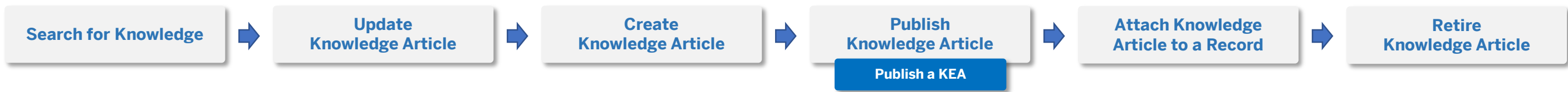


# Publish a KEA

At a Glance



## Knowledge Management Process



### Purpose

KEAs are reviewed, approved, and published to ensure its compliance with the content standards and to be displayed correctly in the Known Error Database for future search.

Only published KEAs with the Release Status of **Published** and Target of **Released to Customer** can be attached to provide workaround to the customers.

### Who can publish KEAs?

- KM 2: publish their own **Released Internally** KEAs
- KM 3: publish their own **Released Internally** KEAs *and* own **Released to Customer** KEAs
- KM 2 Coach: review and publish **Released Internally** KEAs created by both themselves and others
- KM 3 Coach: review and publish **Released Internally** KEAs *and* **Released to Customer** KEAs created by both themselves and others

### 1. Finalize KEA Updates

After creating or updating KEA, review and make any final adjustment as needed.

Recommended information to check for final adjustments:

- Have the content standards been followed (if any)?
- All mandatory fields completed?
- Category, product, and component correct?
- Keywords populated?
- All steps for resolution included?
- Grammar & spelling correct
- Any other LoB specific requirement

### 2. Request for Approval

[2a](#) Request for approval

[2b](#) Recall KEA to Draft status (if necessary, only available in UI16)

### 3. Review KEAs (only applicable for KM Coach)

KM Coaches review KEAs assigned to them by their coachees that require approval for publishing.

#### Important Note:

- This step is applicable for both newly created KEAs and published KEAs that have been updated by KM 1s and KM 2s prior to being re-published.
- KM Coaches must ensure all coachees adhere to the predefined standards and guidelines for the content.

### 4. Publish KEAs (only available in UI16)

[4a](#) Open the KEA submitted for review

[4b](#) Approve or reject the publishing request

#### [Scenario 1: KEA is approved for publishing](#)

Processor (KM 2, KM 3, or KM Coach) review the KEA content and approves the publishing request

#### [Scenario 2: KEA is rejected due to need of improvement](#)

KM Coach provides reasons of rejection and rejects the approval request

For more information on retiring KEA, follow [WIPS entry: Retire a KEA](#) if you have the correct role and permission as a KM Coach.

# 2. Request for Approval

## Knowledge Management

### 2a Request for approval

KM 1s and KM 2s require approval to publish external KEAs (i.e. Target = Released to Customer).  
KM 1s also require approval to publish internal KEAs (i.e. Target = Released Internally), while KM 2s can publish their own internal KEAs.

### Which platform to use?

Requesting for publishing approval can be performed in both Agent Workspace (when you initially create the KEA) and UI16 (when you update the KEA in later stages).

### Prerequisite

Make sure that the predefined standards and guidelines are followed and that there are no potential data protection or security violations.

