KNOWLEDGE MANAGEMENT SOLUTION

Microsoft Viva Topics

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Introduction

As organizations continue to grow and evolve, knowledge management has become a crucial aspect of their success. Sharing knowledge and information is vital to any organization, but with the vast amount of data available, it can be challenging to keep track of it all.

Typical challenges of traditional knowledge management
- ✓ It follows a one-way approach where IT department is responsible for producing knowledge.
- ✓ Knowledge management tools may be too complex for workers to understand, requiring the need for costly training.
- ✓ Incorrect use of traditional knowledge management tool will lead to waste time and money, preventing operational efficiency.
- ✓ It may create more confusion within organizations rather than helping to achieve set of objectives.
- ✓ The efforts made in managing knowledge to attain competitive advantage are limited and degrade with time, becoming a mere information for businesses.

That's where **Microsoft Viva Topics** comes in. **Microsoft Viva Topics** is a SaaS based knowledge management tool that uses **AI** to connect users with the information they need. It leverages the power of **Microsoft Graph**, which is a unified API that provides access to data and intelligence across **Microsoft 365**, to **analyze data** and **identify key topics**. These topics are then displayed in the form of **topic cards**, providing users with **quick and easy** access to relevant information.

Overview of Knowledge Management

For an organization, Knowledge Management plays a vital role for providing a better and organized support experience to their users. Knowledge Management has different features including:
- i) creation, categorization, and managing the knowledge articles,
- ii) fast and accurate content search capability,
- iii) provides an analytical view of knowledge management performance,
- iv) ability to integrate with intelligent advisor to guide users to the right decisions faster and automated way.

As illustrated below, the integrated view of different features of Knowledge Management and its capability to support end users needs helps to improve productivity and performance.
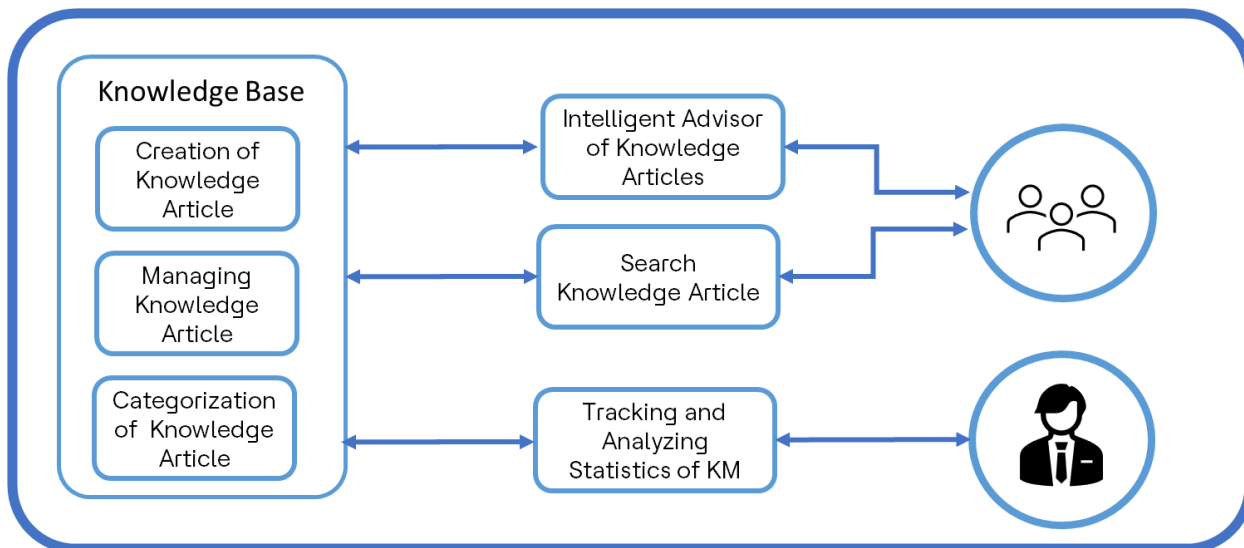
Knowledge Management Solution using Microsoft Viva Topics

KM Lifecycle

The table below describes the end-to end view of KMS - capability to create and manage knowledge articles/contents, and configuration of all these knowledge management features using Microsoft Viva Topics.

Knowledge Management Features	Mapping of Microsoft Viva Topics features / functionality
Knowledge Articles Base/Creation	In Viva Topics, curation is a process to build the knowledge base by organizing and managing different topics lead by SME who has special privilege to refine topic through pages and inputs provided by AI. Viva Topics will allow organization to develop and maintain knowledge base through set of users who has different levels of access permission with unique roles and responsibilities. Following is the set of permissible users where users having: - Topic View permission – will be allowed to view Topics only, - Contributor permission – will be able to create new and edit existing topics which includes Topic Page, List, Document Library, App through Topic Center, - Knowledge Manager permission – will be the overall in-charge to manage all topics which includes confirming AI suggested topics, remove/delete unwanted topics, modify existing topics, and create new topics through Topic Center, - Knowledge Admin permission – will be responsible for Viva Topics setup which includes Topic Discovery, Topic Visibility, and Topic Permissions through Topic Center and administrate the environment from MS 365 admin center.

