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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.
* A knowledge manager is responsible for creating and implementing a knowledge strategy. This strategy will be designed to help an organization achieve its goals by leveraging its knowledge assets. The successful implementation of a knowledge strategy can have a significant impact on an organization's bottom line.
* 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. Putting forward a proper strategy to convert data into information then knowledge.
* 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.
* Value- The required ITIL knowledge articles are available and useful. For those who are not familiar with ITIL, it is a set of best practices for IT service management. The knowledge articles provide guidance on how to effectively manage IT services. The articles cover topics such as service delivery, service support, and service management processes. They also provide guidance on how to effectively use ITIL in your organization.

# 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. Stages of Knowledge Management

* Data
  + Raw data are the facts that are present in the database.
  + This data is processed to provide information that can be used.
* Information
  + Data becomes information once it is given context.
  + Data is sorted according to type to create information.
  + The appropriate information is then established by conveying this information using tools like documents, emails, and official reports.
* Knowledge
  + Knowledge Information becomes knowledge when team members analyse it while taking into account their personal experiences.
  + Information becomes knowledge when a person's own personal insights are applied to it.
  + Making decisions based on this information is possible.
* Wisdom
  + The knowledge acquired can be applied in scenarios involving IT services.
  + It is the collective responsibility of the team to use the knowledge in a way that transforms it into wisdom.

# 7. 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. |
| Number of using knowledge management articles | Monitor the percentage of users who are satisfied with articles, knowledge errors and knowledge transfers among total number of users. |

# 8. 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. Conversion of data in information from various ITIL processes.
3. Business and IT changes and developments that are relevant.
4. The prior year's KPI reports.
5. A list of all complaints received within the time.
6. Reports, both internal and external
7. User’s and consumer’s feedback
8. Identified areas in which there is room for development

# 9. 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 |

# 10. Lessons learnt

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Incident/Risk** | **Lesson learnt** | **Incident type** | **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. | Minor | 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? | Major | Perform peer review | QA |

# 11. 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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# 12. Knowledge storage medium

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

# 13. Performance Indicators

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