



Knowledge Management V3

Objectives: “To enable the service provider to be more efficient and improve quality of service, increase satisfaction and reduce the cost of service; to ensure staff have a clear and common understanding of the value that their services provide to customers the ways in which benefits are realized from the use of those services; to ensure that, at a give time and location, the service provider staff have adequate information on who uses their services, current states of consumption, service delivery constraints and difficulties faced by the customer in fully realizing the benefits expected from the service.” (ST 4.7.1)

GENERAL PLATFORM CRITERIA

PinkVERIFY #	General Platform Criterion Assessment Question
Vendor Response	
KM-V3-G-001	Does the tool use ITIL® V3 process terms and align to ITIL V3 workflows and process integrations?
Comment:	
KM-V3-G-002	Does the tool have security controls in place to allow only authorized staff and users to view, open, modify, authorize and close records based on their role?
Provide an overview description of the tool’s security permissions’ capability, structure and authority basis (e.g.: based on role, organization, location).	
KM-V3-G-003	Does the tool support designating fields as mandatory?
Provide an overview:	
KM-V3-G-004	Does the tool provide ‘out-of-the-box’ reports and facilitate flexible (ad hoc) report generation?
Provide an overview:	
KM-V3-G-005	Does the tool facilitate the production of management reports from historical records?
Provide an overview:	



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PinkVERIFY #	General Platform Criterion Assessment Question
Vendor Response	
KM-V3-G-006	Does the tool provide an audit trail for record information and updates? E.g.: IDs of individuals or groups opening, updating and closing records; dates and times of status and activities updates, types of activities.
Describe:	
KM-V3-G-007	Does the tool automate notification and escalation to keep IT and users informed of potential issues or progress?
Describe:	
KM-V3-G-008	Does the tool provide facilities within the tool database for archiving closed records?
Describe:	



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CORE CRITERIA

PinkVERIFY #	Core Criterion Assessment Question
Vendor Response	
KM-V3-C-001 (OGC ISS 15.1.2)	Access Controls Does the tool have access controls/permissions that can be defined by the client? Different levels of access (e.g.: read-only, read/write) for users, IT staff and suppliers.
Describe (can include screenshots):	
KM-V3-C-002 (OGC ISS 15.1.7)	Data Complete/Valid Does the tool provide the means to validate new data inputs? E.g.: compliance with legislation, copyright, intellectual property or existing records held.
Describe (can include screenshots):	
KM-V3-C-003 (OGC ISS 15.1.1)	Unique Reference Does the tool allocate a unique reference number to each new record/entry?
Describe (can include screenshots):	
KM-V3-C-004 (OGC ISS 15.1.5)	Attachments Can the tool accommodate attachments in a variety of formats? E.g.: emails, documents, multimedia.
Describe (can include screenshots):	



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PinkVERIFY #	Core Criterion Assessment Question
Vendor Response	
KM-V3-C-005 (OGC ISS 15.1.10)	Content Format Does the tool allow a common and structured method of capturing inputs? E.g.: by the use of a form for the records as would be used for Incident Management.
Describe (can include screenshots):	
KM-V3-C-006 (OGC ISS 15.1.4)	Legislative Details Does the tool allow the recording of information about relevant legislation? Such as for SOX, ISO 20000 and others.
Describe (can include screenshots):	
KM-V3-C-007	Does the tool allow the creation and maintenance of links between related Knowledge Records?
Describe (can include screenshots):	
KM-V3-C-008	Does the tool automate the population of Knowledge Records with author and owner data, creation date, as well as any other attributes required by the organization?
Describe (can include screenshots):	
KM-V3-C-009 (OGC ISS 15.1.12)	Data Protection Can the tool control varying requirements for different records such as privacy, security, ownership and agreement restrictions?
Describe (can include screenshots):	



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PinkVERIFY #	Core Criterion Assessment Question
Vendor Response	
KM-V3-C-010	Does the tool facilitate the identification of redundant or duplicate information, whether in a single record, or multiple records?
Describe (can include screenshots):	
KM-V3-C-011	Does the tool automate the trending of knowledge use and identification of knowledge gaps?
Describe (can include screenshots):	
KM-V3-C-012	Does the tool automate the notification of interested parties of new knowledge/solutions applicable to them?
Describe (can include screenshots):	
KM-V3-C-013	Does the tool track how often a Knowledge Record is accessed or used?
Describe (can include screenshots):	
KM-V3-C-014 (OGC ISS 15.1.14)	Search & Retrieve Does the tool enable the search and retrieval of data by various search terms? E.g.: the ability to search by subject, owner or date.
Describe (can include screenshots):	
KM-V3-C-015 (OGC ISS 15.1 8)	Out Of Date Records Can the tool record, delete or archive out of date or unwanted information?
Describe (can include screenshots):	



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PinkVERIFY #	Core Criterion Assessment Question
Vendor Response	
KM-V3-C-016	Does the tool facilitate searching of data within Knowledge Records?
Describe (can include screenshots):	
KM-V3-C-017	Does the tool show the comparative relevance or importance of the information during a search? E.g.: most helpful,
Describe (can include screenshots):	
KM-V3-C-018 (OGC ISS 15.1.3)	External Input/Import Does the tool allow the linking to or capture of data/information from external sources? Such as suppliers and websites.
Describe (can include screenshots):	
KM-V3-C-019	Does the tool facilitate searching of content that is stored in multiple formats?
Describe (can include screenshots):	
KM-V3-C-020	Does the tool automate the creation and maintenance of FAQs for customer and user access?
Describe (can include screenshots):	



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PinkVERIFY #	Core Criterion Assessment Question
Vendor Response	
KM-V3-C-021 (OGC ISS 15.1.13)	Data Importance Can the tool record when any record is likely to be important to any person or group? E.g.: payroll information will be needed at the time payroll will be running.
Describe (can include screenshots):	
KM-V3-C-022 (OGC ISS 15.1.6)	Knowledge Transfer Does the tool allow the transfer of knowledge from one part of the service lifecycle to another? E.g.: as would be needed from Design to Transition or Transition to Operations?
Describe (can include screenshots):	
KM-V3-C-023 (OGC ISS 15.1.11)	Data Classification Does the tool provide the means to classify data?
Describe (can include screenshots):	
KM-V3-C-024 (OGC ISS 15.1.9)	Reason For Information Does the tool allow the reason for the record to be held? E.g.: for a project or a technical system.
Describe (can include screenshots):	



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INTEGRATION CRITERIA

PinkVERIFY #	Integration Criterion Assessment Question
Vendor Response	
KM-V3-I-001 (OGC ISS 15.1.15)	Link To Incidents Can Knowledge Management records be created by Incident Management staff?
Describe (can include screenshots):	
KM-V3-I-002 (OGC ISS 15.1.16)	Link To Problem KEDB Does the tool support the creation of Known Errors?
Describe (can include screenshots):	
KM-V3-I-003	Does the tool integrate with Change Management to enable Knowledge Records to be quickly created from Change Records with associated links?
Describe (can include screenshots):	
KM-V3-I-004 (OGC ISS 15.1.18)	Link To CMS Does the tool have links to the Configuration Management System?
Describe (can include screenshots):	
KM-V3-I-005	Does the tool integrate with the CMS and CMDBs to support the association of Knowledge Records to CI Records?
Describe (can include screenshots):	



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PinkVERIFY #	Integration Criterion Assessment Question
Vendor Response	
KM-V3-I-006	Does the tool automate the creation of a Request For Change or Service Request when a Knowledge Record needs to be modified?
Describe (can include screenshots):	
KM-V3-I-007 (OGC ISS 15.1.17)	Link To Events Can the tool accommodate information from Events?
Describe (can include screenshots):	
KM-V3-I-008 (OGC ISS 15.1.19)	Link To Availability Management Does the tool have links with AM to store and organize data?
Describe (can include screenshots):	