

Add Knowledge Artifact Procedure

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Process Owner:
TBD

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1 Purpose

The purpose of this document is to articulate the Add Knowledge Artifact procedure.

The goals of this policy are:

- To ensure that articles are created in a consistent manner
- To provide a reference document regarding the creation of Knowledge Artifacts
- To provide requirements that can be used when compliance is evaluated

2 Scope

This procedure comprises work instructions for Knowledge Artifact creation tasks that fall within:

- action 4 of the Knowledge Management cross-functional map

3 Effective Date

The effective date for this procedure is March 1, 2009.

4 Procedure Steps

4.1 Adding a Knowledge Artifact

1. Identify the need for a new artifact. Artifacts contain information regarding, but not limited to, updates, deployments, archival, or introduction of new technology or information.
2. Log into Service Desk.
3. Click the **Knowledge** tab.
4. Search to determine if a Knowledge Artifact already exists prior to creating a new artifact for the same topic.
5. From the scoreboard at the left, select the appropriate category and then sub-category for the artifact.
6. From the **File** menu, select **New Knowledge Document**.

NOTE: Alternately, right-click on the relevant sub-category and select **New Knowledge Document**.

7. Enter the relevant information for the artifact in each of the following fields:
 - Title
 - Summary
 - Problem
 - Resolution

- Notes

NOTE: Information entered in the **Notes** field will not be visible once the artifact is published. This information is strictly for the author and/or reviewer.

8. Click **Save**.

If the artifact requires an attachment, use steps 9-15 to add the attachment prior to submission for review and publication. Otherwise, skip to step 16.

9. Click the **Attachments** tab.
10. In the **Repositories** window, expand the **Knowledge** folder.
11. Right-click **Default**, and select **Add File**.
12. Browse to the relevant file, then click **Open**.
13. In the **Name** and **Description** fields, enter the appropriate information.
14. Click **Upload**.
15. In the **Repositories** window, click **Default**.
16. From the files list, mouse-over the relevant file, and select **Attach This File**.
17. Click **Save**.
18. To submit the artifact for review, click **Forward**.
19. From the **New Assignee** dropdown menu, select the appropriate assignee, and in the **Comments** field, enter one of the following comments as appropriate:
 - Awaiting Initial Review (for articles that have not previously been reviewed)
 - Awaiting Edit Review (for articles that have been reviewed and sent back to the author for editing)
20. Click **OK**.

5 Audited Controls

This process includes no controls at this time.

6 Background

This procedure document is a part of the first Knowledge Management process documented in the organization.

7 Definitions

- **Title** – The title of the Knowledge Artifact.
- **Summary** – A summary of the information contained in the Knowledge Artifact. Should be as concise as possible.

- **Problem** – The problem addressed by the Knowledge Artifact. Should be as specific as possible to minimize unnecessary overlap with other Knowledge Artifacts.
- **Resolution** – The resolution to the problem stated in the Knowledge Artifact. This may include procedures, factual information, diagrams, links, or whatever other information is deemed relevant to addressing the problem.
- **Notes** – Additional information regarding the Knowledge Artifact that cannot be seen by the general viewers of the Knowledge Base.

8 Revision Log

Change History			
Version	Date	Changed By	Description
0.1	2009-02-20	Michelle Travis	Initial draft created.

Review History			
Version	Date	Reviewed By	Description

Approval History			
Version	Date	Approved By	Description