

Approaches to Implementing an ITIL based Knowledge Management Program

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Discussion Topics

- What is the Goal of Knowledge Management?
- Key Concepts & Benefits of Knowledge Management
- Critical Success Factors for Implementing Knowledge Management
- Call to Action





Goal of Knowledge Management

The goal of the knowledge management process is to share perspectives, ideas, experience, and information, to ensure that these are available in the right place and at the right time to enable informed decisions, and to improve efficiency by reducing the need to rediscover knowledge

Objectives

Improve:

The quality of decision-making by ensuring that reliable and secure knowledge, information, and data are available throughout the service life cycle

Enable:

Efficient and improved quality of service, increase satisfaction, and reduce the cost of service by reducing the need to rediscover knowledge

Maintain:

A service knowledge management system (SKMS) that provides audience-appropriate and controlled access to knowledge, information, and data

Gather:

Analyze, store, share, use and maintain knowledge, information and data throughout the organization

Benefits

Fully use the expertise of your staff

Solve complex issues at the first attempt

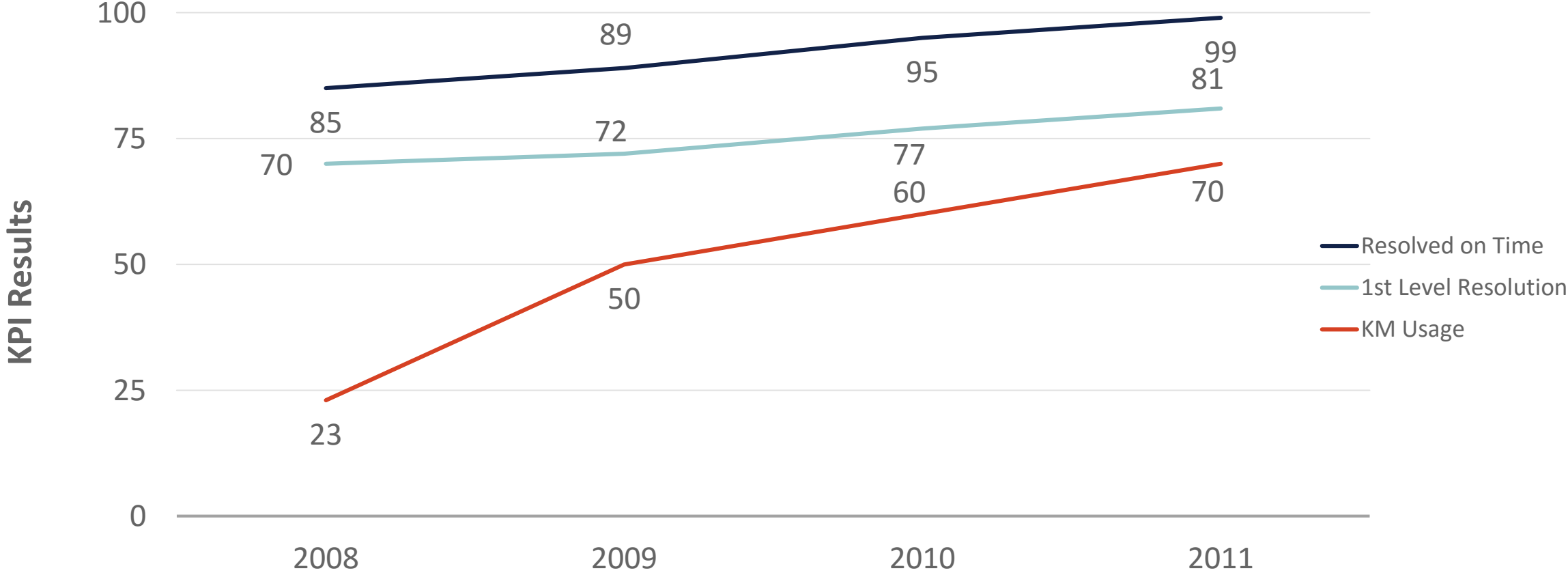
Reduce call times

Increase Service Desk and IT capacity

Go Beyond IT, KM for the Enterprise

Incident Management Improvement by using KM

Technology Service Desk – 1st Level Incident Resolution



Data collected from a real customer experience



Critical Success Factors for Implementing Knowledge Management


Get the Right People Identified

Process Owner	Knowledge Manager	Content Owner	Submitter
<p>A Senior Manager with the ability and authority to ensure that the process is rolled out and used in all departments within the IT organization.</p> <hr/> <ul style="list-style-type: none">• Defining the overall mission of the process.• Establishing and communicating the process mission, goals, and objectives to all stakeholders.• Resolving any cross-functional (departmental) issues.• Reporting on the effectiveness of the process to senior management.• Initiating any process improvement initiatives.	