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

<table>
<thead>
<tr>
<th>A-S</th>
<th>T-Z</th>
</tr>
</thead>
<tbody>
<tr>
<td>community</td>
<td>templates</td>
</tr>
<tr>
<td>kcs</td>
<td>training</td>
</tr>
<tr>
<td>km</td>
<td></td>
</tr>
<tr>
<td>knowledge</td>
<td></td>
</tr>
<tr>
<td>knowledgebase</td>
<td></td>
</tr>
<tr>
<td>knowledge_management</td>
<td></td>
</tr>
<tr>
<td>meetings</td>
<td></td>
</tr>
<tr>
<td>resources</td>
<td></td>
</tr>
<tr>
<td>servicenow</td>
<td></td>
</tr>
</tbody>
</table>

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

- **It Knowledge Management**
  - Aug 04, 2017 • updated by Marlita Kahn • view change

- **It Knowledge Management**