# AskYODA Maintenance Schedule

<table>
<thead>
<tr>
<th>Frequency</th>
<th>CSRs:</th>
<th>Administrators (Bryce, Hayley, Orkun):</th>
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| As Needed | • Respond to assigned questions as quickly as possible. Please alert Bryce or use the "Reassign" ticket option if a question assigned is not related to your area. | • Track FAQ views, ratings, questions, and response times. Recent negative ratings are reviewed for broken links or functional problems.  
• Maintain the database, watch for and address bugs with Parature support, and market askYODA in meetings outside the division and to new areas.  
• CSRs may be asked for advice on improving answers that have been recently negatively reviewed. |
| Monthly   | • Identify new material, or material that may have become outdated. CSRs can make updates or additions as frequently as required, but a monthly review by CSR and delegates helps ensure up-to-date FAQs.  
• Discuss process updates in your area and consider how askYODA content may be impacted.  
• Consider adding information to heavily viewed topics.  
• Consider improvements for poorly rated topics. | • Create monthly reports of views, ratings, response times, and usage trends for management update.  
• Add new area FAQs or perform major updates as required. |
| Quarterly | Administrators will call brief meetings with CSRs and area experts to discuss askYODA updates, usage trends, publication opportunities, and potential improvements. | |
| Semi-Annually | CSRs and area experts are encouraged to perform a full review of material in their area. Administrators are available to facilitate and support this process.  
• Review 10% most viewed, and investigate adding related articles.  
• Review 10% least viewed, and investigate relevancy of the articles.  
• Check for accuracy and validity. | |