

# Tech Center Wiki (OneNote)

## Project Description

Tech Center Wiki solution (2018-present)

## My Role

Creator /  
Project Manager /  
Technical Writer /  
Technical Trainer

## The Challenge

As I was onboarded in ITS, we also planned to hire several support technicians who would need to be trained on support desk processes and policies. The last team wiki solution was in dead platform and the now out-of-date knowledge was from 2017 and housed in this massive PDF export.

A solution to convert any usable content from the PDF, organize this content (alphabetized was not going to cut it), create new and missing content, and plan for the future of technology support provided by the support technicians were the principles challenges going into this project.

The screenshot shows the Microsoft OneNote interface. The title bar indicates the notebook is 'Tech Center Notebook' and is 'Saved'. The ribbon includes 'File', 'Home', 'Insert', 'Draw', 'View', 'Help', 'Staff Notebook', and 'Print'. The 'Home' ribbon is active, showing options for 'Paste', 'Copy', 'Format Painter', 'Clipboard', 'Basic Text', 'Styles', 'Tags', 'Spelling', and 'Dictation'. The left sidebar shows a list of sections: 'TSC 101', 'ACCOUNTS', 'BANNER', 'BLACKBOARD', 'AV', 'EMAIL', 'ID BADGES', 'INFO DESK', 'MEDIA SERVICES', 'PRINTING', and 'OFFICE 365'. The main content area displays a 'Training Guide' table with the following structure:

« Training Guide			
[TC] Training Guide			
	Basics	Intermediate	Proficient
Accounts			
MyCU, MyProfile, Network, Blackboard	<ul style="list-style-type: none"><li>Know the difference between <a href="#">MyProfile</a> and <a href="#">MyCU</a></li><li><a href="#">Student/Staff/Faculty Password Resets</a><ul style="list-style-type: none"><li><a href="#">Unlock MyCU PINs</a></li><li><a href="#">Self-service unlock/reset</a></li></ul></li><li>Activating <a href="#">Network accounts</a></li></ul>	<ul style="list-style-type: none"><li>Password <a href="#">resets using MyProfile</a></li></ul>	<ul style="list-style-type: none"><li><a href="#">Escalating MyCU issues</a></li><li><a href="#">Name change procedure</a></li></ul>
Identifying Users			
SimpleFinder, Banner, Blackboard	<ul style="list-style-type: none"><li>Using <a href="#">SimpleFinder</a></li><li><a href="#">Banner – Logging in</a><ul style="list-style-type: none"><li><a href="#">GOATPAC</a></li></ul></li></ul>	<ul style="list-style-type: none"><li>Process <a href="#">alumni MyCU update requests</a></li><li>Process someone <a href="#">who</a></li></ul>	

INVENTORY	« Training Guide	Classroom AV & Media Services	<ul style="list-style-type: none"> <li>• <a href="#">SPAIDEN</a></li> <li>• <a href="#">Banner – Good escalation</a></li> </ul>	<a href="#">does not know their G#</a>		
MEETINGS	« Prioritize support	WebCheckout, AV (events), Classroom AV	<ul style="list-style-type: none"> <li>• Using <a href="#">WebCheckout</a></li> <li>• Process <a href="#">Media Services</a> request</li> </ul>	<a href="#">Classroom AV Technology</a>	<a href="#">AV Troubleshooting</a>	
DOCUMENTATION	« Intake support					
PRINTING	« Escalation checklist					
> 🚩 WHAT YOU DO	« Daily priorities / expect...	Campus Technology				
> AV	« TSC Daily tasks	Network / Shared drives, ID badges, Windows 10, Phones, Wifi, Printing / PaperCut	<ul style="list-style-type: none"> <li>• <a href="#">ID Cards</a> <ul style="list-style-type: none"> <li>• <a href="#">Pictures</a></li> <li>• <a href="#">Creation</a></li> </ul> </li> <li>• Familiar with <a href="#">printer functions</a></li> <li>• Familiar with <a href="#">Network drives</a></li> <li>• <a href="#">Student laptop check-in</a></li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Installing software</a> (Office 365, etc) on staff/faculty computers</li> <li>• Familiar with the <a href="#">Intranet</a></li> <li>• Familiar with <a href="#">VPN</a></li> <li>• <a href="#">ID Card modification</a></li> <li>• <a href="#">ID Card Access Levels</a></li> <li>• <a href="#">Reconnecting Network Drives</a></li> <li>• <a href="#">Smartphone configuration</a></li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Online Student IDs</a> <ul style="list-style-type: none"> <li>• <a href="#">Processing</a></li> <li>• <a href="#">Printing</a></li> </ul> </li> <li>• Handling <a href="#">dorm Wi-Fi complaints</a></li> <li>• Employee <a href="#">printing and duplicating</a></li> </ul>	
	« End-of-Shift (EOS)					
	« Checklist: TSC tasks					
	« AD / User account gro...					
	« Storage locations					
	« Emergency procedures					

