

# Block a KBA in Case of GDPR Non-Compliance

## Knowledge Management

### Purpose

If the KBA contains any personal identifiable information or GDPR-violated data, you should immediately remove the violation content by creating a new version of this KBA. Once the non-compliant KBA is set to Outdated, the violating version can be blocked. The blocked version is no longer visible to customers and SAP employees. Only users with specific authorizations are allowed to display the blocked versions.

### Who can block the KBA?

Users with KM 3, KM 3 Coach, and KM Compliance roles can block GDPR non-compliant KBA versions.

### Step1

Follow the [WIPS entry: Update a KBA](#) to create new version of the KBA and remove inappropriate content.

1. Open the editing mode of the KBA that has data violation content.
2. If the version is currently in the **Release status** of **Published**, click **New Version** and update the draft to remove any inappropriate data.
  - Follow the steps in the [WIPS entry: Publish a KBA](#) to publish the new version.
3. Once the new version is published, open the latest version of the KBA. Scroll down to the tabs and go to **Article Versions** tab of the KBA. Both current version and previous versions of this KBA are listed in this tab. The previous version should have **Release Status** as **Outdated**.

### Notes

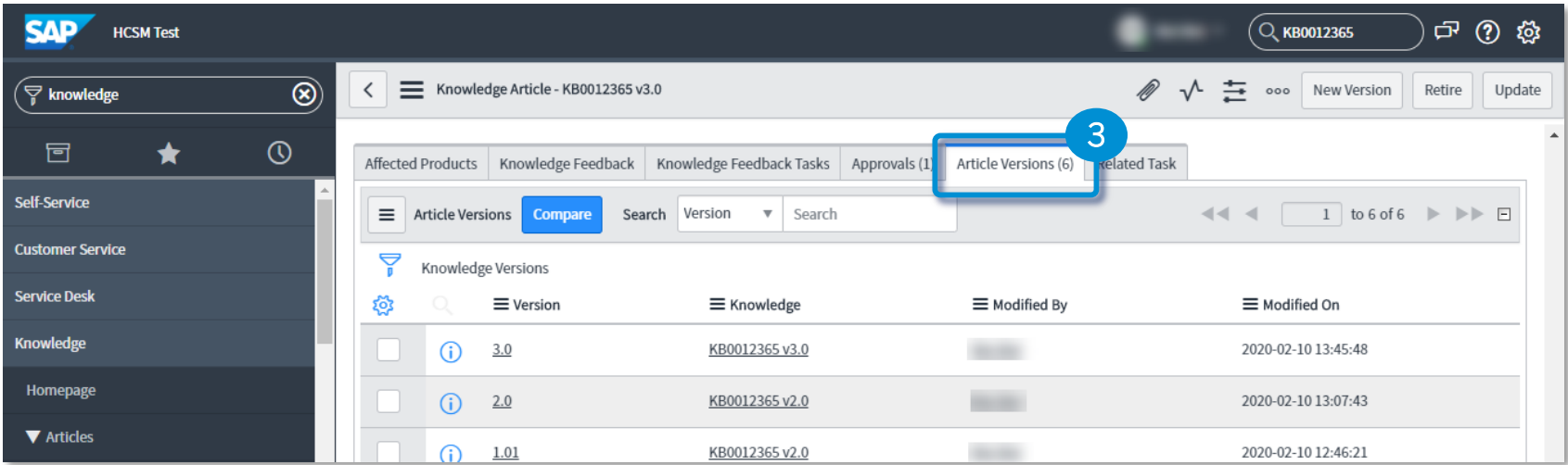
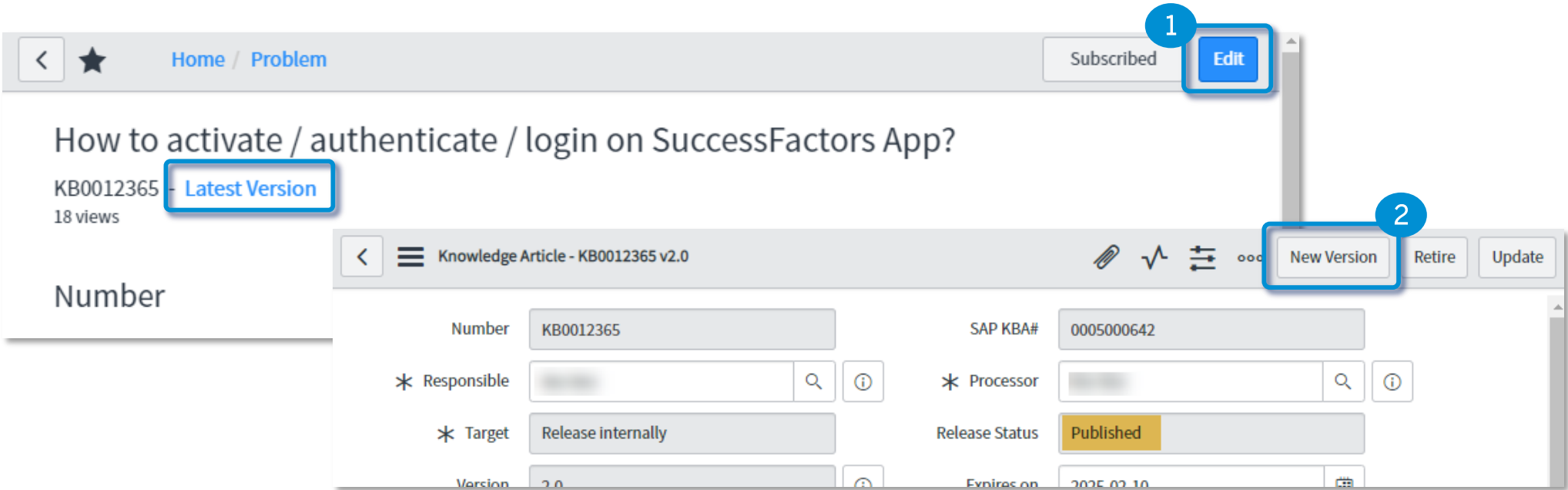


