Knowledge Management

ITILv3 Foundations
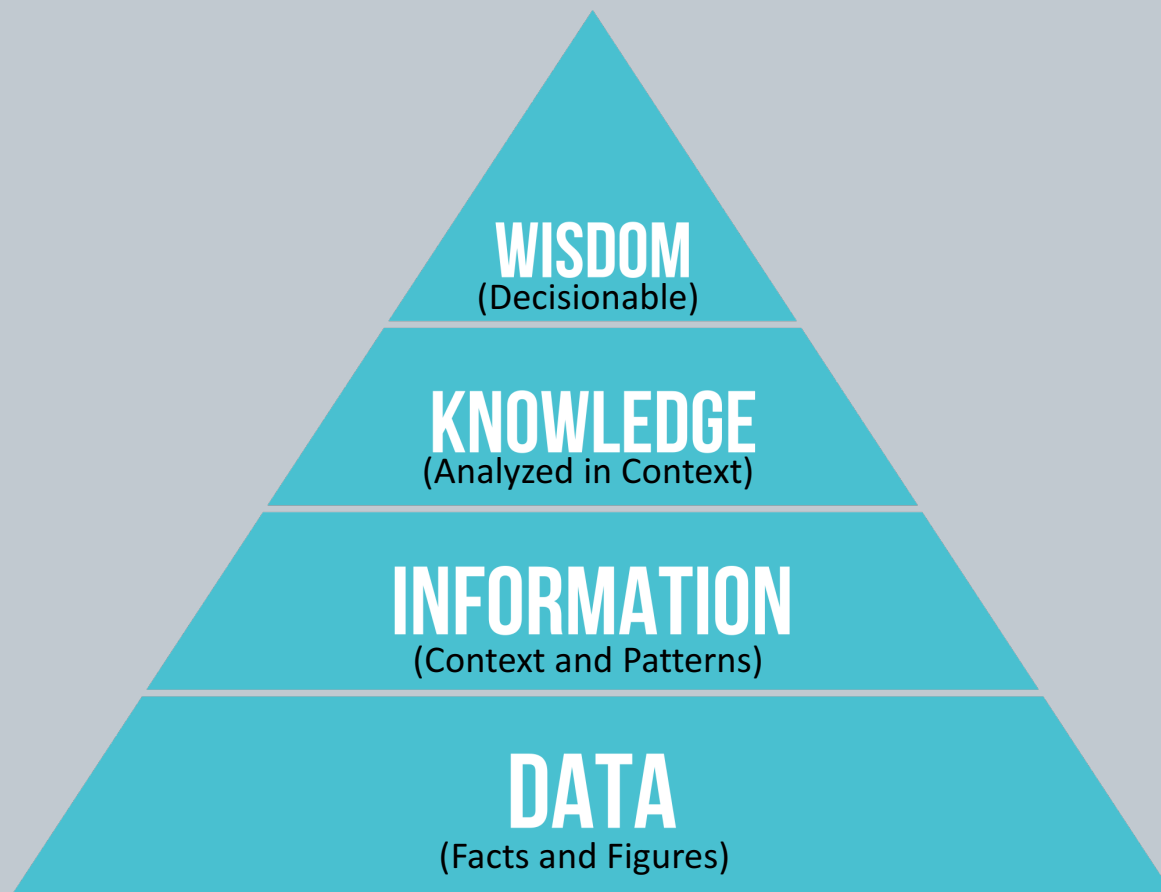
http://www.jasondion.com

Knowledge Management

- Provides support for the capture and effective publishing of knowledge during the Service Transition phase

- Knowledge Management begins in Service Transition, but continues throughout the rest of the lifecycle

Service Knowledge Management System

- Data comes from many sources (config DBs, service management tools, and even open-sources)

- SKMS contain all the data in a collection of repositories and systems

- SKMS houses the Configuration Management Systems and those contain the Configuration Management Databases

Service Knowledge Management System

Service Knowledge Management System (SKMS)

Contains CMS, service portfolios, service level agreements, capacity plan, user skill levels, technical documentation, and more

Configuration Management System (CMS)

Contains CMDBs and the tools used to manage themselves, the CMDBs, and the knowledge derived from these different tools

Configuration Management Database (CMDB)

Contains configuration item records for incidents, service requests, problems, known errors, changes, released, and more