<p>The Knowledge Manager is responsible for:</p> <hr/> <ul style="list-style-type: none">• Managing and coordinating the day-to-day Knowledge Management activities• Reviewing submitted knowledge articles to ensure that the content is valid and that the quality standards are respected• Encouraging people to contribute knowledge articles• Assigning submitted knowledge articles to the appropriate Content Owners for validation• Creating and maintaining document templates• Gathering and reporting on process metrics	<p>Subject Matter Expert in a specific area, such as an application, hardware or software. The Content Owner is responsible for:</p> <hr/> <ul style="list-style-type: none">• The technical accuracy of the knowledge articles• Developing knowledge material in accordance with publication standards• Validating the accuracy of new knowledge submissions• Proposing new content• Approving written and proposed solutions	<p>Many different people in the organization may carry out this role. Submitters are responsible for:</p> <hr/> <ul style="list-style-type: none">• Submitting articles through the contribution process• Correcting the content of their submitted knowledge article, as per the Content Owner's recommendations

Source Information Here

Establish standards/templates for Knowledge Articles

Problem Template

 KB Problem Template

Title
Some problem (Brief Description)

Target Audience

- Self Service (Public) - Anyone can access this solution.
- Self Service (Authenticated) - Any affiliate with an active account can access this solution.
- Support Center

Cause
Brief description of the cause of the problem.

Solution Overview
Brief overview of the solution.

Detailed Solution (step-by-step)
Enter a step-by-step, detailed solution.

Symptoms (problem description)
What are the symptoms, if any, of the problem.

Keywords
Enter Keywords for Searches

How-to Template

How-to Solution Template

Title
How-to: Do Something (Brief Description)

Target Audience

- Self Service (Public) - Anyone can access this solution.
- Self Service (Authenticated) - Any affiliate with an active account can access this solution.
- Support Center


Solution Overview
Brief overview of the solution.

Detailed Solution (step-by-step)
Enter a step-by-step, detailed solution.

Symptoms (problem description)
Why would a customer need to do this? (optional)

Keywords
Enter Keywords for Searches

Error Template

 KB Error Template

Title
Error: Some Error (Brief Description)

Target Audience

- Self Service (Public) - Anyone can access this solution.
- Self Service (Authenticated) - Any affiliate with an active account can access this solution.
- Support Center

Error
The error message.

Cause
Brief description of the cause of the error.

