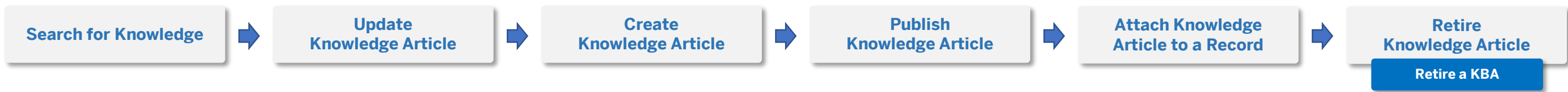


# Retire a KBA

At a Glance



## Knowledge Management Process



### Purpose

Retiring KBAs that are obsolete, invalid, irrelevant, and/or duplicate makes the Knowledge Bases neat, up to date, and organized, thus simplifying the user experience and encouraging self-services whenever possible.

### When to retire a KBA:

- The KBA points to a location that is invalid and there is no corresponding location to point to;
- The KBA is specific to a technology that is no longer used;
- The KBA references a product that has reached its end of life, is no longer supported, and it is not appropriate to update the KBA to make it current;
- The KBA is a duplicate.

### 1. Determine if KBA Needs to be Retired

- 1a** Review KBA content to confirm the need for retirement
- 1b** Follow up with KM Coach or consult senior colleagues if unsure about whether to retire a KBA


### 2. Update KBA for Retirement

- 2a** Open KBA in Edit mode by creating a new version
- 2b** Update Symptom field with achieved reason
- 2c** Save the updates for the article and change the status of the KBA to Pending Retirement

### 3. Retire KBA

- 3a** Set the status of the KBA to Pending Retirement
- 3b** Retire the KBA
- 3c** Retrieve a KBA with status of Pending Retirement for re-publishing (if applicable)

#### Notes



##### What happens when you retire a KBA?

Once the KBA is approved to be retired (i.e. the approval request for pending retirement is approved), the status of the KBA changes to Retirement and cannot be edited (including KBA version blocking) and republished.

##### What happens when KBA status is changed to Pending Retirement?

If a KBA has a status of Retired or Pending Retirement, it can still be searched internally if it is referenced to elsewhere and these links remain valid internally. However customers will not be able to access these KBAs.

Retiring a KBA results in broken links and references in other articles if these retired KBAs are referenced to. Therefore, you should always try to update or “Flag and Fix” the KBA rather than retiring the article unless it’s absolutely necessary.

##### How to handle duplicate KBAs?

It is recommended to keep the oldest KBA (the one that has the oldest date) and update or fix the oldest one by adding the information from the newer KBA and then retire the newer KBA.

# 2. Update KBA for Retirement

## Knowledge Management

Update the KBA's Title and Symptom to clearly indicate that this KBA has been retired with specific reasons. This helps other users to quickly identify in the search results that the KBA returned from the search is retired. It's also important to state the reason for retirement to reduce the chances of the KBA being republished or outdated information being shared.

You MUST first update and republish the KBA with the updated Title and Symptom before retiring the KBA because the article's title and body content cannot be edited anymore once the Release Status is changed to Pending Retirement.

### Step1

Click **Edit** in the KBA to open the Edit mode and then click **New Version**.

See [WIPS entry for Update a KBA](#) to know how to update to new version.

### Step2

Go to the **Symptom** field and enter the **archived reason in red** at the top of the symptom field.

Example: if the KBA is a duplicate of another KBA, enter the following archived reason in red:

\*\*\*Archive Reason: Duplicate of KBA 1234567\*\*\*

### Step3

Click **Publish** to save the changes.

The article's Release Status changes to **Review**.

Knowledge KB0010079 v2.0

Number KB0010079

SAP KBA#

Target Status Release to Customer

Release Status Published

Knowledge KB0010079 v2.01

Title ARCHIVED: ... SAP Environment A to work with Environment C

Symptom

\*\*\*Archive Reason: Duplicate of KBA 1234567\*\*\*

This KBA covers how to configure SAP Environment A to work with Environment C

# 3. Retire KBA

## Knowledge Management

### 3a Set the status of the KBA to Pending Retirement

After a KBA has been updated to clearly indicate it is retired and a reason for retirement has been provided, it is ready set the Release Status too Pending Retirement.

Only KBAs with Release Status of Published can be requested for retirement (Pending Retirement). Only KBAs with Release Status of Pending Retirement can generate approval request to set the Release Status to Retired.

**Important Note:** If a KBA is approved for retirement, you can no longer edit (including KBA Version blocking) or republish.

#### Step1

Click **Edit** in the published KBA to open the Edit mode.

See [WIPS entry for Update a KBA](#) to know how to access the editing mode.