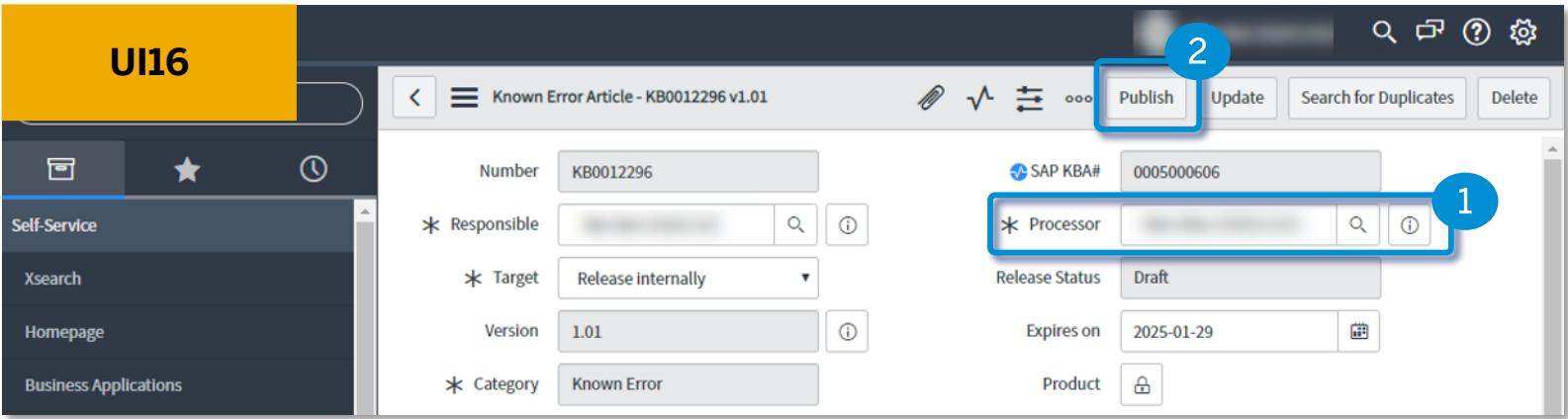