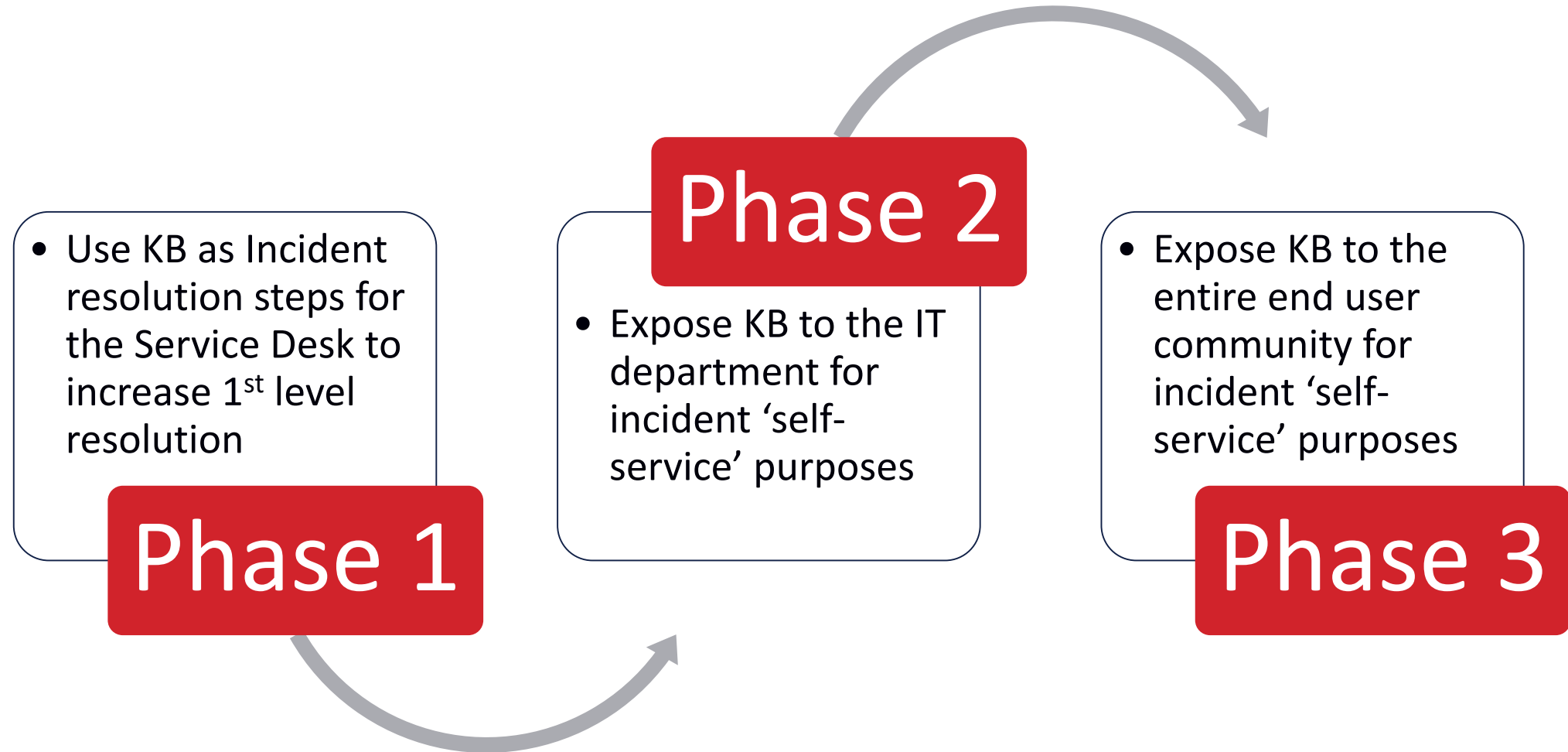
Solution Overview
Brief overview of the solution.

Detailed Solution (step-by-step)
Enter a step-by-step, detailed solution.

Symptoms (problem description)
What are the symptoms, if any, of the problem. Can include the error message.

