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
- ServiceNow Knowledge Base Work
- 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-S

- community
- kcs
- km
- knowledge
- knowledgebase
- knowledge_management
- meetings
- resources
- servicenow

T-Z

- templates
- training

Recently updated articles

- Knowledge Management Training Materials
  - Nov 27, 2017 • updated by Marlita Kahn • view change
- Knowledge-Centered Service (KCS)
  - Nov 17, 2017 • updated by Marlita Kahn • view change
- Knowledge Management Community of Practice
  - Nov 16, 2017 • updated by Marlita Kahn • view change
- Controlled Vocabulary
  - Oct 27, 2017 • updated by Marlita Kahn • view change
- Meetings
  - Oct 27, 2017 • updated by Marlita Kahn • view change
- ServiceNow Knowledge Base Work
  - Oct 27, 2017 • updated by Marlita Kahn • view change
- Community of Practice 20170726 Meeting
  - Oct 02, 2017 • updated by Marlita Kahn • view change
- Style Guides