It Knowledge Management

This is the home page for our IT Knowledge Management community of practice materials. Over time the materials will evolve and expand.

CHILD PAGES

- Controlled Vocabulary
- Knowledge-Centered Service (KCS)
- Knowledge Management Community of Practice
- Knowledge Management Training Materials
- ServiceNow KnowledgeBase Article Templates
- Style Guides

Frequently asked questions

- Add links to popular how-to and troubleshooting articles.
- Highlight important documentation.

Need more help?

- Link to resources such as your service desk, questions & answers or a forum.
- List contacts for getting additional help.

Other resources

- Include links to relevant external sites and services.
- Add other helpful information.

Browse by topic

A-Z

- A-Z
- community
- kcs
- km
- knowledge
- knowledge_management
- meetings
- resources
- templates
- training

Recently updated articles

- Knowledge-Centered Service (KCS)
  - Aug 18, 2017 • updated by Marlita Kahn • view change
- Style Guides
  - Aug 04, 2017 • updated by Marlita Kahn • view change
- Knowledge Management Training Materials
  - Aug 04, 2017 • updated by Marlita Kahn • view change
- ServiceNow KnowledgeBase Article Templates
  - Aug 04, 2017 • updated by Marlita Kahn • view change
- Controlled Vocabulary
  - Aug 04, 2017 • updated by Marlita Kahn • view change
- It Knowledge Management
  - Aug 04, 2017 • updated by Marlita Kahn • view change
- Community of Practice 20170726 Meeting
  - Jul 11, 2017 • updated by Marlita Kahn • view change
- Meetings
  - Jul 11, 2017 • created by Marlita Kahn