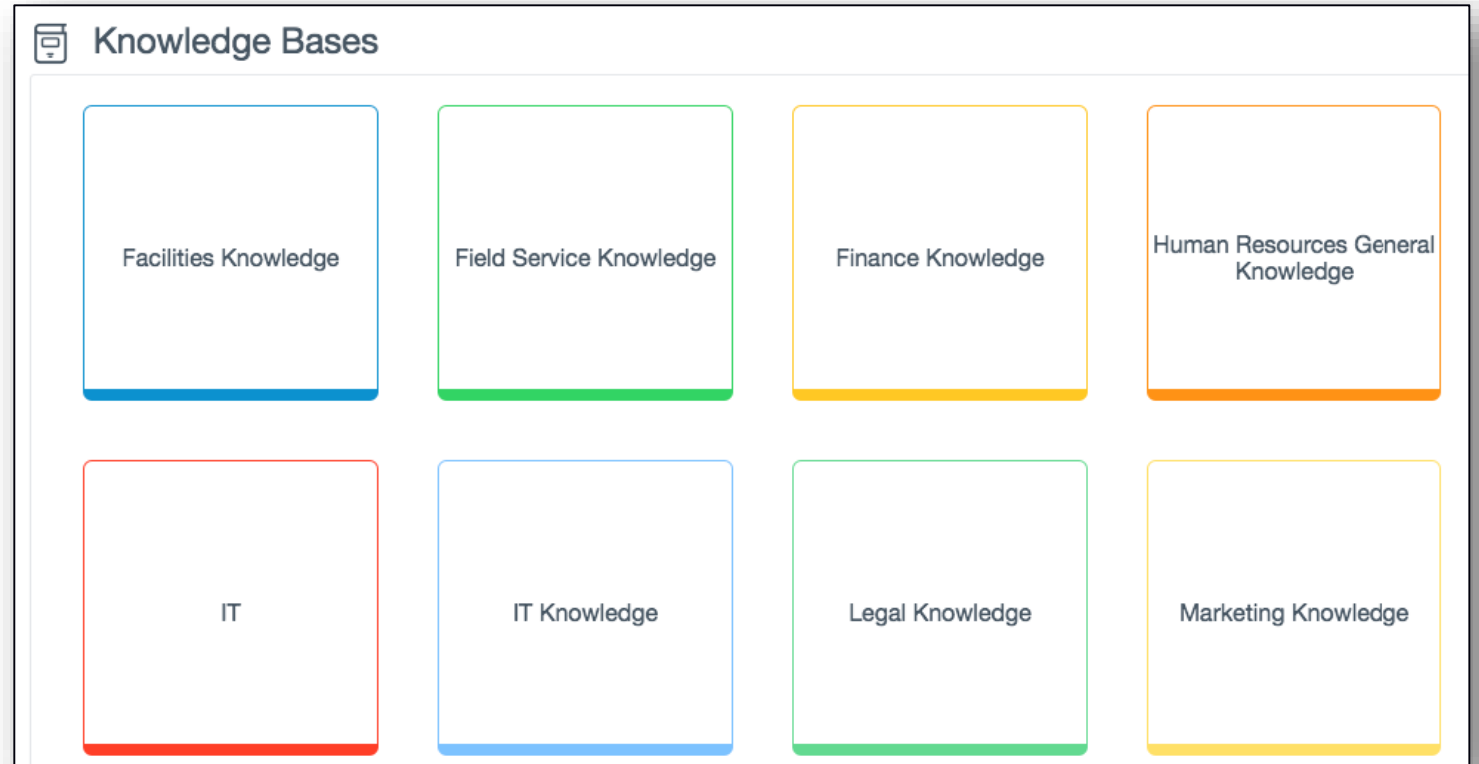
Keywords
Enter Keywords for Searches

Follow a Knowledge Management Implementation Strategy



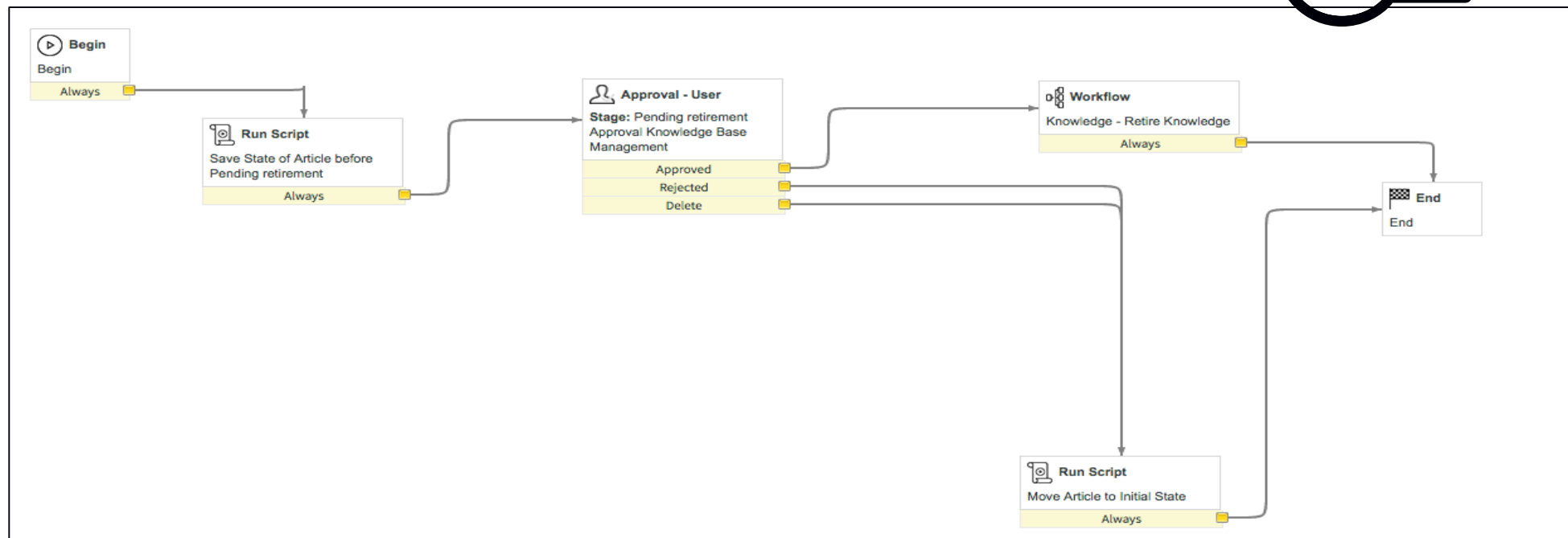
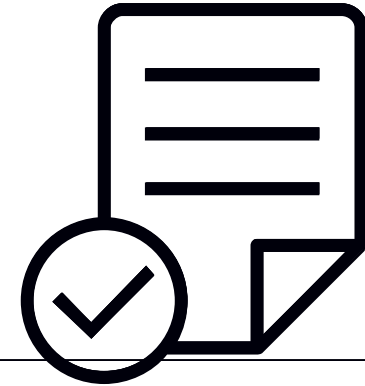
Article Contributions

- Selectively solicit knowledge article contributions for targeted purposes/audiences
 - Ex. Resolution steps for the Top 10 recurring incidents
- Be deliberate on the content and structure
 - Target audience
 - Standard way to expose the content
 - Standard language – 1st person vs 3rd person
- Define Knowledge Bases specific for topics



Implement Knowledge Management governance/control process

- Articles must be reviewed/approved by Content Owners before publication
- Articles should be reviewed regularly to determine continued viability vs. retirement



Advertise and Encourage Use

- Create a Portal to access the Knowledge Management Database
- Allow for users to Rate the article
- Allow for Comments and Feedback
- Integrate Social Q&A into the Knowledge Database

IT Search articles or ask a question

Injecting HTML that contains JS

I've been given some great tips on how to inject HTML into HTML that I cannot edit. The trouble is now that the snippet contains JS that won't render on the page. The JQuery looks like this:

```
$(document).ready(function() {  
  var $body = $(document.body);  
  if ($body.is("li.productdetails.ProductDetails.en_en_08")) {  
    $(".info_section").prepend("<div id='text-widget'></div><script type='text/javascript' src='//fronte");  
  }  
});
```

I tried putting backslashes in before the quotation but this did not work. How else can you write this to the page so that the JS is included?