Managing Lifecyle of Knowledge Articles	All topics will be managed through central location called Topic Center Home Page. To create a Topic Page or modify existing topics, users should have Contributor permission to create a new topic or make changes to existing topic. Also, users will be allowed to perform different modification in Topic Pages which includes Pin the related users, add link URLs, connect with related topics, & inclusion of other static items before publishing the Topic Page for public view. Initially, a newly created topic or modified topic would be in draft state and users having proper permission will be able to change the draft topic before it's published for everyone. Viva topics allows organization to manage the topics repository by deleting unwanted topics in their knowledge repository and users should have Knowledge manager permission to delete the topics.
Categorization of Knowledge Articles	Microsoft Graph and AI will be leveraged to organize topics internally and it will be categorized broadly as Project, Event, Organization, Location, Product, Creative work, and Field of study types. There are more than 150 topic types that can be recognized through Viva Topics.
Search Knowledge Articles	Viva Topics internally leverages Microsoft AI to creates an index of topics information which will help users to search topics / information faster. Viva Topics uses SharePoint Online search crawler to up to date this index. Viva Topic leverages file name, title, subject, author, last saved person, create date and its recent activities to discover topics information. Image, video, or audio file types are excluded from indexing. Microsoft Graph content connectors helps Viva Topics to consume knowledge from external services and data repositories. It allows users to configure the topics to be included or excluded from search.

Tracking and Analyzing Statistics of Knowledge Articles	Viva Topics insights allows organization to track and analyze performance of Viva topics.
	
	An organization will be able to measures Viva Topics performance using following parameters:
	
	1. Topics Overview – It provides insight about how many topics are:
	    visible to topic viewers,
	    discovered by viva topics or AI discovered properties,
	    manually created by users,
	    hidden to topic viewers,
	    deleted / removed.
	2. File Processed for discovery of topics – It provides an overview of number of unique files has been processed for discovery since the configuration of Viva Topics.
	3. Sites Processed for discovery of topics – It provides an overview of number of sites has been indexed by AI. However, it takes time to remove deleted sites from index.

Intelligent Advisor of Knowledge contents	Viva Topics has intelligent advisory features which supports pattern recognition and aggregation process to display a summary of topics and their metadata information. Viva Topics uses Microsoft Graph and AI to index related topics, skill, etc. It also indexed SharePoint content with security content. It supports users to discover topics by alternate names, description, related people, and resources automatically to improve user experience.

Integration

There are different ways to access/integrate Viva Topics from O365 applications. Here is the list of applications through which we can take advantage of Viva Topics.

SharePoint Online	Viva Topic users will be able to search Topics information using Topics center, highlighted topics (automatic and user added), Topic cards, Topic pages, and Topics web part can be used anywhere on a SharePoint Online Modern Sites.
Teams	Viva users will be able to find topics information in multiple ways using Teams chat. 1. User can find topic by typing #Topics. 2. By opening the Topic cards, it will provide a summary of topic, short description of topic, peoples are associated to this topic and resources available in this topic. 3. Topic Pages will display a detailed information of a topic.
Viva Connection	Viva Topics will be displayed in topic cards through Viva Connection Dashboard. It has two different types of Cards: • Viva Topics Contributor Card – it provides information about knowledge manager and knowledge areas associated with the topic. • Viva Topics Discovery Card – it provides detailed information of topics and areas where users are interested to learn more or contribute to a topic.
Viva Engage	In Viva Engage, Answers in Viva Engage will display list of related Topics that user can follow. In Viva Engage Topics browser page will display all topics under different categories called Tending, Following, and All. Also, users can follow the topics and view specific information by opening the Topic Page from Q&A or the topic directory.
SharePoint Search	By changing the search scope to full organization in SharePoint Site, Topics information will be included in the search result.
Office apps (Word, PowerPoint, Outlook, and Excel)	Topics information will be visible while searching any content using any of these office apps, provided Viva Topics has been configured and users having appropriate permission to view Viva Topics.

Additional features of Microsoft Viva Topics

1. Topic discovery will be improved when more content is available on SharePoint Online.
2. The security, privacy, and location of organizational data will be maintained even though the information is showed in a new experience.
3. English is the default language however it supports multilingual content to curate and view through topic cards.
4. Topics can be merged into a single topic if multiple topics refers to same things.
5. All the data will be encrypted at rest and in transit. The content will be decrypted when being processed. When the data is written to storage, it will be encrypted according to the tenant configuration.
6. Indexed metadata and state will be preserved as long as the underlying content is present in the tenancy, similar to search index.

Benefits of Microsoft Viva Topics

Microsoft Viva Topics has several benefits for organizations, including:

- **Improved Knowledge Sharing:** Microsoft Viva Topics makes it easier for users to share their knowledge and expertise across the organization. By surfacing relevant information and expertise, users can easily collaborate and share their insights, which can lead to better decision-making.
- **Enhanced Efficiency:** Using Microsoft Viva Topics, users no longer have to spend hours searching for information. Instead, they can quickly find what they need using the topic cards, saving time, and increasing productivity.
- **Streamlined Onboarding:** Onboarding new users to organization, getting up to speed can be a time-consuming process. Using Microsoft Viva Topics, new users can quickly get up to speed by accessing relevant information and expertise.
- **Improved Collaboration:** Microsoft Viva Topics connects people with the relevant expertise they need, making it easier to collaborate and work together on projects.

Conclusion

HCLTech's Microsoft Practice team has been collaborating with our enterprise customers in creating new and advanced Knowledge Management solutions.

We focus on documenting and warehousing information to a dynamic, AI-powered platform leveraging Microsoft Viva Topics that enables organizations to create, understand, and act on knowledge more effectively than ever before.

References

Overview of knowledge management | Microsoft Learn
Microsoft Viva Topics overview | Microsoft Learn