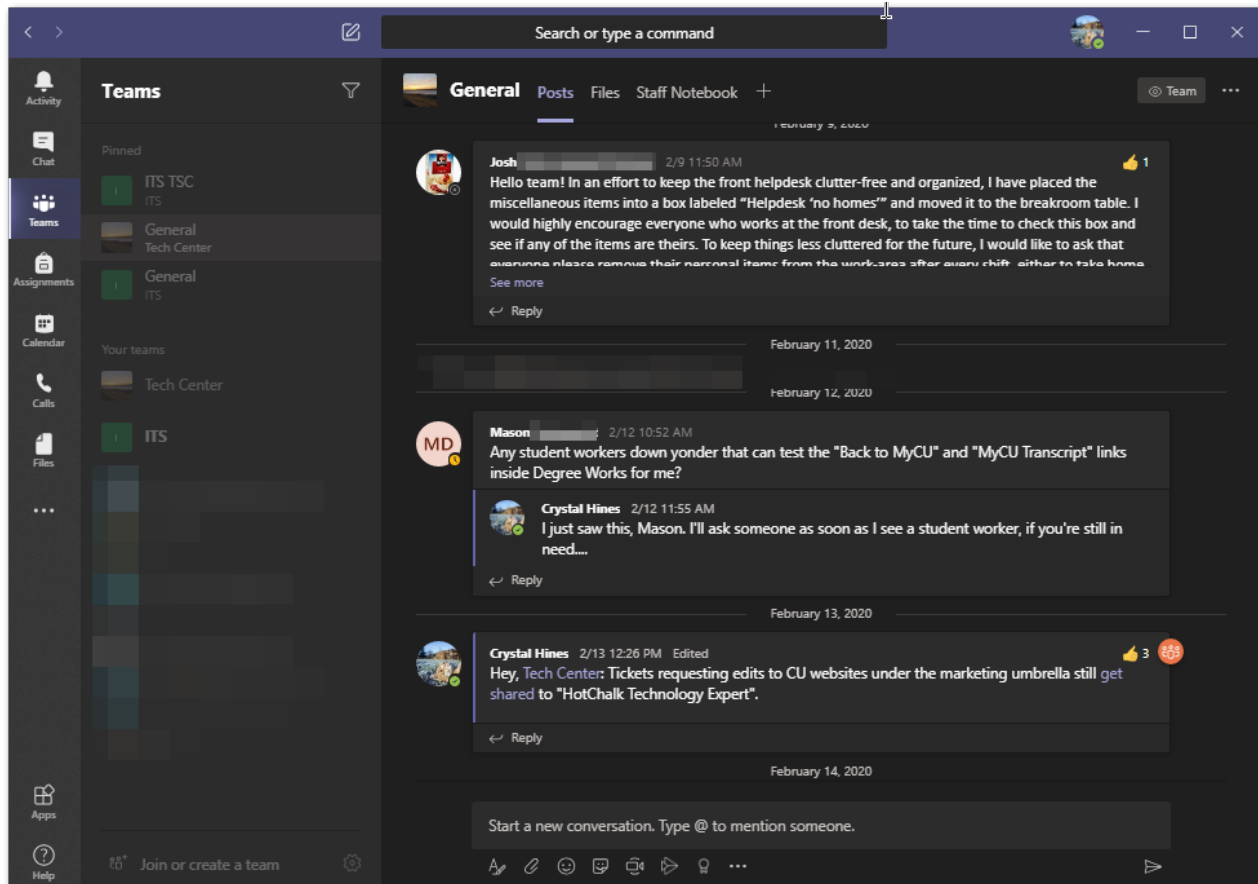
## Approach

### Performance Definition

## Goals and Objectives

## Development

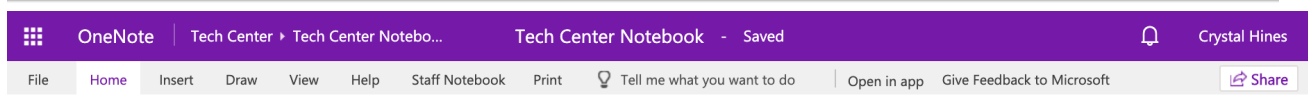
After exploring several options, discussing with colleagues, and the state of transition at the time, I went with Microsoft's free product, OneNote. OneNote's permissions were built into our existing workflow and access could be easily managed with minimal overhead for the owner (me).



