Incident, Problem, Change and Knowledge Management Process – Knowledge Management as an Integral Component of Effective Service Delivery

Knowledge Lifecycle

- New Knowledge Needed?
  - Yes: Create Knowledge
  - No: Review Knowledge

Knowledge Systems

- Service Desk Knowledge Management Process
- Knowledge Systems
- Vendor 1 Knowledge Management Process
- Knowledge Systems
- All Other Knowledge Management Processes
- Knowledge Systems

Incident Management

- Incident Reported and Prioritized (If Major Incident, Execute Appropriate Procedures)
  - Yes: Yes Known Outage No
  - No: Yes Known Change No

Problem Management

- Problem Suspected
- Problem Recording And Classification
- Problem Investigation And Diagnosis
- Fix, Workaround or RFC Tested And Implemented
- Problem Closure
- Proactive Analysis And Review
- Problem And Workaround Documented in Known Error DB

Change Management

- Initiate Change
- Request For Change
- Feasible?
  - Yes: Feasible
  - No: Adverse Impact
- Impact Analysis
  - On: Publish Changes
  - Off: Recommend Delay
- Publish Changes
- Execute Change
- Pass
- Review Change
- Success
- Review Process

Knowledge Systems

- Validate Knowledge
- Publish Knowledge

Service Desk Knowledge Management Process

- Knowledge Systems
- Known Error DB

Knowledge Systems

- Close Ticket

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