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

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- community
- kcs
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- knowledgebase
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- meetings
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Recently updated articles

ServiceNow Knowledge Base Work
Oct 14, 2018 • updated by Marlita Kahn • view change

Meetings
Oct 12, 2018 • updated by Marlita Kahn • view change

Knowledge-Centered Service (KCS)
Feb 04, 2018 • updated by Marlita Kahn • view change

Controlled Vocabulary
Feb 02, 2018 • updated by Marlita Kahn • view change

Knowledge Management Training Materials
Nov 27, 2017 • updated by Marlita Kahn • view change

Knowledge Management Community of Practice
Nov 16, 2017 • updated by Marlita Kahn • view change

Community of Practice 20170726 Meeting
Oct 02, 2017 • updated by Marlita Kahn • view change

Style Guides
Aug 04, 2017 • updated by Marlita Kahn • view change

ServiceNow KnowledgeBase Article Templates
Aug 04, 2017 • updated by Marlita Kahn • view change

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