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
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- knowledge
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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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