Development JavaScript HTML

Reply Edit Delete 1 day ago · Posted by Joe Employee

It looks like some of your code is cut off. Can you share again the full snippet? 1 day ago · Beth Anglin

Thanks Beth for the catch. I reuploaded the corrected code above. 12 hours ago · Joe Employee Edit Delete

Ah yes, that makes more sense. Let me think about this... 8 hours ago · Beth Anglin

See all comments

2 Answers

This is a security feature. JQuery allows <script> elements in HTML code but it won't execute them (at least not the src="..." part, mine scripts work). This is because JQuery has no way to make sure the script isn't malicious or from a safe source (an error in your code might allow people to enter scripts in a form element).

Reply Share Unpin 1 hour ago · Joe Employee accepted answer by Beth Anglin

It looks like JQuery won't load an external script when parsing HTML. If you create a script element it should fix the problem.

Reply Pin 5 hours ago · Answer by Jenny Smith

I just tried \$(".body").append("<script-alert('foo')></script>") in the javascript console and it alerted.

3 hours ago · George Daly

There is an easy way to make it twice as fast. You just have to change the results type to int. This will allocate the entire array memory in one call. I'm not sure how this fits your needs. 2 hours ago · Carl Carlson

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★★★★☆ 4 views

Employee Leave of Absence Policy

Employees are allowed to take a leave of absence for the following reasons

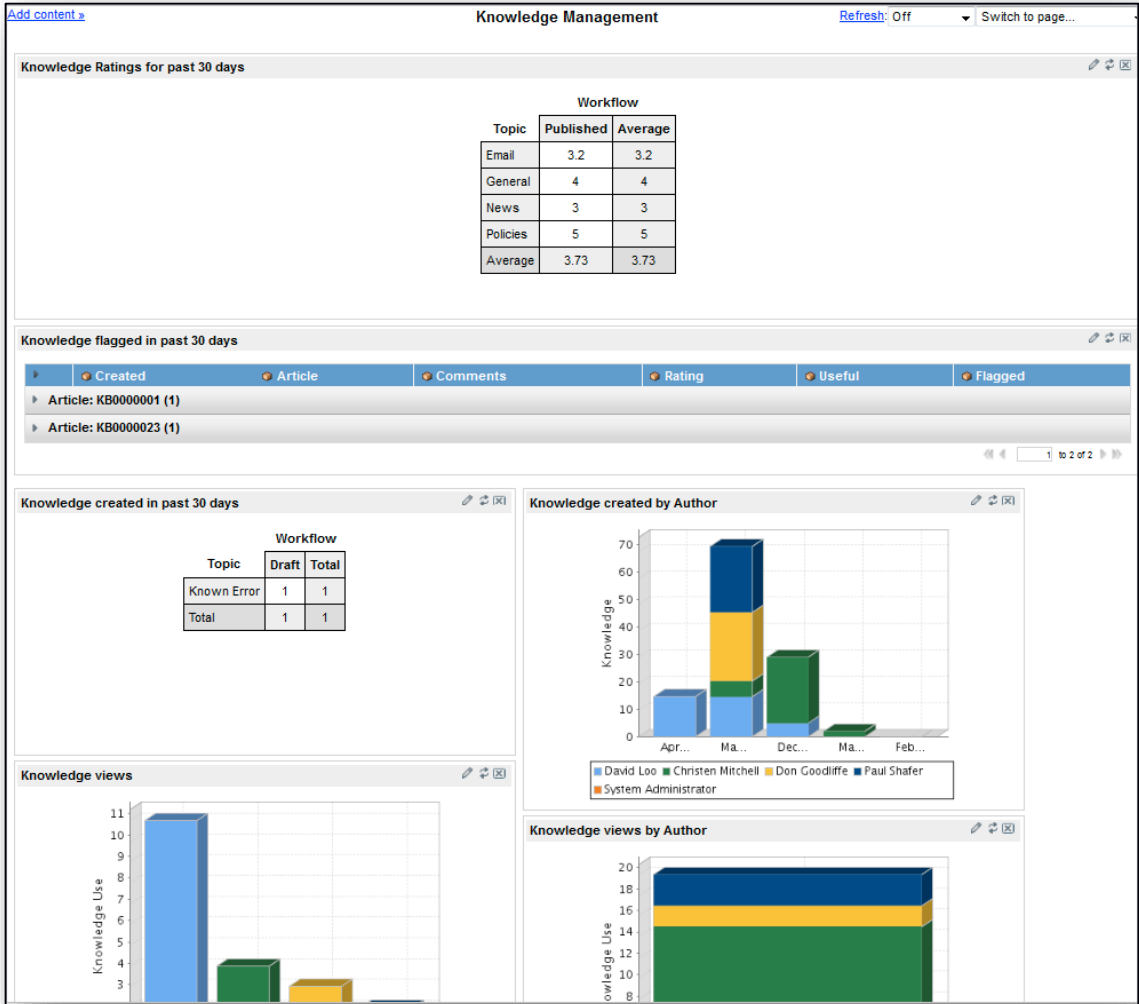
The employee's own serious health condition (including workers compensation);
To care for a seriously ill family member;
For bonding with the employee's newly born or adopted child or a child placed through foster care;
To care for a family member who is on active duty in the military and sustains a serious illness or injury while on active duty;
To help a covered military member who is on active duty or called to active duty status in support of a contingency operation; or
A Personal Leave.

