KNOWLEDGE MANAGEMENT

ITIL Lifecycle Poster – Service Transition - Process Summary

PURPOSE

To share perspectives, ideas, experience and information; to ensure that these are available in the right place at the right time to enable informed decisions; and to improve efficiency by reducing the need to rediscover knowledge.

TRIGGERS

Knowledge management has many triggers, relating to every requirement for storing, maintaining or using knowledge, information or data within the organization. For example:

- Business relationship management storing the minutes of a customer meeting
- Updates to the service catalogue or service portfolio
- Modification of a service design package
- Creation of a new or updated capacity plan
- Receipt of an updated user manual from a supplier
- Creation of a customer report
- Updates to the CSI register.

INPUTS

- All knowledge, information and data used by the service provider, as well as relevant business data.

Knowledge Management

- Establish knowledge management strategy
- Establish knowledge transfer
- Manage data, information and knowledge
- Enable the SKMS

DIKW
- Data
- Information
- Knowledge
- Wisdom

OUTPUTS

- knowledge required to make decisions and to manage the IT services, maintained within an SKMS

KEY TERMS

- **DATA -** *Data is a set of discrete facts. Most organizations capture significant amounts of data in highly structured databases such as service management and service asset and configuration management tools/systems and databases.*
- **INFORMATION -** *Information comes from providing context to data.Information is typically stored in semi-structured content such as documents, email and multimedia. The key knowledge management activity around information is managing the content in a way that makes it easy to capture, query, find, re-use and learn from experiences so that mistakes are not repeated and work is not duplicated.*
- **KNOWLEDGE** - *Knowledge is composed of the tacit experiences,ideas, insights, values and judgements of individuals. People gain knowledge both from their own and from their peers' expertise, as well as from the analysis of information (and data). Through the synthesis of these elements, new knowledge is created. Knowledge is dynamic and context-based. Knowledge puts information into an 'ease of use' form, which can facilitate decision-making.*
- **WISDOM -** *Wisdom makes use of knowledge to create value through correct and well-informed decisions. Wisdom involves having the application and contextual awareness to provide strong commonsense judgement.*
- **SKMS (Service Knowledge Management System) -** *A set of tools and databases that is used to manage knowledge, information and data. The service knowledge management system includes the configuration management system, as well as other databases and information systems. The service knowledge management system includes tools for collecting, storing, managing, updating, analysing and presenting all the knowledge, information and data that an IT service provider will need to manage the full lifecycle of IT services.*