*Integration with our Microsoft Teams seen at top, "Staff Notebook" launches the TSC Wiki OneNote.*

This ensured the project would be sustainable, regardless of future tech initiatives or expansions, and could be easily moved to someone new if I were no longer in this position. To get going quickly, I started by:

- Taking inventory of existing resources and reviewed basic support workflow for holes in resources
- Incorporating relevant content from previous team work on Blackboard and other educational technology / online learning support and training needs, which were now merged into help desk responsibilities



The screenshot shows a OneNote for web interface. On the left is a sidebar for a notebook titled 'Tech Center Notebook'. It contains a list of sections: TSC 101, ACCOUNTS, BANNER, BLACKBOARD, AV, EMAIL, ID BADGES, INFO DESK, MEDIA SERVICES, PRINTING, OFFICE 365, TSC TEAM SPACE, INVENTORY, MEETINGS, DOCUMENTATION, PRINTING, WHAT YOU DO, and AV. The 'ACCOUNTS' section is selected. The main content area is titled '« Tickets & Timelines' and contains a section titled 'Onboarding tickets'. Below this is a table with three columns: Type, Purpose, and Next steps for completion... The table lists four types of tickets: New Employee Network Account Setup, Network Permission Setup, Equipment Setup, and Banner Permission Setup. Each row provides details on its purpose and the next steps for completion.

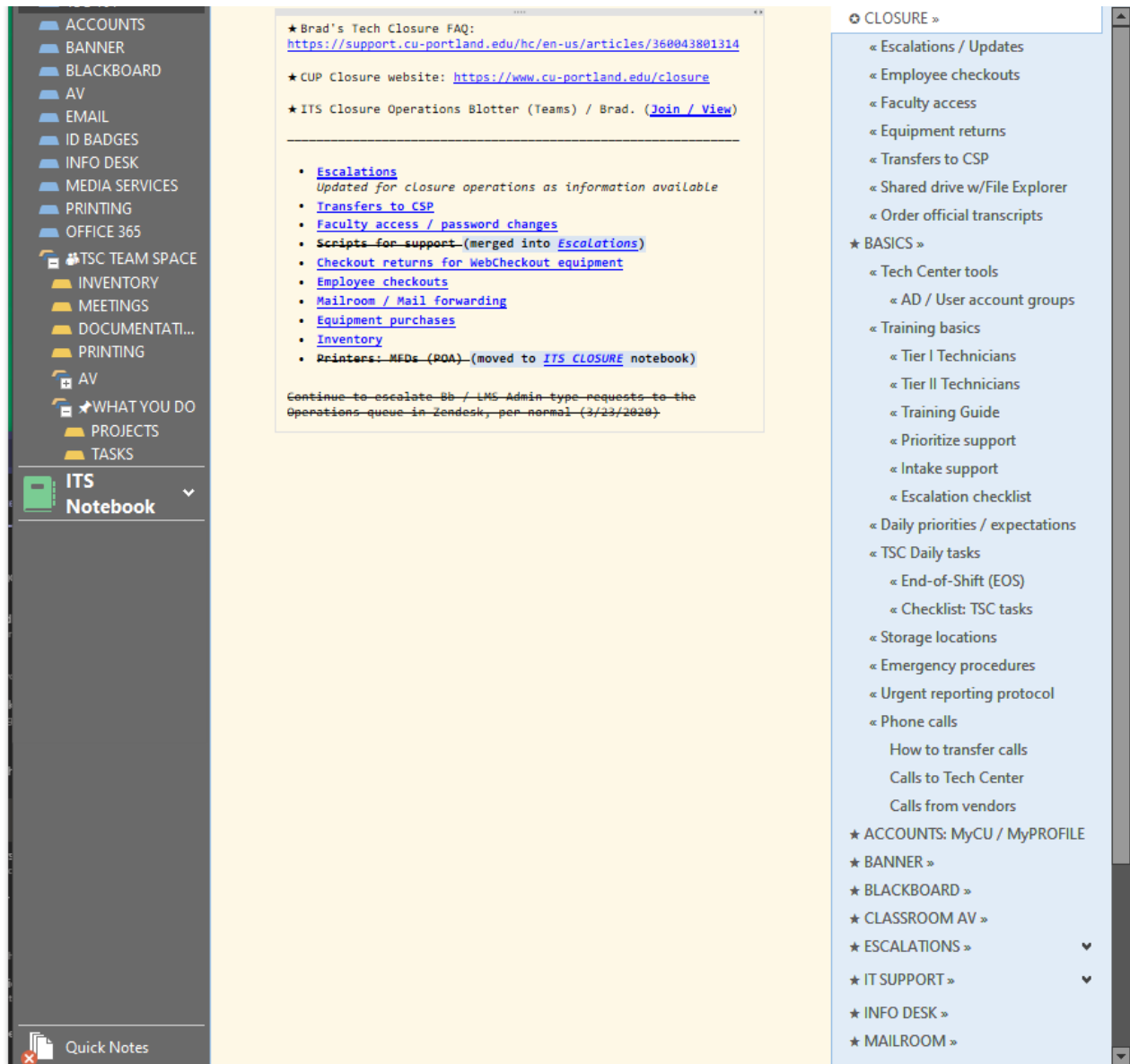
Type	Purpose	Next steps for completion...
★ New Employee Network Account Setup	Sent to the new hire to walk them through the process of creating their Network account and password.	Hiring managers/coordinators are copied on this ticket. <ul style="list-style-type: none"> <li>Staff positions require a response to Permission ticket, in the next section.</li> </ul>
★ Network Permission Setup	Addresses items such as email, I:\ drive access, printing, and other items.	If an Access Profile for that position is in place then no response is required, and the ticket will be updated and closed once the new account and associated email address are created and the designated permissions applied. If no Access Profile is in place, then a response from the coordinator is required before the account, and associated requirements are processed; <ul style="list-style-type: none"> <li>The Law School currently has Access Profiles for employees filling the roles of Adjuncts and Faculty.</li> </ul>
		The Network Permission Setup ticket is then updated again once complete. <ul style="list-style-type: none"> <li>At this time, Staff positions require a response to the ticket before continuation of processing can occur.</li> </ul>
Equipment Setup	Created when a permanent position is filled.	The timetables for completion vary depending on what is required/request, what is on hand to deploy, configuration required along with workload and personnel available.
Banner Permission Setup	Created if required or requested.	The timetable is based on new account creation and response to from the coordinator regarding what access is required.