#### Step2

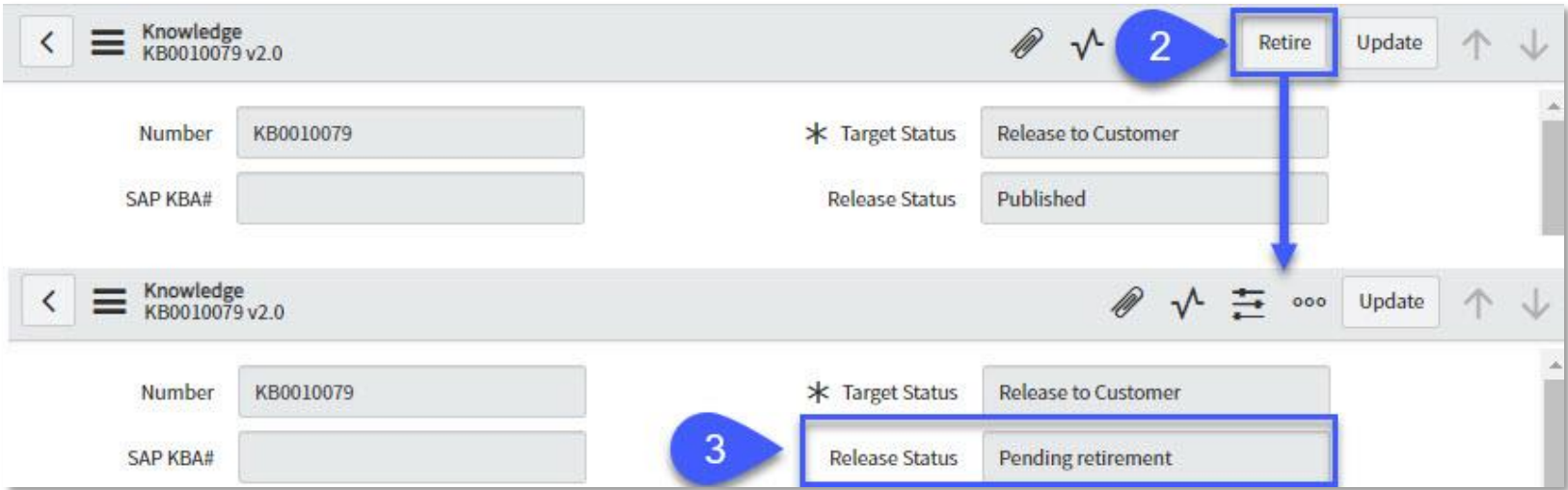
Click **Retire** at the top-right corner.

#### Step3

The KBA's Release Status changes to **Pending Retirement**.

An Approval Request is also generated to set the KBA's final Release Status to **Retired**.

You can retrieve the KBA if the KBA should not have been set to Pending Retirement status. See [WIPS entry for Retrieve a KBA](#).



#### Notes

##### Finding Retired KBAs

KBAs with Release Status of **Pending Retirement** and **Retired** are **NOT** viewable by customers.

You can retrieve them using the SAP xSearch and the ServiceNow Global Search methods described in the [WIPS entry for Search for KBAs](#).

##### What happens when you retire KBAs?

KBAs in the final Release Status of Retired are NOT editable anymore.

These KBAs cannot be retrieved or re-published. They also cannot be edited including blocking versions due to data protection or GDPR violations.

# 3. Retire KBA

## Knowledge Management

### 3b Retire the KBA

If the KBA should be officially retired, the approval request generated after setting the Release Status to Pending Retirement must be approved.  
Only KBAs with Release Status of Pending Retirement can generate approval request to set the Release Status to Retired.

**Important Note:** If a KBA is approved for retirement (i.e. the approval request is approved), you can no longer edit (including KBA Version blocking) or republish the KBA.

#### Step1

Scroll down past the **Related Links** in the KBA and go to **Approvals** tab.

#### Step2

Click the approval request with the state of **Requested** to open the approval request.

#### Step3

Click **Approve** on the top-right corner to approve the retirement request.

