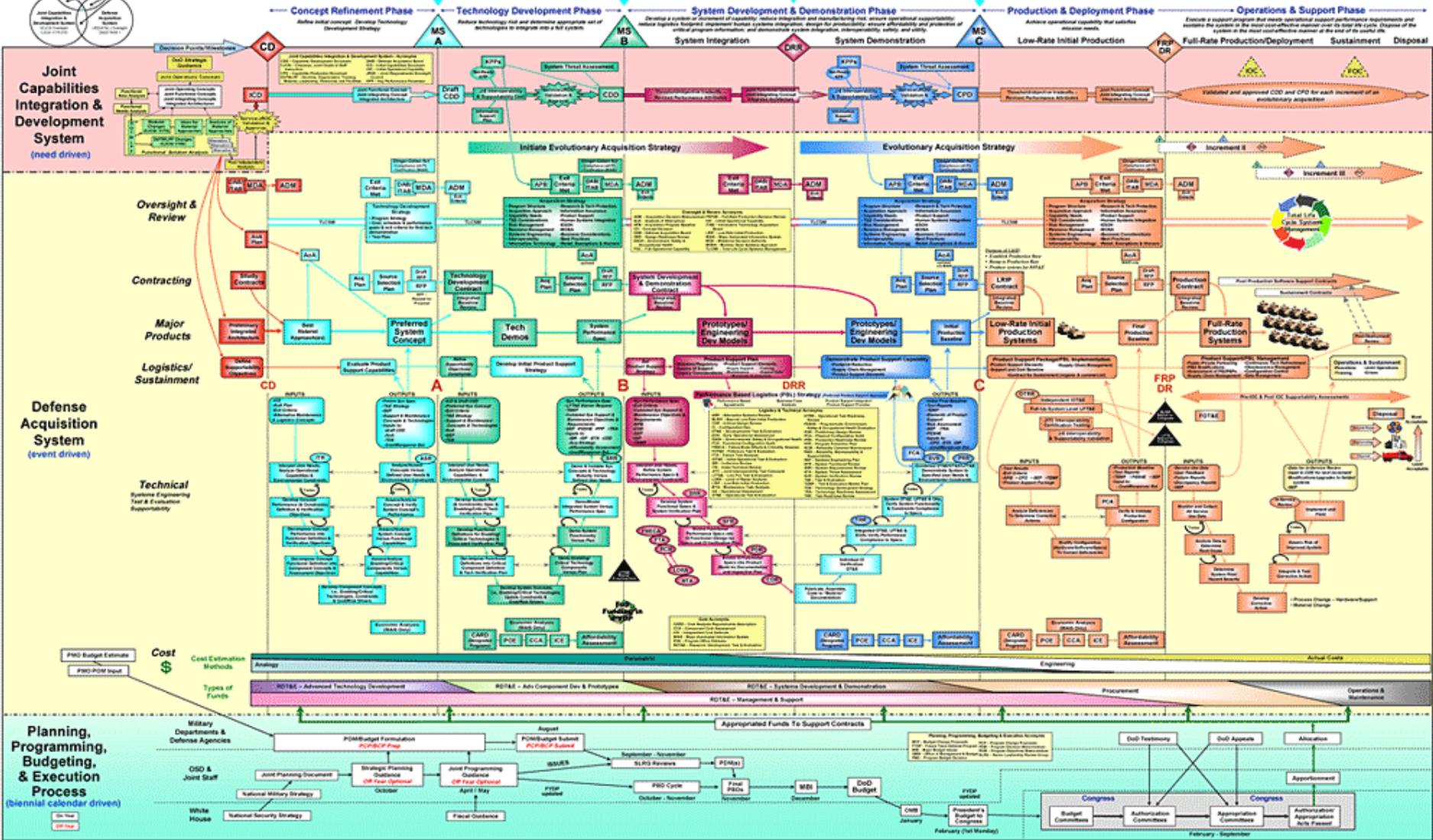
Step 5: Make a plan



Integrated Defense Acquisition, Technology, & Logistics Life Cycle Management Framework



The Milestone Decision Authority may authorize entry into the acquisition process at any point, consistent with phase specific entrance criteria and statutory requirements



Reproduction in whole or in part is prohibited and may be used without permission.

Plans come in all shapes & sizes.
Tailor yours to meet your needs.
Use resources you already have.

The screenshot shows a SharePoint site with the following structure:

- Page Header:** Inside IRD > IC - End User Services > Sites > Customer Support Center > Sites > CSA > IRD Live. Includes a search bar and utility icons.
- Navigation:** Site Actions, Browse, Page. Breadcrumbs: Customer Support Center > CSA > CSC Weekly Staff Meeting > CSS/CSA Support > PKI > SharePoint > CSC Training Classes.
- Left Sidebar:** Pictures (Image Library), Documents (IRD Live Slide Library, Shared Documents), Lists (Calendar, IRDLive Stakeholders, Deliverables, Success Criteria, Additional Links, Tasks, Lessons Learned), Discussions (Team Discussion), Sites.
- Main Content Area:**
 - IRDLive Working Group Guidelines:**

IRDLive Working Group

Communication outside of meetings or new topics not listed on meeting agendas will be via the [discussion list](#).

