KNOWLEDGE MANAGEMENT

OVERVIEW

Knowledge Management

KNOWLEDGE MANAGEMENT

- Knowledge management allows users to create, categorize, review, approve, and browse important information
 - Think of this like a place to find information on your org's policies, workday holidays, code of conduct, procedures, etc.
- Knowledge content exists within a knowledge base (KB)
- Each organization can have their own knowledge base
- Articles in a KB are organized by category
 - Note: an article can only be associated with ONE KB
- User Criteria defines conditions that are evaluated against users to determine which users can create (upload or author), read (view), write (edit), and retire (make articles inaccessible to all users) knowledge articles
 - User criteria is applied at the knowledge base level in the platform

KNOWLEDGE MANAGEMENT ROLES

- There are a few roles that are required to use Knowledge Management functionality
- Some common knowledge management roles are:
 - Knowledge Users with the knowledge role can contribute to the default knowledge base and access the knowledge app menu
 - Knowledge_manager perform administrative functions for the knowledge bases they manage by defining categories,
 pinning important articles, and approving changes to articles
 - Knowledge_admin can perform all administrative tasks associated with maintaining the knowledge management system on all knowledge bases except the scoped knowledge base
 - Knowledge_coach can perform Article Quality Index(AQI) surveys on articles, write, edit, and review knowledge articles and coach the team on best practices
- For a complete list of KM roles: Knowledge Management roles

KNOWLEDGE MANAGEMENT DEMO

- Browse through the existing knowledge bases
- See how to create a new KB and articles for it

TERMINOLOGY

- Knowledge Base a container for organizing and categorizing knowledge articles
- Knowledge Article pieces of knowledge, such as a policy or release notes
- User Criteria defines conditions that are evaluated against users to determine which users can create (upload or author), read (view), write (edit), and retire (make articles inaccessible to all users) knowledge articles