

ADIB – Standard

# Knowledge Management Standard

## STD-ITD-567

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Version: 8.0

## Version Control & Change Management

Version	Issue Date	Details of Change	Reason for change
8.0	October 2023	Modified the document as per the current practice	Annual review
7.0	October 2022	Document applicability has been updated. Process for draft knowledge articles has been introduced	Process enhancement
6.0	September 2022	Retirement and archival guidelines have been updated in document. Applicability has been rephrased. Ownership has been updated.	Process enhancement to align with best practice,
5.0	January 2022	Modified Document owner to Service and Problem Management Manager	Align with Org structure
4.0	Publishing Date	Resolved Incident tickets of category P1 and P2, should be part of knowledge base	All P1 & P2 incident Tickets shall be automatically captured as knowledge candidate
3.0	Publishing Date	Modified Document Owner	To align with organization structure
2.0	Publishing Date	Changes in source of Knowledge tickets identified & elaborated, viz., Knowledge Library, Known Error, Problem, and Incident Tickets.	Simplify the process to ensure process accepted and practiced ITD wide.
1.0	Publishing Date	New Document: Knowledge Management Standard	Creation of initial version

Prepared by	Approved by	Reviewed by
Governance Team	Service and Problem Management Manager	IT Governance Manager IT Change Manager

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## 1 Overview

The purpose of the Knowledge Management (KM) standard is to capture organizational and experiential knowledge in a Knowledge Management System (KMS). The KMS can be used in an effective manner enabling the ITD to improve the quality of service and increase user satisfaction.

The effective Knowledge Management may enhance operational efficiency and create value for ADIB ITD. The knowledge management may help.

- Make work more effective.
- Avoid repeating past mistakes.
- Make lesson-learning habitual process.

## 2 Applicability

This standard is applicable to ADIB UAE, Iraq, Sudan, Qatar Technology Environment.

## 3 Standard Owner

Head of Technology GRC

## 4 Standard Statements

### 4.1 General Controls

1. IT Service Management tool is used for Knowledge Management System (KMS).
2. Knowledge creation can be from enlisted sources/modules:
  - i. Knowledge module.
  - ii. Problem module
  - iii. Incident module
3. Review of knowledge articles shall be performed at least once every two years for its applicability and relevance.
4. Knowledge articles shall be archived, based on regulatory or ADIB-ITD requirements. Refer Appendix IV: Guidelines for Knowledge Asset Archival.

#### 4.1.1 Knowledge Library

1. The knowledge, information and data stored shall be relevant and useful. Refer Appendix IV: Contribution to Knowledge Assets
2. Group(s) in IT Service Management tool shall be defined as required.
3. The KM Contributor (authorized user) shall upload a Knowledge submission in the IT Service Management tool. Refer Appendix I: Guidelines for Knowledge Assets Categorization
4. Each group shall have defined Knowledge Reviewer (KM Reviewer) who shall review Knowledge submission. Refer Appendix II: Guidelines for Knowledge submission Review & Approval
5. The KM Reviewer can accept or reject Knowledge submission.
  - a. Rejected if it is unsuitable/not required or duplicate.
  - b. Accepted Knowledge submission is sent to the KM Approver.
6. The respective Knowledge Approver shall review Knowledge submission.
7. The Knowledge Approver (KM Approver) shall decide whether to accept the Knowledge submission or return it for further revision. If the document is relevant and useful, the Knowledge Approver shall approve the document to be published.
8. Knowledge asset access is permitted according to its Knowledgebase such as Know Error, End User KB, IT KB) as defined while creating / publishing the knowledge asset.

9. Guidelines, Articles and Known Errors in Business / ITD applications are examples of Inputs for creating Knowledge Assets.

#### 4.1.2 Problem module

1. Resolved Problem tickets should be available as knowledge articles and would be available on-demand to users.

#### 4.1.3 Incident module

1. Closed incident tickets of category P1 should be part of knowledge base.
2. Article created from closed Incident tickets will be created automatically in draft state.
3. Once the article is reviewed/submitted by the knowledge contributor (author), it will be reviewed and published to be available for intended audience.

## 5 Exceptions

The Knowledge Contributor and KM Reviewer can be the same person in case of small group.

## 6 Appendixes

### Appendix I: Guidelines for Knowledge Assets Categorization

- The category and sub-category list of Incident and Problem Management will be the same for Knowledge Management.

### Appendix II: Guidelines for Knowledge submission Review & Approval

Consider following guidelines for approving Knowledge submission.

1. Published Knowledge Asset should not violate customer confidentiality or third-party Intellectual Property Rights (IPR).
2. Consider ADIB Policies when approving any Knowledge submission.
3. Consider contractual obligations. For example, if the contract warrants that the ITD should not use the customer's name in any context, then, do not mention customer name.
4. Knowledge Contributors should mention or refer to the applicable copyright information inside the Knowledge Submission before sending it for review.
5. Do not load confidential Vendor artefact in Knowledge Management System.
6. Respective KM Reviewers shall ensure that data integrity and information security are not compromised.
7. Knowledge manager to conduct a quarterly review of the KM articles with Draft state and tag the invalid ones accordingly.
8. Technical information, lesson learnt, or best practice can be part of Knowledge submission, and subject to the assessment of the knowledge manger will be published to the right audience (ITD users and/or Business users)
9. Experience about resolving an incident can be uploaded in Knowledge Management System.
10. Any case study prepared that may include confidential / business sensitive information should be uploaded only after getting approval from relevant stakeholders.
11. Any content that is available in public domain like internet should not be uploaded in Knowledge Management System. However, the corresponding URL with appropriate description can be stored in Knowledge Management System so that users can access that URL.
12. Information obtained through attending any external (paid or free) workshop should not be uploaded in Knowledge Management System.
13. Any competitor information (like productivity figures and so on) extracted from newspapers and public domains can be uploaded into Knowledge Management System with exact source of the information.

14. Any content that is bought by a user from previous employer cannot be published in Knowledge Management System.

#### Appendix III: Guidelines for Knowledge Assets Retirement

1. Obsolete Knowledge Asset, which is not applicable and irrelevant, may qualify for retirement.
2. Knowledge contributor or Knowledge Manager can initiate the Retirement process.
3. Retire request will be reviewed by the knowledge Reviewer (Technical SME) and then Knowledge Manager.
4. Once the article is reviewed and approved to be retired, the state will change to Retired and article will not be available under published articles for entitled users.

#### Appendix IV: Guidelines for Knowledge Asset Archival

1. Knowledge articles shall be archived, based ADIB-ITD Management request.
2. Obsolete Knowledge Asset, which is not applicable and irrelevant, may qualify for retirement and later for archival if required.

#### Retention Period and Schedule

- Retain Knowledge Assets in accordance with regulatory, ADIB-ITD requirements and ADIB Compliance Record Management Policy states Retention Period and Schedule.
- Group Compliance Department must keep copies or references of documents mandated by Regulatory Authorities in accordance with prescribed retention period.

#### Appendix VI: Acronyms

Acronym	Explanation (Expanded Term)
ITD	Information Technology Department
KM	Knowledge Management
IPR	Intellectual Property Rights
KMS	Knowledge Management System

#### Appendix VII: Glossary

Key Terms	Definition
KM Approver	Knowledge Management Approver. Authorized to publish Knowledge Assets. KM Approver decides who may access what Knowledge Assets.
KM Contributor	Authorized users who can upload Knowledge submission
KM Reviewer	Knowledge Management Reviewer. First line of checking for Knowledge Asset.
Knowledge Asset	Knowledge used to support effective and efficient IT service provision.
Knowledge submission	Candidate for Knowledge Asset