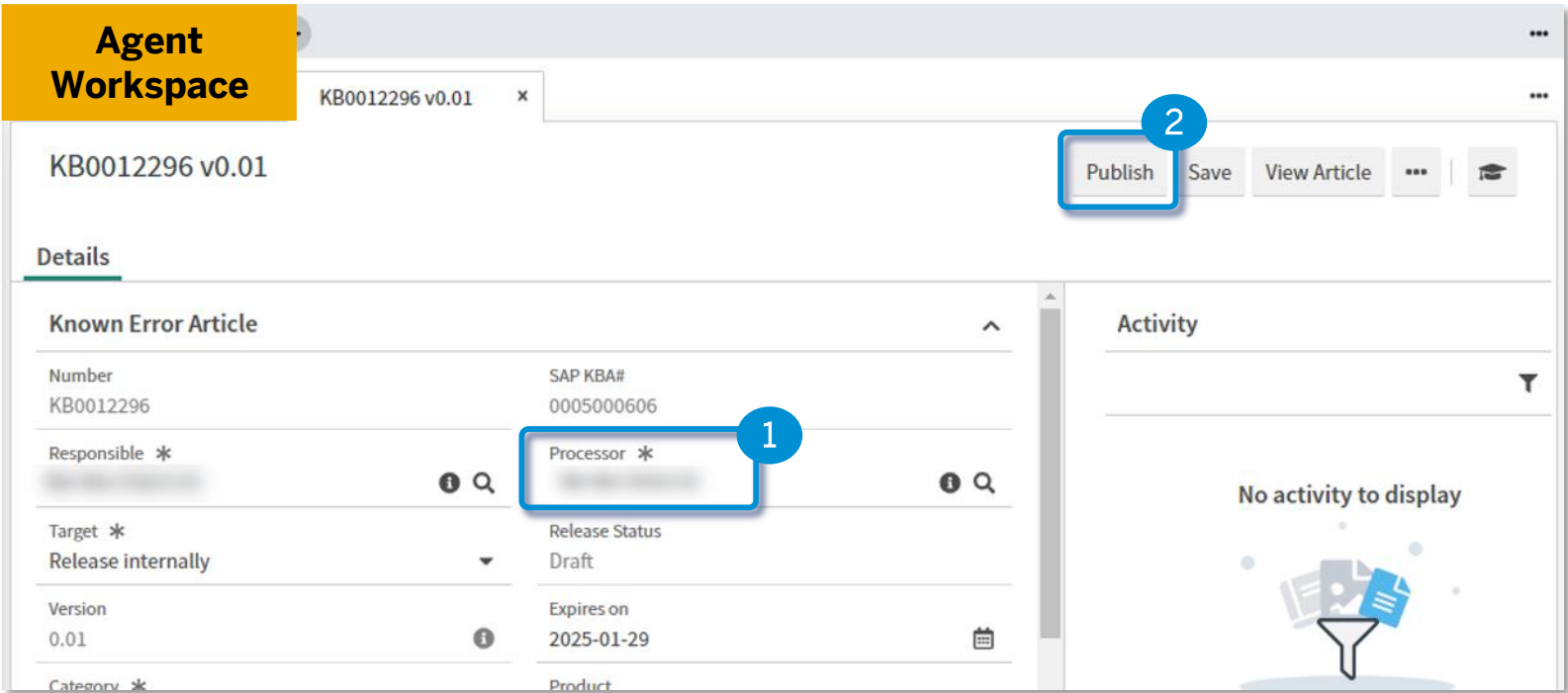
### Step 1

Assign your KM Coach to the **Processor** field.

### Step 2

Click **Publish** in top right corner of the KEA to send the KEA for review and approval.

This changes the KEA Release Status to **Review** and the KEA now is ready to be approved to be published by the KM Coach.



### Best Practices

#### Data Protection and Security

- General Data Protection Regulation (GDPR) is the regulation that enforces the Data Protection and Security law.
- Screenshots** from customer systems are NOT allowed in any Knowledge Management documentation.
- These regulations apply to all KEAs regardless of the KEA status.
- Do not display or disclose personally identifiable information (PII) or any other confidential information or information about our internal SAP servers in any part of the KEA (including screenshots, attachments, videos).
- Refer to the [Data Protection and Privacy \(DPP\)](#) page for further descriptions and guidelines on what [personal data](#) is.

Click [here](#) for more information and best practices about how to report a violation.

# 2. Request for Approval

## Knowledge Management

### 2b Recall KEA to Draft status (if necessary, only available in UI16)

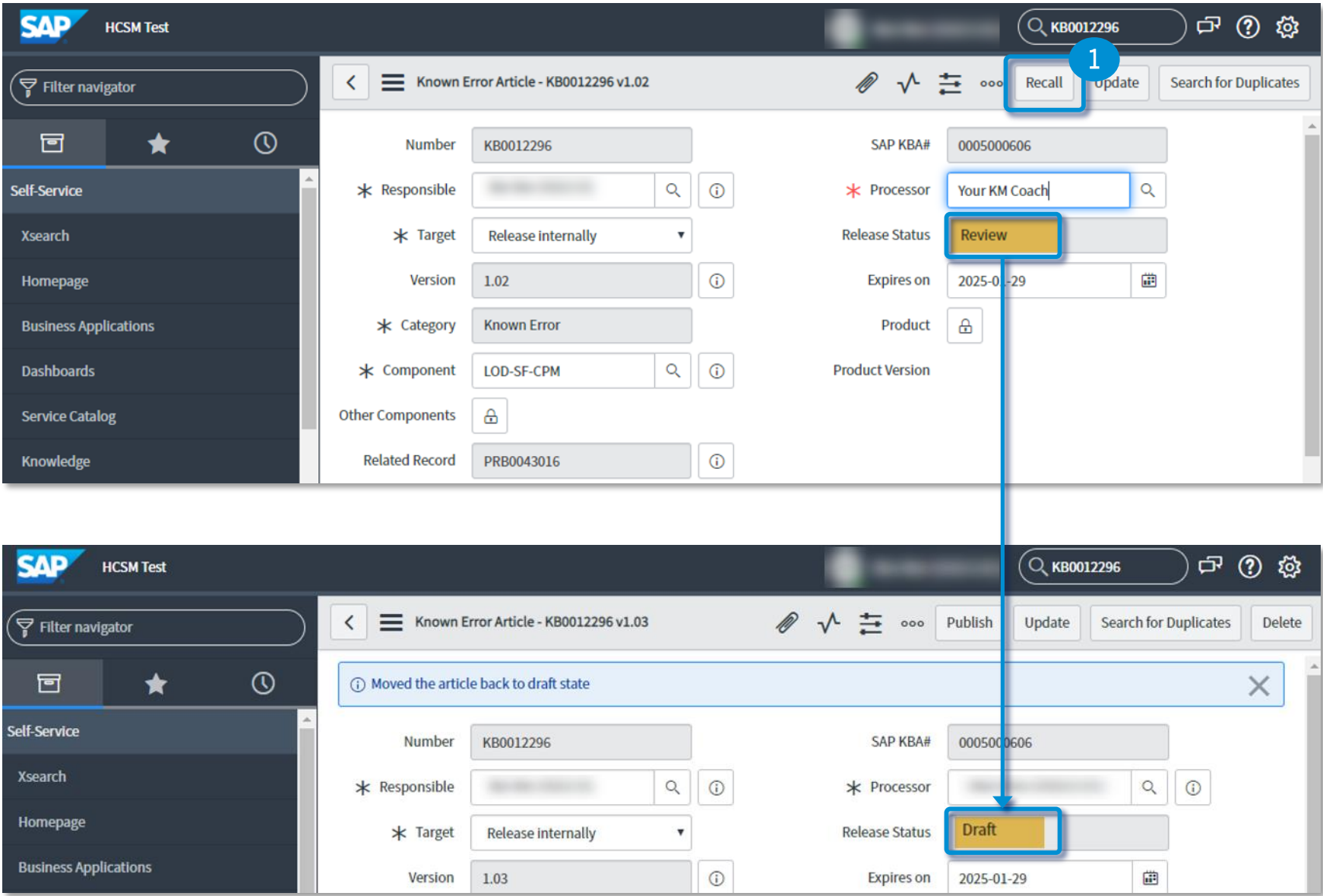
You can recall a KEA you've submitted for approval if you need to make more changes.  
The KEAs (in Review status) can be recalled only in UI16 and it withdraws the KEA from the KM Coach's approval list.

#### Step1

In the editing mode of the KEA in UI16, click **Recall** to recall the KEA for approval.  
This changes the KEA release status from Review to **Draft**.

#### Step2

Make changes as needed and send back to the KM Coach for approval following the steps [here](#).



# 4. Publish KEAs

## Knowledge Management

### 4a Open the KEA submitted for review

All KEAs that are in the Review status can be found in the Knowledge Module under KEAs for Review section. Processors who are responsible to review and approve/reject the KEAs should ensure that all content adheres to all content standards and guidelines before publishing the articles.

#### Step 1

Go to UI 16 <https://itsm.services.sap/> and open the **Knowledge Module** in the **Application Navigator**.

#### Step 2

Click **KBAs for Review** to see the list of all knowledge articles (both KBAs and KEAs) that require review before publishing.

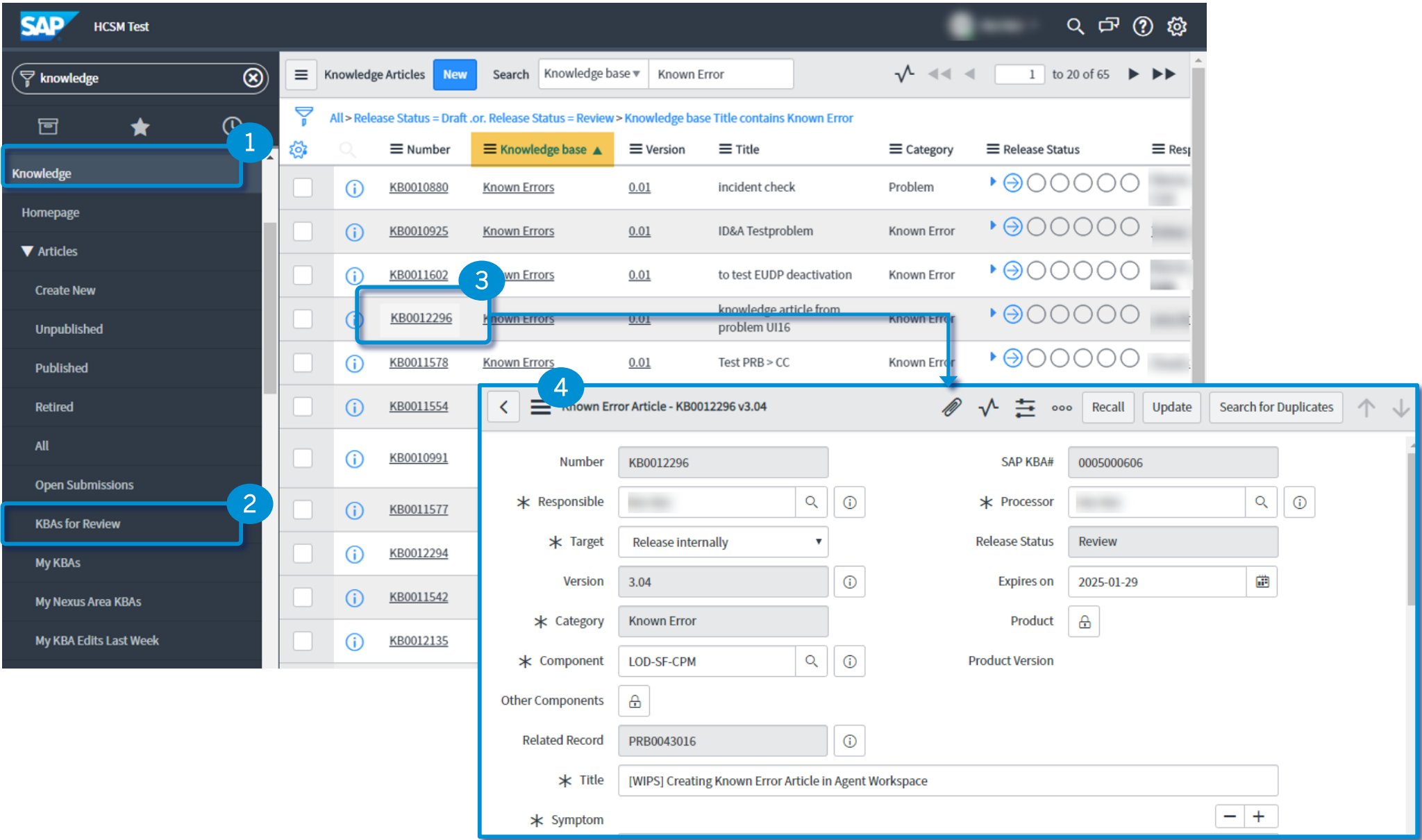
All KEAs are identifiable as **Known Errors** in the **Knowledge Base** column.

#### Step 3

Click the **hyperlinked title** of the KEA you'd like to review.

#### Step 4

The KEA is opened in the editing mode.



# 4. Publish KEAs

## Knowledge Management

4b Approve or reject the publishing request

Scenario 1: KEA is approved for publishing

When an article is in the Review status, only users who are included in the Approvals related list can modify the article. KM 3s can publish their own internal and external KEAs. KM 2s can publish only their own internal KEAs. KM 2/3 Coaches should review KEAs assigned to them by their coachees that require approval for the publishing of the KEAs. Please ensure that all content adheres to content standards and guidelines before publishing the articles.

Step 1

Go to the editing mode of the KEA that is requesting for review.

Scroll down to the bottom of the record and go to **Approvals** tab.

Step 2

In the **Approver** column, enter the search criteria using wildcard character of asterisk (e.g. **\*YourName**) and press Enter on keyboard to return all results that contain your name.

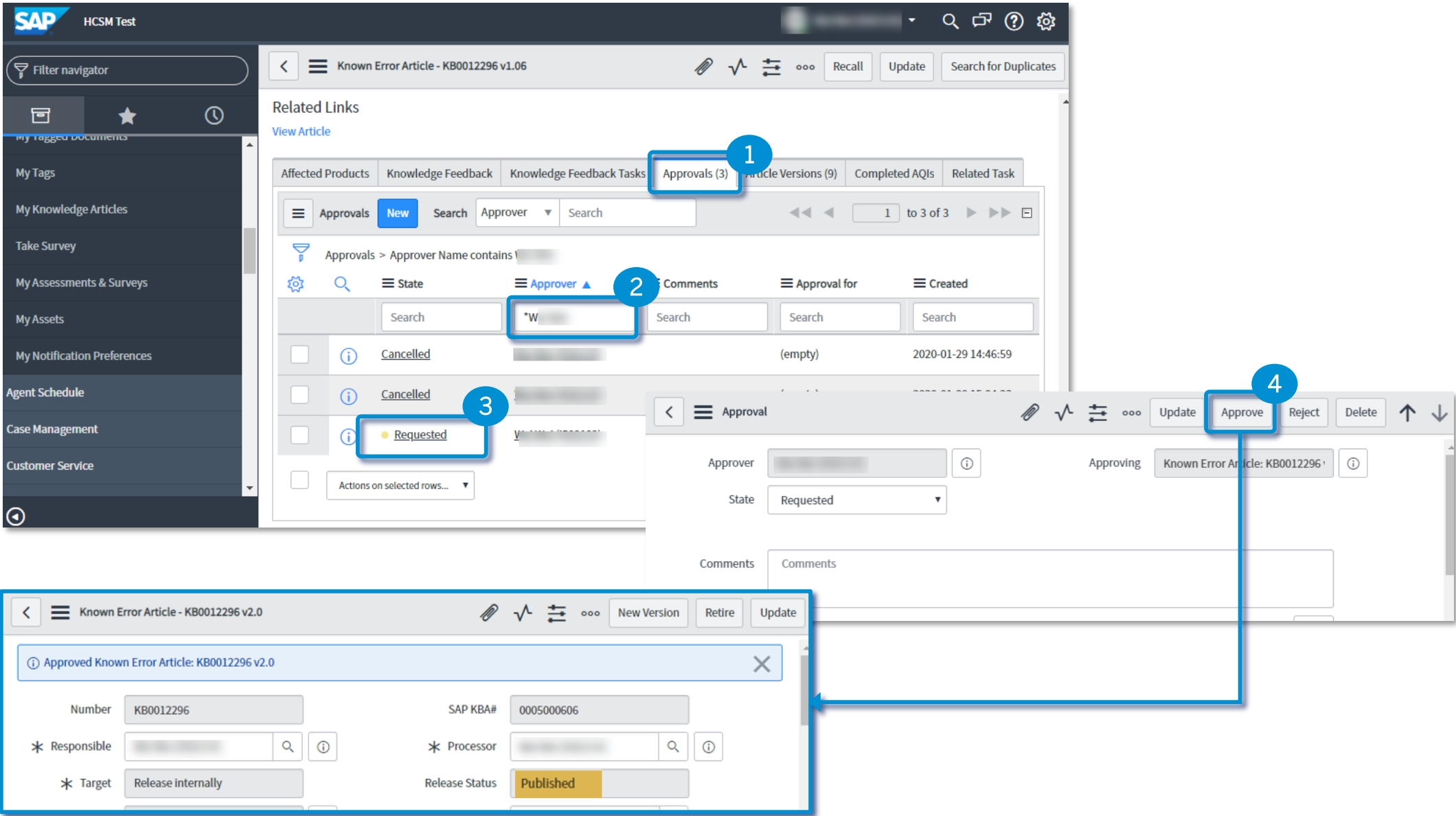
Step 3

Click the hyperlinked **Requested** field in the **State** column to open the approval request. If applicable, you can leave any note in the **Comments** field.

Step 4

Review the KEA content displayed in the Approval form and click **Approve** to publish the KEA.

This opens the approved KEA and the Release Status has changed to **Published**.



# 4. Publish KEAs

## Knowledge Management

4b Approve or reject the publishing request

Scenario 2: KEA is rejected due to need of improvement

If the submitted KEA requires improvement, the KM Coach should provide reasons of rejection and reject the publishing request.

Step 1

Scroll down below to the **Related Links** section and go to **Approvals** tab.

Step 2

In the **Approver** column, enter the search criteria using wildcard character of asterisk (e.g. **\*YourName**) and press Enter on keyboard to return all results that contain your name.

Step 3

Click the hyperlinked **Requested** field in the **State** column to open the approval request.