Please submit a Leave Of Absence request from the company Human Resources Portal.

1 person icon Authored by Rebekah Lindboe
Last modified 1 minute ago

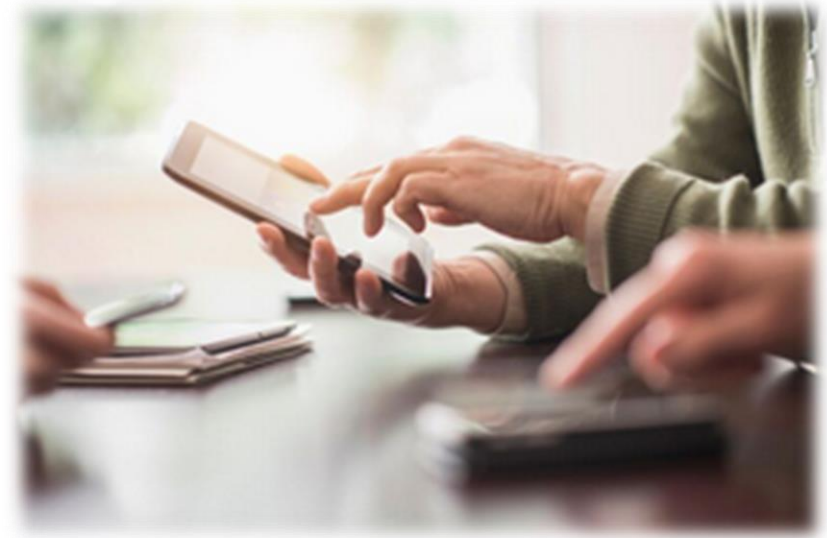
Measure value/effectiveness

Recommended Metric	Rationale
Percentage of knowledge articles Viewed vs. Used	Measures the usefulness and value of the content.
Average article rating (if used)	A subjective measure of the quality of the output of the knowledge management process.
Number of new articles contributed	Measures the knowledge support commitment of the organization.
Number and percentage of articles not accessed for X (amount of time)	Measures how well the knowledge base content is being maintained.



Call to Action

- Build your Knowledge Management Team
- Standardize your Knowledge Data Base
- Define your Implementation Strategy
- Put workflows in place
- Advertise and Encourage Use
- Measure the value



Thank you

First Last
Title

first.last@servicenow.com

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