#### Only Outdated KBA versions can be blocked

You can only block outdated KBA versions.

Only after a new version has been published, will the status of the previous version switch to Outdated.

Be sure to create a new version of a KBA and update the new draft to remove any protected data or non-compliant content.



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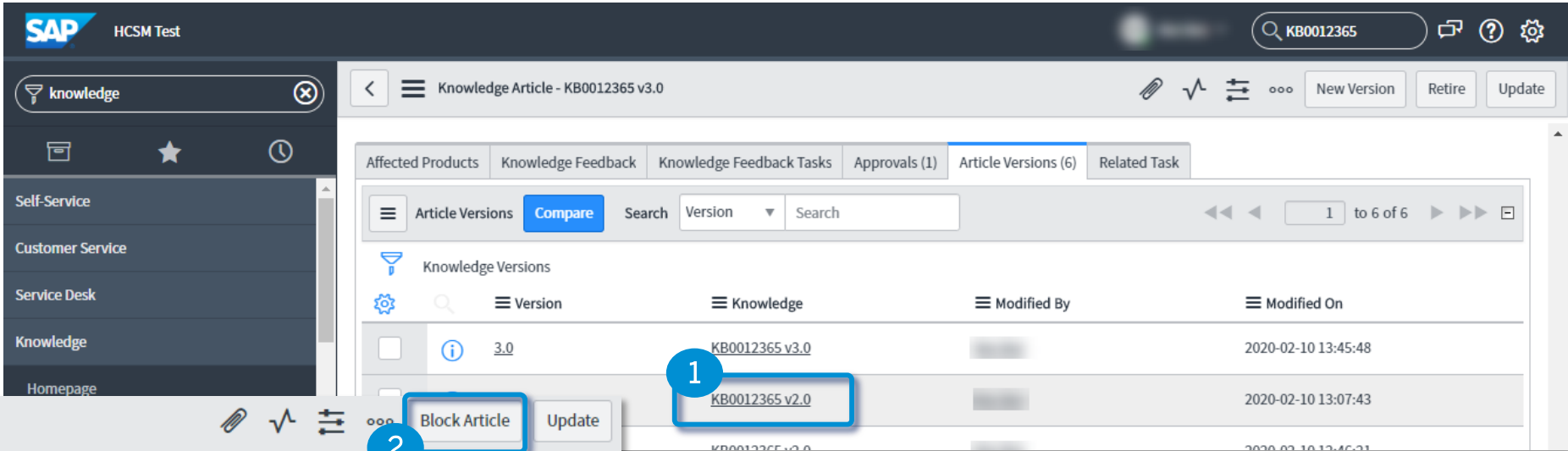
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### Step 2

Block the outdated KBA version that contains non-compliant content.

1. Open the previous version that contains the violation. This article should have the **Review status** as **Outdated**.
2. Click **Block Article** in the top right
3. Scroll down to the end of the KBA form and fill in the newly appeared field **Block Reason** with an explanation why this article has been blocked.
4. Click **Block Article** again. A confirmation notification appears at the top stating that the article is blocked.

Once blocked, the KBA is no longer viewable by anyone other than specific KM CoE team members.



Knowledge Article - KB0012365 v2.0

An updated version of this article is available. You can only edit the latest version of the article

Number	KB0012365	SAP KBA#	0005000642
* Responsible		Processor	
* Target	Release internally	Release Status	Outdated

Knowledge Article - KB0012365 v2.0

Block Article

Internal Memo

\* Block Reason

Provide reason/explanation why this article has to be blocked.

Updated by

Notes

**Who can unblock a blocked KBA?**

Only users with the KM Compliance or KM 3 Coach roles (permission groups) in ServiceNow can unblock a blocked KBA.

However only KM Compliance role is allowed to unblock a KBA that has been blocked by others (e.g. other KM Compliance user or KM 3 Coach).

**What is a change log?**  
What you are reading is official SAP process documentation. Stringent version control is required for Compliance purposes. Thus, this **change log** is a record of who made what changes to this content & when, in case further follow up is needed.

Please send any questions or concerns to

**Marcia Luna de la Cruz**, [Walldorf](#)  
Process manager

Change Log

Version	Changed by	Date	Description of changes	Status
1.0.0	Wei Wei	Feb 17, 2019	<ul style="list-style-type: none"><li>WIPS 4.0 Golden Standard Baseline Documents</li></ul>	Published