***Hello Word***

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DanIS provides their service according to adopted ITIL methodology. Users can request for support using phone or which is more preferable channel by Cloud ticket portal (Clio based on ITRP solution). Ticket are properly assigned and later on solved by different people. Recently we have implemented new governance model based on Key Users. Each application has assigned Key User from business who is first point of contact for business and partner for DanIS for ongoing support and future improvements. Key User model is new and people are still a bit confuse about their roles and expected duties. At this moment there is no standard process and no tool behind knowledge management and distribution. Some local teams and people manage it on their own. Shared Drive is the only standardize place for documents sharing.



**Challenges :**

* Missing documentation - We suffer for luck of documented knowledge or we can not find the relevant information
* Key Users - People has problem to work in new reality, they don't have the knowledge to better play the role
* High workload on DanIS - people report the same and the same questions, they create many low quality requests
* User satisfaction - people are not happy with resolution time and overall cooperation
* Backup in teams - because knowledge is not distributed we have difficulties to provide good quality of support once people are out of the office.

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