From within the OneNote for web in Chrome, a section of the Tech Center Wiki outlining procedures for next steps in the event of new employee hiring concerns at the help desk.

To ensure consistency and minimize editing issues, only managers of our existing Teams workspace have editing rights in the main instructional content area.

To create spaces for projects, feedback, tracking, and other collaborative team workspace needs, I employed the Collaboration Space feature in OneNote

The screenshot shows the Microsoft OneNote application interface. The ribbon at the top includes tabs for File, Home, Insert, Macros, History, Review, View, and Draw. The 'Home' tab is active, showing options for text formatting, styles, tags, and tools. Below the ribbon is a list of notebooks, with 'TECH CENTER WI...' and 'TSC 101' visible. The main content area shows a page titled 'CLOSURE' with a yellow background. A search bar is located at the bottom right of the interface.



Expanded sections and a draft Closure page.

This established a special set of sections in the main notebook that could be edited by anyone on our team (provided they were in our Microsoft Team, which is how I setup the permissions management in our Team Wiki).

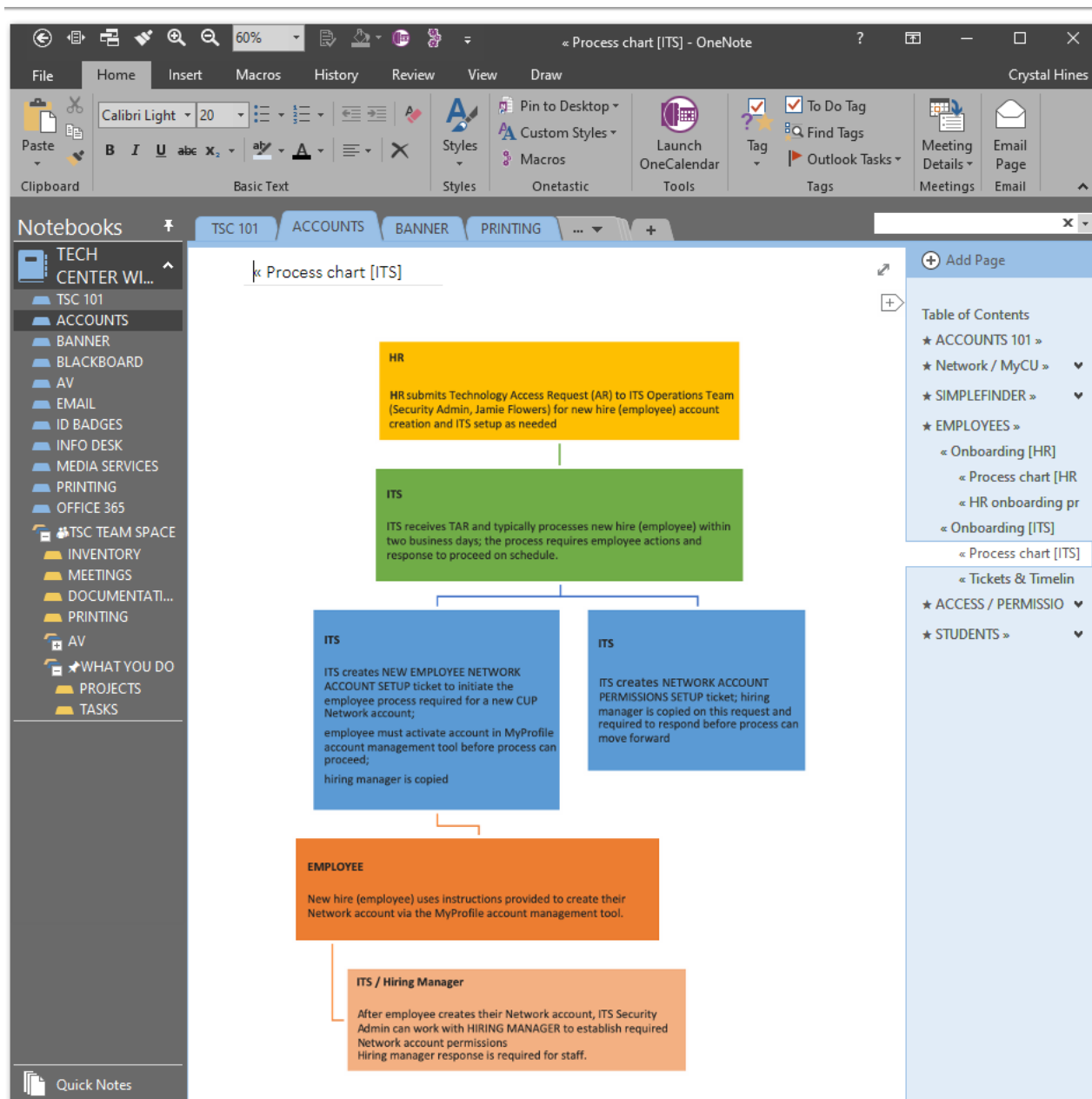
To ensure continuous management and addition to the documentation could be easily handled by all involved parties, a workflow using the TSC Wiki OneNote Collaboration Space was created.

- A simple OneNote workflow table of tier 1 and tier 2 techs making note of existing resources that have recently become obsolete;