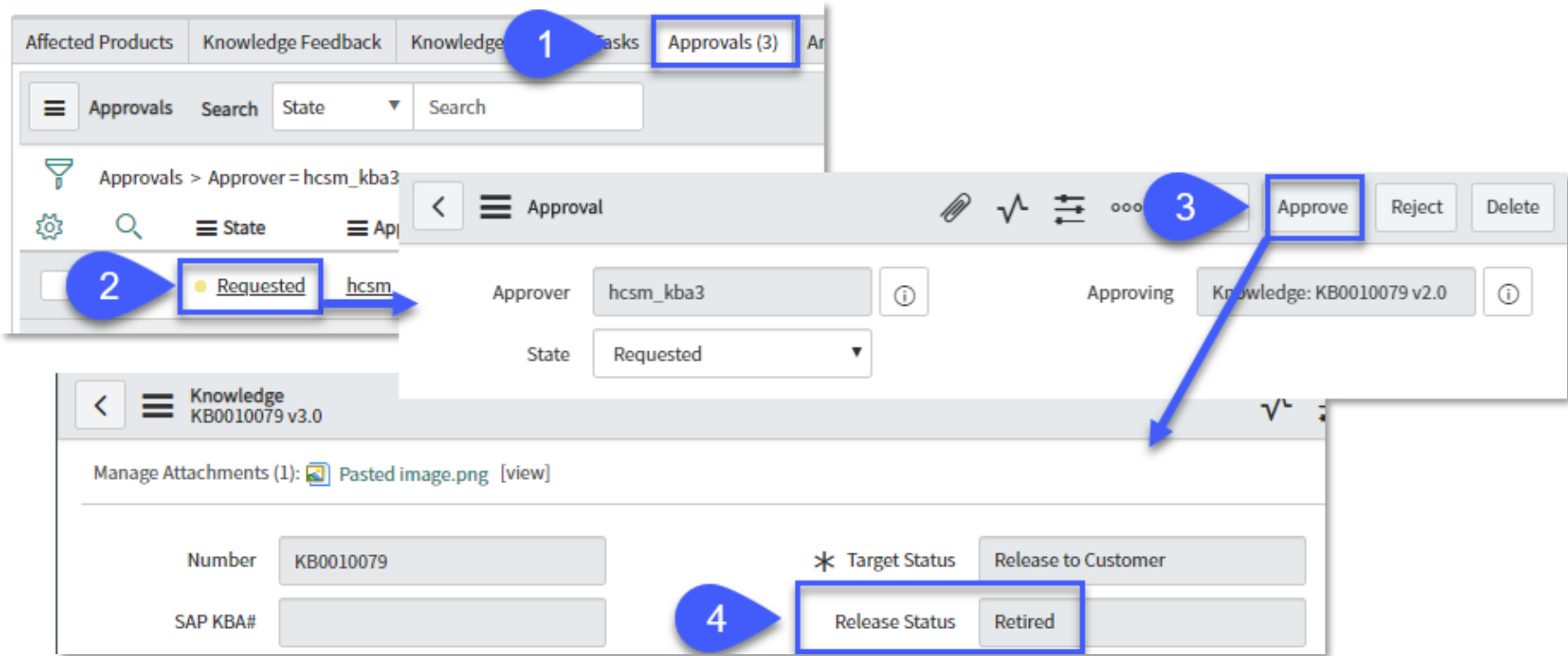
The KBA is officially retired with Release Status changes to **Retired**.

The system automatically includes **ARCHIVED** in front of the original title in the Title field.

The KBA cannot be edited or republished anymore in this final state.

#### NOTES:

If you are the processor, you may directly click **Retire** to send the KBA status to **Pending Retirement**. Search and open the KBA again. Add the archive reason in the **Symptom** field. Once the Retirement Request is approved, the system automatically adds **ARCHIVED** in front of the original title in the **Title** field and the KBA status is changed to **Retired**.



#### Notes

##### Finding Retired KBAs

KBAs with Release Status of **Pending Retirement** and **Retired** are **NOT** viewable by customers.

You can retrieve them using the SAP xSearch and the ServiceNow Global Search methods described in the [WIPS entry for Search for KBAs](#).

##### What happens when you retire KBAs?

KBAs in the final Release Status of Retired are NOT editable anymore.

These KBAs cannot be retrieved or re-published. They also cannot be edited including blocking versions due to data protection or GDPR violations.

# 3. Retire KBA

## Knowledge Management

**3c** Retrieve a KBA with status of Pending Retirement for re-publishing (if applicable)

If a KBA should be set back to Published (Release Status) from Pending Retirement, it can be done by rejecting the approval request for Pending Retirement.

**Important Note:** If a KBA is approved for retirement (i.e. the approval request is approved), you can no longer edit (including KBA Version blocking) or republish the KBA.

### Step 1

Open the KBA in Edit mode (see [WIPS entry for Update a KBA](#) to know how to access the editing mode.).

Scroll down past the **Related Links** in the KBA and go to **Approvals** tab.

### Step 2

Click the approval request with the state of **Requested** to open the approval request.

### Step 3

Provide reasons/comment for the rejection of the retirement request in the **Comments** field.

