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**DOCUMENT REVISION CONTROL**

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# 1. Purpose

The goal of knowledge management is to ensure that information and knowledge are used effectively, efficiently, and conveniently within the organization.

# 2. Scope

ITIL Knowledge Management is a core process that collects input from all other ITSM processes and is in charge of delivering supporting knowledge to all ITSM processes as needed.

# 3. Responsibilities

Knowledge manager

* The Process Owner of this ITIL Knowledge Management Process is this Knowledge Manager function.
* Knowledge Manager ensures that the IT department can gather, evaluate, store, and exchange knowledge and information as needed.
* Knowledge Manager's main purpose is to increase efficiency by eliminating the need to rediscover knowledge.

# 4. Contribution to Service Value Chain

Chart, diagram, funnel chart

Description automatically generated

* Plan- This phase focuses on the knowledge needed for planning, for example portfolio decisions.
* Improve- Focuses on establishing a context for evaluating accomplishment and making improvements.
* Engage- focuses on strategic relationships at all levels that are critical to operations, as well as understanding and communicating context to stakeholders so that appropriate actions can be taken.
* Design and transition- focuses on the knowledge required for successful design and transition.
* Obtain/build- focuses on the knowledge needed for effective solutions, as well as the technology utilized to collect and construct them.
* Deliver and support- focuses on discovering and applying the necessary knowledge for delivery and support. The demand for information and knowledge is particularly dynamic in this environment, and it necessitates constant appraisal of situations to apply knowledge appropriately.

# 5. Critical success factors

* Knowledge is available to the right person whenever required
* Knowledge is updated and regularly reviewed
* Time required to access knowledge is reduced
* Dependency on individual knowledge is reduced

# 6. Key Performance Indicators

|  |  |
| --- | --- |
| **Title** | **Description** |
| Number of Knowledge management documents created | Monitor the number of new documents created over time and remove the old, outdated ones. |
| Number of times M documents referred to resolve queries | Keep track of the number of KM documents that lead to Interaction resolutions to see how well your Service Desk can access and reuse knowledge. |
| Number of KM documents with an expired reviewed date | Monitor the number of documents that have not been examined in a timely manner to ensure the efficiency of the document release process. |

# 7. Process Reviews Audits

The process owner, in collaboration with the process manager, will conduct quarterly reviews to determine whether the knowledge management process is working properly and achieving the expected goals. The following will be considered in these reviews

1. A list of actions to take because of earlier reviews.
2. Business and IT changes and developments that are relevant.
3. The prior year's KPI reports
4. A list of all complaints received within the time
5. Reports, both internal and external
6. User’s and consumer’s feedback
7. Identified areas in which there is room for development

# 8. Knowledge Management Initiatives

|  |  |  |  |
| --- | --- | --- | --- |
| **Strategic objective** | **Action** | **Resources** | **Timeline** |
| Building knowledge sharing culture | Establish a knowledge management team | Management, KM manager, KM coordinator | Quarter 1- Quarter 3 |
|  | Assign roles and responsibilities |  |  |
|  | Monitoring success of KM strategy |  |  |
| Develop a knowledge management system | Build and internal system or outsource it | IT KM consultant, Vendor support | Quarter 1- Quarter 3 |

# 9. Lessons learnt

|  |  |  |  |
| --- | --- | --- | --- |
| **Incident/Risk** | **Lesson learnt** | **Action Item** | **Owner** |
| The project’s actual budget exceeded the planned figure | Utilize a project management method which measures the workload on the team and ascertains weather it's balanced and the deadline can be achieved. This will minimize the delays and reduce costs. | Use the MS-Project tool, and analyze the workload on the team | PMO |
| Poor quality of goods delivered | Have each SW code scrutinized internally before its release to the customer? | Perform peer review | QA |

# 10. Knowledge Transfer Plan

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Knowledge** | **Key information to be transferred** | **Knowledge owner** | **To whom** | **Training activities** | **Target date** |
| Employee management | HR Practices | HR manager | Employees | Sessions | 2months |
|  |  |  |  |  |  |
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# 11. Knowledge storage medium

|  |  |  |
| --- | --- | --- |
| **Storage medium** | **Usage** | **Location** |
| Website | Provides information on product and service | Storage room |
| EDRM | Provides access to all final version of documents | Storage room |
|  |  |  |
|  |  |  |

# 12. Performance Indicators

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Indicator no** | **Outcome expected** | **Indicator name** | **Description** | **Success factor** |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |