

15. KNOWLEDGE MANAGEMENT

Topic/Question	
15.1	<p>Unique Reference Does the tool allocate a unique reference number to each new record/entry?</p> <p>-----</p>
15.2	<p>Access Controls Does the tool have access controls/ permissions that can be defined by the client? Different levels of access (eg read-only, read/write) for users, IT staff and suppliers.</p> <p>-----</p>
15.3	<p>External Input/Import Does the tool allow the linking to or capture of data/ information from external sources? Such as suppliers and websites.</p> <p>-----</p>
15.4	<p>Legislative Details Does the tool allow the recording of information about relevant legislation? Such as for SOX, ISO 20000 and others.</p> <p>-----</p>
15.5	<p>Attachments Can the tool accommodate attachments in a variety of formats? Eg emails, documents, multimedia.</p> <p>-----</p>
15.6	<p>Knowledge Transfer Does the tool allow the transfer of knowledge from one part of the service lifecycle to another? Eg, as would be needed from design to transition or transition to operations?</p> <p>-----</p>
15.7	<p>Data Complete/Valid Does the tool provide the means to validate new data inputs? Eg, compliance with legislation, copyright, intellectual property or existing records held.</p> <p>-----</p>
15.8	<p>Out of Date Records Can the tool record, delete or archive out of date or unwanted information?</p> <p>-----</p>
15.9	<p>Reason for Information Does the tool allow the reason for the record to be held? Eg, for a project or a technical system.</p> <p>-----</p>

15.10	<p>Content Format Does the tool allow a common and structured method of capturing inputs? Eg, by the use of a form for the records as would be used for incident management.</p> <p>-----</p>
15.11	<p>Data Classification Does the tool provide the means to classify data?</p> <p>-----</p>
15.12	<p>Data Protection Can the tool control varying requirements for different records such as privacy, security, ownership and agreement restrictions.</p> <p>-----</p>
15.13	<p>Data Importance Can the tool record when any record is likely to be important to any person or group? Eg, payroll information will be needed at the time payroll will be running.</p> <p>-----</p>
15.14	<p>Search & Retrieve Does the tool enable the search and retrieval of data by various search terms? Eg, the ability to search by subject, owner or date.</p> <p>-----</p>
15.15	<p>Link to Incidents Can KM records be created by incident management staff?</p> <p>-----</p>
15.16	<p>Link to Problem KEDB Does the tool support the creation of known errors?</p> <p>-----</p>
15.17	<p>Link to Events Can the tool accommodate information from events?</p> <p>-----</p>
15.18	<p>Link to CMS Does the tool have links to the configuration management system?</p> <p>-----</p>
15.19	<p>Link to Availability Management Does the tool have links with AM to store and organise data?</p> <p>-----</p>

15.20	<p>Provision for specific document types</p> <p>Does the tool facilitate the design, transition and operation of a reliable SKMS that supports secure, versioned service management structures such as those that integrate alerts, events, incidents, service requests, problems, known errors, normal changes, standard changes, change & releases in the CMDB - with a mechanism to manage models of these.</p> <p>-----</p>
15.21	<p>Provision for specific document types</p> <p>Does the tool facilitate the design, transition and operation of a reliable SKMS that supports secure, versioned service management structures such as those that link the CMDB to the service portfolio (pipeline, catalogue & retired) through SDPs, ensuring that a) service models link the service strategy to the DML b) release, deployment, ITSCM, improvement and test plans link to SLAs/SLRs/OLAs/UCs linked to supporting financial data, demand data, business cases, the CSI register, policies and plans.</p> <p>-----</p>
15.22	<p>Provision for specific document types</p> <p>Does the tool facilitate the transition and operation of a reliable SKMS that supports secure, versioned service management structures that enable management and service reporting?</p> <p>-----</p>
15.23	<p>Provision for specific document types</p> <p>Does the tool facilitate the transition and operation of a reliable SKMS that supports secure, versioned service management structures that link the CMS (CMDB + DML) to other repositories in the tool or outside of the tool like the AMIS, CMIS, SCMIS and SMIS?</p> <p>-----</p>
15.24	<p>Provision for specific document types</p> <p>Does the tool facilitate the design transition and operation of a reliable SKMS that supports secure, versioned service management structures that provide reliable access to technical documentation including process documentation & standard operating procedures. Process documentation to include owner, roles, responsibilities, metrics, reports, activities, procedures & work instructions.</p> <p>-----</p>