Put Knowledge to work with Viva Topics

Discover Microsoft Viva Topics to harness collective knowledge and expertise within your organization to foster easy reach to right information and create an ever-growing corporate knowledge base.

Why PEAKUP?

PEAKUP can help you envision your desired state - one that encourages greater information growth within your organization by bringing knowledge to users seamlessly and connecting knowledge to subject matter experts. Our team will work with you to understand your priorities, challenges, and culture to design a solution that meet your needs by:

- ❑ Focusing on **building a practice** of information collaboration and knowledge management
- ❑ **Fostering connection** between teams and information with community of experts at core
- ❑ **Coaching knowledge managers and topic contributors** to easily access and curate content for corporate knowledge base

Get started today with **Microsoft Viva Topics**

- Improve business productivity such as speed-up time to onboard new employees
- Use AI to reason over your organization's content and automatically identify, process, and organize it into easily accessible knowledge
- Reduce duplication of effort by making knowledge available in the flow of work
- Find information easier and people quicker
- Prevent knowledge loss due to employees retiring or leaving for competitor

Approach & Deliverables

Plan

- **Identify and prioritize** Viva Topics scenarios and Knowledge management metrics, high priority topics and source sites to mine for topics
- **Assess knowledge culture** and help build curation model
- **Plan** awareness and role enablement activity and Early Adoption program (EAP)
- **Setup and configure** tenant, permissions, topic identification and help kick start topic curation

Implement

- **Launch** awareness campaign and KM role enablement activity
- **Implement** EAP and monitor via reporting to review impact of EAP program
- **Reporting** of impact via business value, usage, internal success stories
- **Identify** improvement with feature requests and update launch plans

Measure

- **Expand** management of topics across independent business units
- **Develop** broader crowd-sourcing plan for topics and prioritization for curation activities for e.g., impressions and quality scores
- **Drive adoption** and change management initiative to realize the value of your investment in Viva Topics

Services Overview

Plan

- Identify and prioritize **topics usage scenarios, topic source sites** and **flag sensitive content**
- Discover **topics features** to implement and select **topics curation models**
- Define **Knowledge management metrics,** plan **awareness and KM role enablement activities**
- Build **early adoption program (EAP) Plan**

Onboard Extended Team

- Identify and **board knowledge managers, champions and topic contributors**

Setup

- Review and assign licenses
- Assist with **tenant configuration** with knowledge network, and choose **site exclusions**
- Setting **permissions and controls**
- Start **topic identification and curate high priority topics**

Implement

Comms & KM role enablement

- Launch awareness campaign and KM role enablement activity

Early adoption program (EAP) roll-out and management

- Review and manage **pre-EAP and post-EAP surveys**
- Monitor, report and review impact **of topics implementation**

Measure

Preparation

- Review and update **launch plans**

Expand

- Expand to **new scenarios, stakeholders, users and sources**
- Set up **operations model**
- **Drive adoption of Viva Topics**