- Or notes on new resources needed, along with support tickets and internal notes to start the documentation process.
- A point of contact for the request's initials is provided to ensure I can ask

- A point-of-contact for the request's initials is provided to ensure I can ask for any additional details needed to complete the request.

## Outcomes & Accomplishments

Within six weeks, the PDF export had been sorted, exported, converted, organized and updated, and the team was actively referring to the new *Tech Service Center Wiki* (or TSC Wiki, as we came to colloquially refer to the resource).



From the OneNote 2016 for PC application, a flowchart for HR hiring necessary to assist onboarding new staff and faculty who contact the help desk.

As we onboarded new team members, we began holding monthly team meetings that were housed in a collaborative section of the OneNote called the *TSC Team Space*. We used this section to do group projects, track inventory of technology peripherals, get feedback and pre-plan questions and topics for meeting agendas, and more.



From the OneNote 2016 for Mac application, a flowchart for HR hiring necessary to assist onboarding new staff and faculty who contact the help desk.

Because of its ease of use, the TSC Wiki OneNote, adoption within team members was easy and did not require a lot of encouragement. The team was happy to get organized documentation that they could easily refer on any device, in a classroom using their mobile device, or on a call from their computer, that had up-to-date information and a workflow that led to resolution of their inquiries on recurrent topics and trends in the IT support queues.