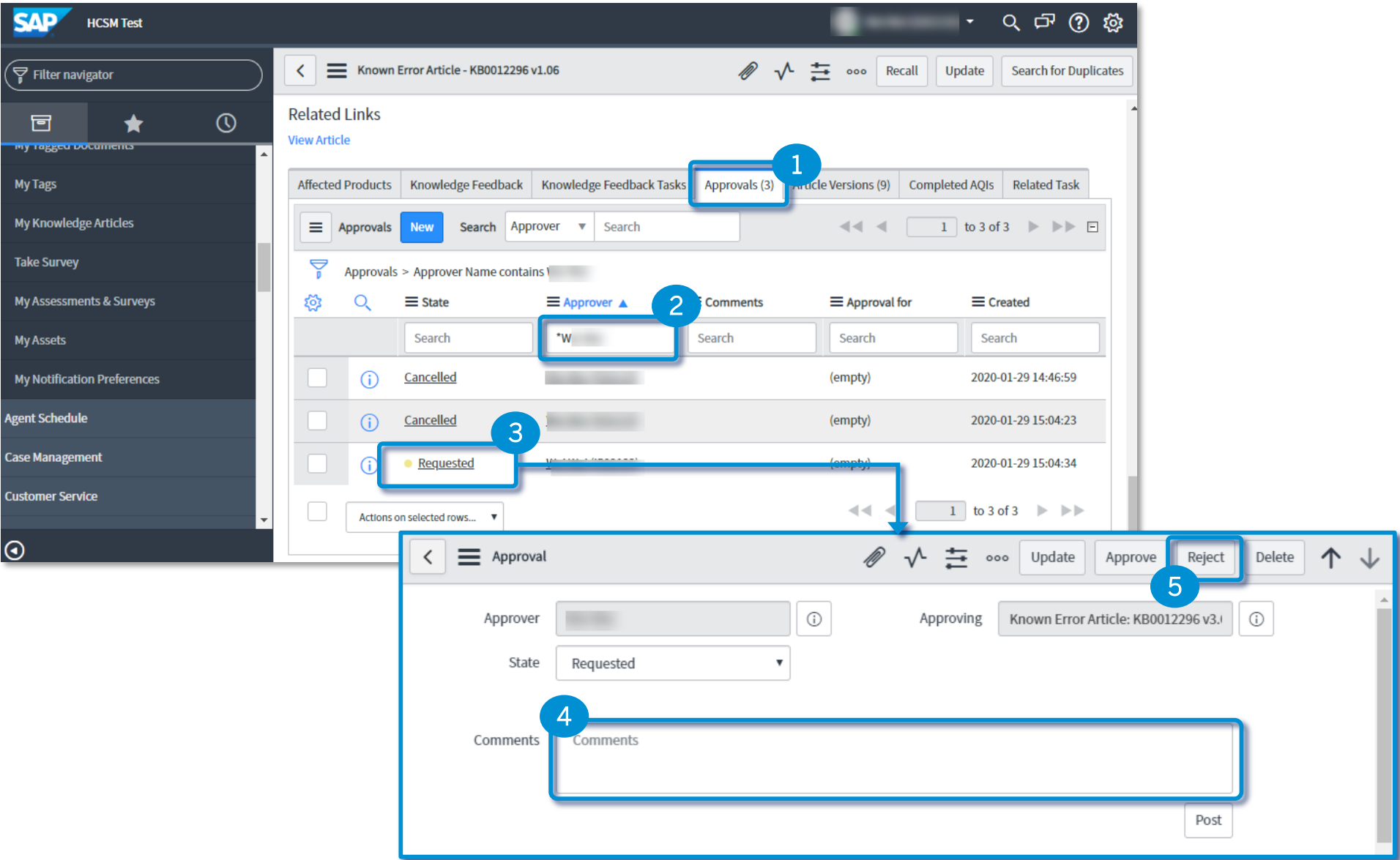
Step 4

Provide comments and/or reasons (**mandatory**) for the rejection using the **Comments** field to inform the requestor why the KEA is not approved for publishing.

Step 5

Click **Reject** to reject the publishing request of the KEA.

The KEA's **Release Status** remains as **Draft** after rejection.





**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

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

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## Change Log

Version	Changed by	Date	Description of changes	Status
1.0.0	Wei Wei	Mar 02, 2020	▪ WIPS 4.0 Golden Standard Baseline Documents	Published