Actions will be statused in the [task list](#).

All documents can be found in the [document library](#).

Meeting Agendas and Minutes will be posted in the [document library](#).

WebEx will be used in order to facilitate participation and explore WebEx tools and features. We meet every Wednesday in 45/651 at 11:30

WebEx Meeting number:

Audio conference:

Participant Code:

WebEx Meeting password:
 - Open Actions Table:**

<input type="checkbox"/>	Title	Assigned To	Status	Priority	Due Date	% Complete
<input type="checkbox"/>	Document Governance for IRD Internally	Croce, Michelle C. (JSC-IC)[DB Consulting Group, Inc.] Nolan, Donia E. (JSC-SA4)[TIETRONIX SOFTWARE INC] Foote, Kelly L. (JSC-IC)[DB Consulting Group, Inc.]	Not Started	(2) Normal	2/11/2011	
<input type="checkbox"/>		Quinn, Mary (JSC-IC)[DB Consulting Group, Inc.]	Not	(2)	11/15/2010	
 - Helpful Links:**
 - Do it Yourself Podcast
 - Pre Phase A Implementation Plan
 - Widget Link
 - IRD Social Media Website
 - How to create an alert for a list or library
 - Imagery Online - Now with Wikis!

Step 6: Sell it!



Step 6: Sell it!

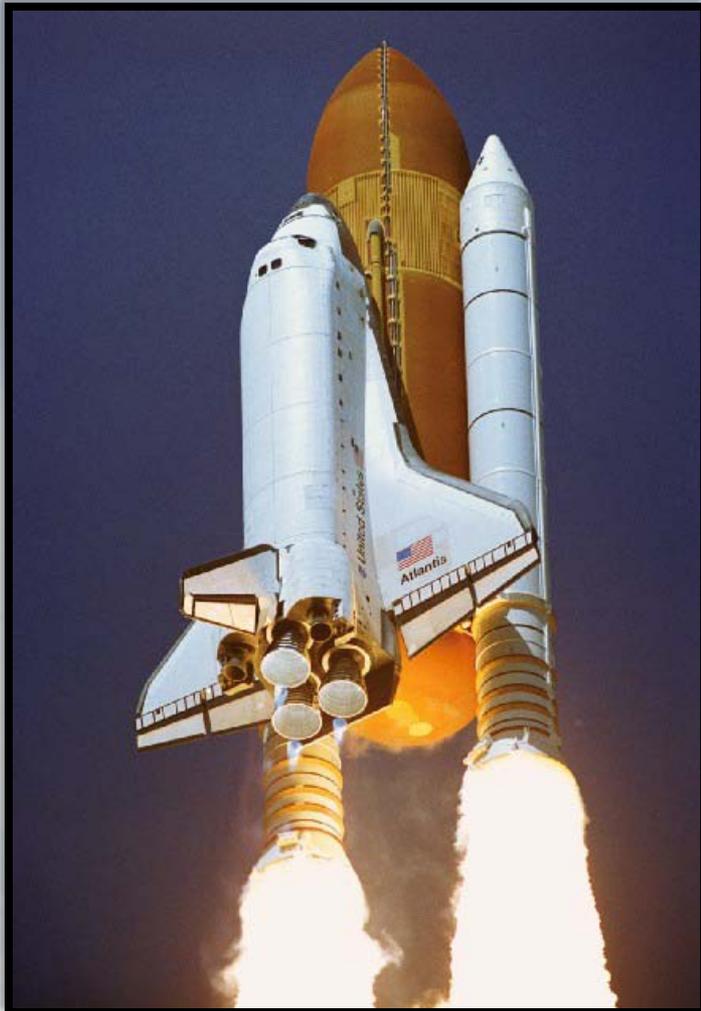


You'll need buy-in to be successful. Focus on finding a champion and be prepared to sell your idea.



- Plan for risks and mitigation strategies
- Anticipate questions and be prepared to respond
- Highlight benefits to customers and your organization
- Estimate cost impacts if appropriate
- Create and demonstrate a prototype
- Prepare for a pilot study
- Establish success criteria
- Develop an implementation strategy

Step 7: Stand it up



Be prepared to implement your idea when you receive the “GO for Launch.”

Consider your implementation options:

- Conduct an internal pilot
- Go live in phases
- Look for easy successes
- Gather customer input – don’t forget your internal customers
- Focus on your first adopters

Step 8: Pawn it off if you can



Step 8: Pawn it off if you can



Be prepared to transition your idea from a project state to operations.



- Document, document, document!!
- Training
- Monitoring
- Check-Ups
- Include transition in initial planning

Step 8: Rinse & Repeat



“The man with a new idea is a crank, until the idea succeeds.”

- Mark Twain

Thank you for attending this session.
Don't forget to complete the evaluation!