What is it?

The knowledge management process focuses on the sharing of accurate, up-to-date information. This management system includes tools for collecting, storing, publishing, updating, and searching for all the knowledge about a service during that service’s lifecycle. Knowledge management improves efficiency by providing staff and users with relevant information in a consistent way.

What’s in it for you?

The knowledge management process allows staff to

• discover knowledge articles and known errors from incident records;
• publish accurate knowledge to the appropriate audience(s) quickly;
• access published knowledge in an intuitive, searchable knowledge base; and
• provide knowledge to users in a consistent and clear manner.

Quick Terms

**Knowledge Base** – A database containing service information stored in the service knowledge management system.

**Known Error** – A problem that has a documented root cause and a workaround, but is not yet resolved.

**Lifecycle** – The various stages in the life of a process or service. These stages are defined as strategy, design, transition, operation, and continual improvement.
What’s in it for Penn State?

The knowledge management process benefits the University by helping to

- provide users with an authoritative source for knowledge about services;
- improve the user’s customer service experience when using service desk and self-help resources; and
- provide users with 24/7 access to search for University knowledge.

At the local level, a process manager maintains procedure documentation and coordinates training for his or her unit. The process manager also monitors and reviews service levels and process reporting.

You can find your local process manager’s contact information at http://smo.psu.edu/contact-us/

ITIL Definition

The process responsible for sharing perspectives, ideas, experience, and information, and for ensuring that these are available in the right place and the right time.