

Knowledge Management

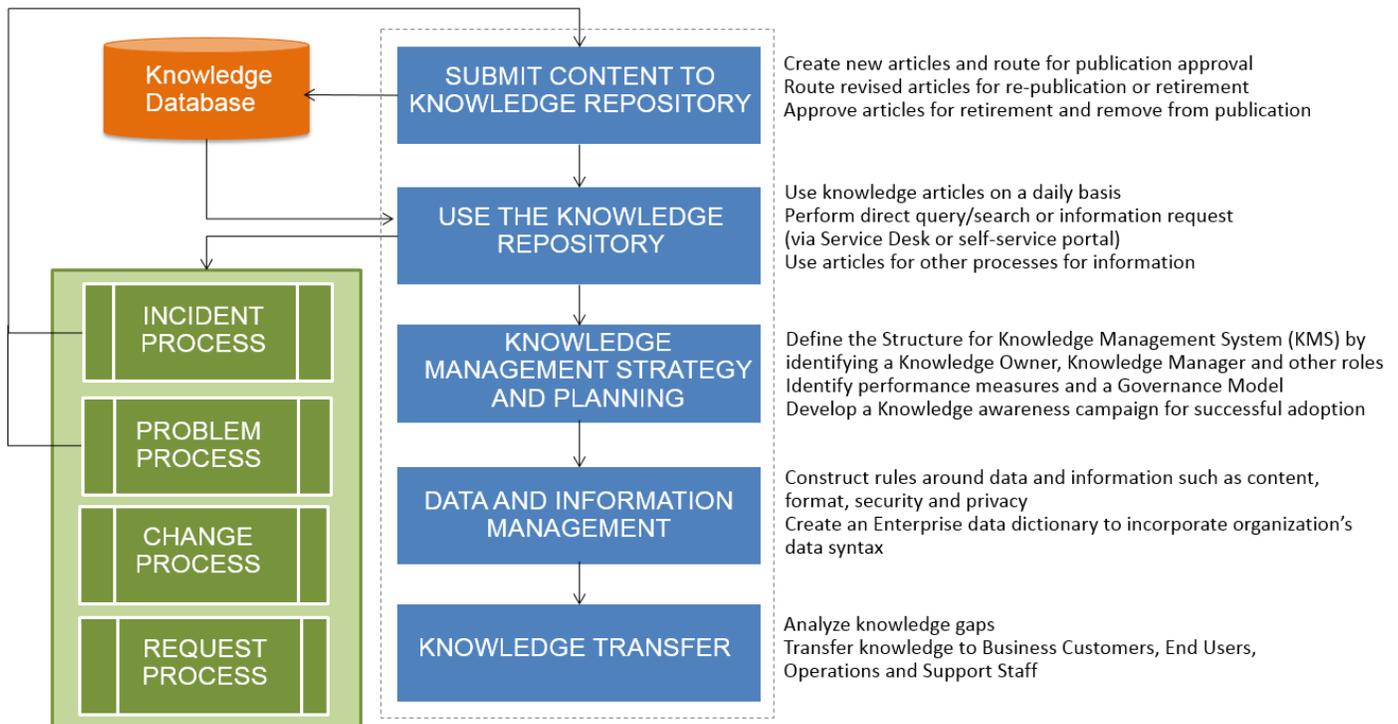
Definition

The Knowledge Management process provides efficiency by reducing the need to rediscover knowledge. The process manages data and information, ensuring it is available, reliable, re-usable, and secure. The aim is to provide a means of storing "head knowledge" for everyone to use.

Roles and Responsibilities

Role	Responsibilities
Knowledge Contributor	The source initiating the knowledge article (any user).
Knowledge Coordinator	Assess the overall integrity and accuracy of an article. A role embedded within each work group with a solid understanding of the group's competencies.
Subject Matter Expert (SME)	Create new or review articles in their area of expertise. Consulted by Knowledge Manger and/or Service Manager.
Service Manager	Review and, in coordination with Subject Matter Experts (SME), edit, approve, reject, and retire articles related to their services.
Approver	Review submission requests to determine their value to the business, potential risk, validity of content, etc. Can approve, reject or return a request.
Knowledge Manager	Day-to-day execution of the process. Perform administrative functions of the knowledge base they manage. Ensure content quality through validation of information, adherence to policy and format guidelines. Final approval.
Service Desk Agent	Use knowledge to resolve incidents and requests. Provide consultation on effectiveness and efficiency of the knowledge based on input from Business Customers and End Users to identify gaps and facilitate new articles as necessary.
Business Customer, End Users, Ops and Support Staff	Receive knowledge. Recipients of the services provided and are accountable for providing feedback on articles to determine their effectiveness and efficiency.
Trainer	Responsible for using various means to train those within an organization on how to submit a well formed knowledge article. Role is typically filled by the Knowledge Manager.
Knowledge Process Owner	Establishes and ensures consistent execution of the process. Receives input and incorporates process improvements. Provides executive process metrics and reconciles process issues. A Senior Leader.

High-Level Process Diagram



*Full documentation can be found on <https://uit.stanford.edu/service-management/processes>