Block a KEA in Case of GDPR Non-Compliance
Knowledge Management

Purpose

If the KEA contains any personal identifiable information or GDPR-violated data, you should immediately remove the violation content by creating a new version of this KEA. Once the non-compliant KEA is set to Outdated, the violating version can be blocked.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 KEA?

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

Step 1

Follow the WIPS entry: Update a KEA to create new version of the KEA and remove inappropriate content.

1. Open the editing mode of the KEA 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 KEA to publish the new version.
3. Once the new version is published, open the latest version of the KEA. Scroll down to the tabs and go to **Article Versions** tab of the KEA. Both current version and previous versions of this KEA are listed in this tab. The previous version should have the **Release status** of **Outdated**.

Notes ⚠️

Only Outdated KEA versions can be blocked

You can only block outdated KEA versions.

Only after a new version has been published, will the status of the previous version switch to Outdated.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 KEA and update the new draft to remove any protected data or non-compliant content.

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Step 2

Block the outdated KEA version that contains non-compliant content.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 This article should have the **Review status** as **Outdated**.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 KEA 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 KEA is no longer viewable by anyone other than specific KM CoE team members.
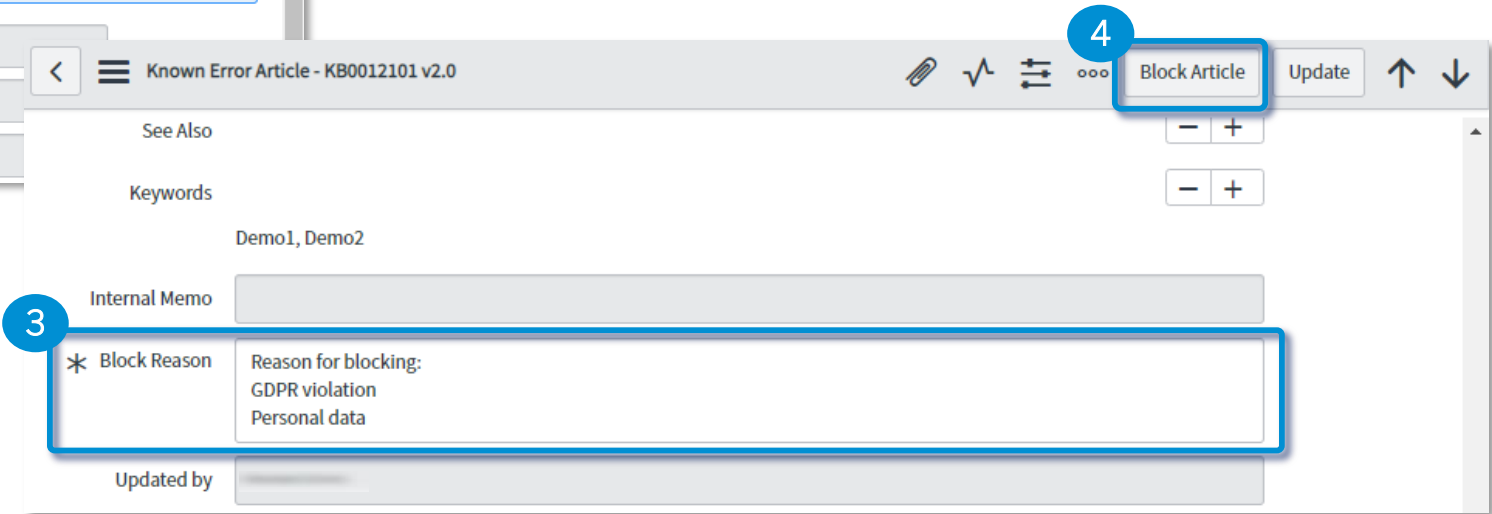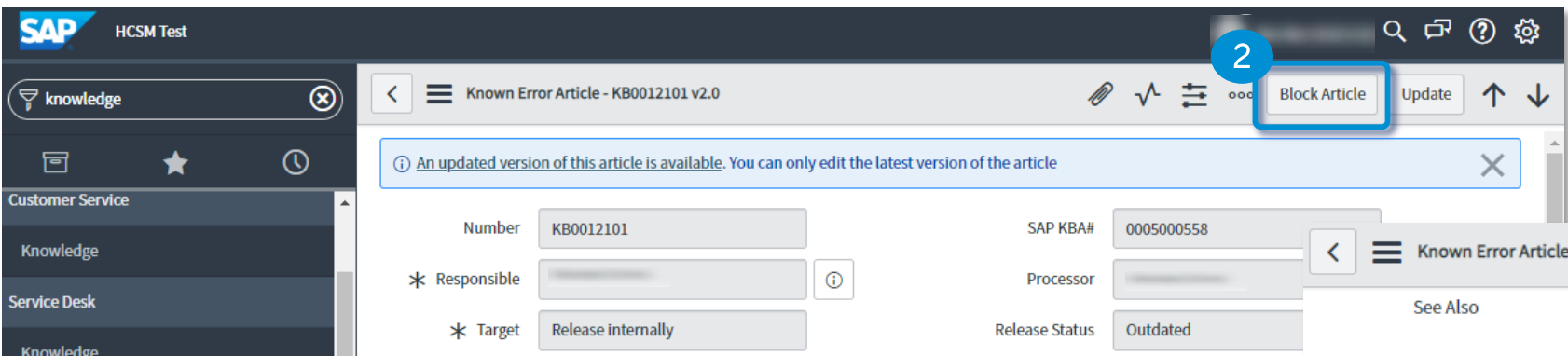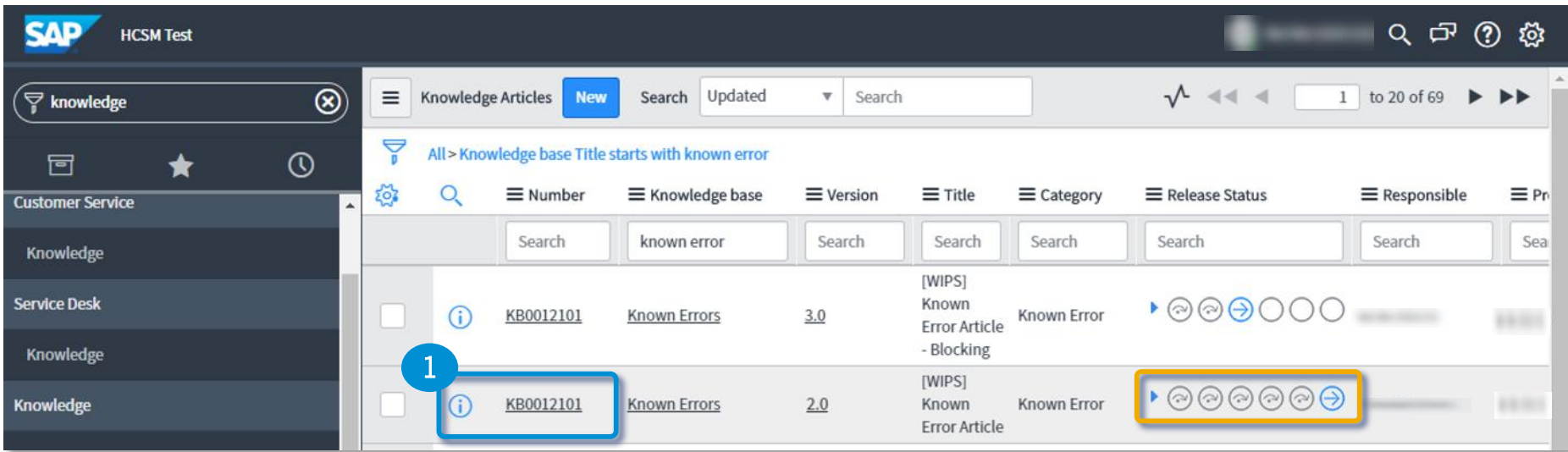
Notes ⚠

Who can unblock a blocked KEA?

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

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

Change Log
Knowledge Management – Block a KEA in Case of GDPR Non-Compliance

Change Log

Version	Changed by	Date	Description of changes	Status
1.0.0	Wei Wei	Jan 27, 2019	▪ WIPS 4.0 Golden Standard Baseline Documents	Draft