Service Description

Updated as of 2015-08-06

Service Category:	**Professional Services**
Service Name:	**Knowledge Management**
Aliases:	Knowledge Management Workflow Process
Service Owner:	Director Education Technology and Interactive Media
Process Manager:	Web Content Coordinator

Description:

Knowledge Management is a service provided by ITS to gather, analyze, store and share knowledge about the use of information and the application of supported technology. The primary goal is to improve efficiency by reducing the need to rediscover knowledge.

Features and Benefits:

- Improved quality and consistency of support services provided to the community
- Increased efficiency of all support staff
- Collaboration and knowledge sharing across the enterprise
- Improved customer success and use of self-service
- Increased end-user satisfaction and perception

Included:

- Documented procedures for how a process is fulfilled or a problem is resolved.
    - Possible classifications may include: FAQ, Workaround, Known Error, News, Policy, How To, Service)
    - (For incidents) Includes specific pieces of knowledge used to resolve an Incident
    - Inclusive of these steps: New, Draft, Submitted, Reviewed, Approved, Published and Retired.
- The resources and tools used
- The contacts needed
- The reports and information used/developed
- Timeframes in which defined tasks must be accomplished
- Unique or unexpected situations
- Policies and Procedures

Eligibility:

FSU faculty, students and staff may utilize the resource at any time.

Prerequisites:

- Knowledge articles follow an approval workflow process before they are shared with the user community as documented below.
- All knowledge articles are reviewed for accuracy at least once a year or when a process is updated, changed or retired.

Requesting the Service:

Knowledge articles are available enterprise wide from the content management system or self-service portal. Knowledge articles can be produced in response to a request for the following:

- Answer a question or resolve an issue
- Update existing information
- Add knowledge if the information does not exist

Related Documentation:

Additional Resources include:

- Cherwell Knowledge Article Workflow
- UCDavis Knowledge Management
- Yale University Knowledge Management Process
- Tufts Wiki
- What is knowledge management (A collection of definitions)

Fulfillment Target: Knowledge Article Approval Process

	Incident	**Request**	**Change**
Knowledge Article	**24 hour** turnaround	**5 day** turnaround	**10 day** turnaround