### Step 4

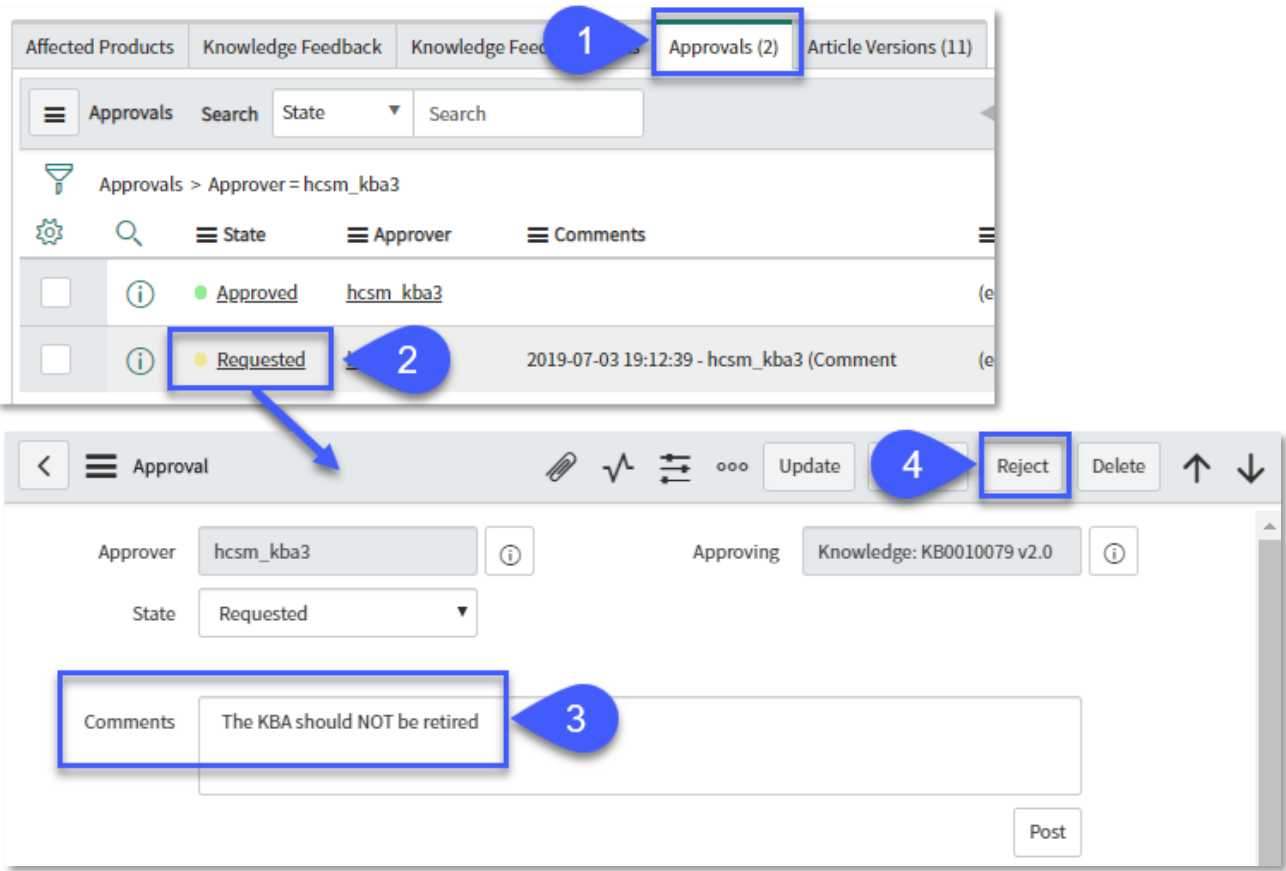
Click **Reject**.

The KBA is republished.

**Important Notes:**

The **Title** and **Symptom** of the KBA need to be updated to remove the "ARCHIVED" and "Archive reason" text added when the KBA was set to Pending Retirement.

Follow the [WIPS entry for Update a KBA](#) to edit the KBA's Title and Symptom fields.



**Notes**

**What happens when you retire KBAs?**  
KBAs in the final Release Status of Retired are NOT editable anymore.  
  
These KBAs CANNOT be retrieved or re-published. They also cannot be edited including blocking versions due to data protection or GDPR violations.  
  
Be absolutely certain that the KBA should be set to the final Retired state before approving the Pending Retirement approval request.

**How to view rejections?**  
To view the rejection comments of a KBA that's been republished from Pending Retirement, check the Approvals tab and view the request in the "Rejected" state.

**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   | Carly Thomas | Nov 25, 2019 | <ul style="list-style-type: none"><li>WIPS 4.0 Golden Standard Baseline Documents</li></ul> | Published |
|         |              |              |   |           |
|         |              |              |   |           |
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