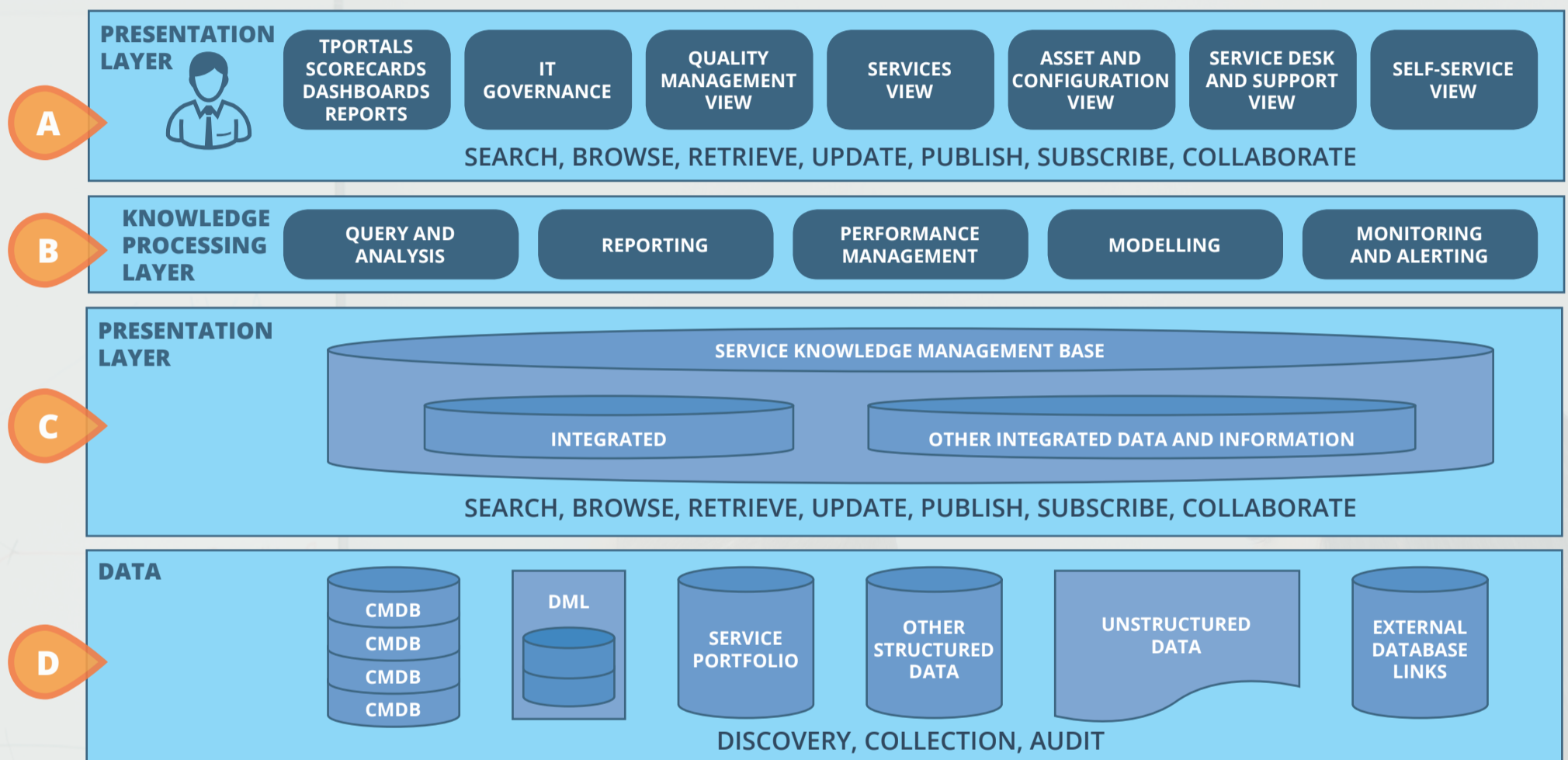


ITIL® Poster Series #52

Service Knowledge Management System

Introduction

Knowledge management is important for all stages of the lifecycle, for all roles. The Service Knowledge Management System (SKMS) holds all the knowledge relating to IT service management. This knowledge is underpinned by a large quantity of data gathered by various processes. One such example is the configuration management system (CMS), which forms part of the SKMS. The CMS describes the attributes and relationships of configuration items, many of which are themselves knowledge, information, or data assets stored in the SKMS. The SKMS will contain many different types of data, information, and knowledge, including the service portfolio, the CMS, the DML, SLAs and OLAs and contracts, the information security policy, the supplier and contract management information system (SCMIS), budgets, and cost models. This poster shows the architectural layers of the SKMS, and discusses how the data, information and knowledge should be managed.



MANAGING DATA, INFORMATION AND KNOWLEDGE

Knowledge rests on the management of the information and data that underpins it. To be efficient, this process requires an understanding of some key process inputs, such as how the data, information, and knowledge will be used, asking questions such as these:

- What knowledge is necessary?
- What do we need to monitor?
- What data is available?
- What is the cost of capturing and maintaining data?
- Does its value justify the cost?

We also need to consider applicable policies, legislation, standards, intellectual property rights, and copyright issues. Using the service knowledge management system reduces the costs of maintaining and managing the services.

MANAGING DATA, INFORMATION AND KNOWLEDGE

In order to make effective use of the data to deliver knowledge, it is important to create and maintain a relevant architecture matched to the organizational structure and needs.

An example of a knowledge, information and data architecture is shown in the diagram.

- A PRESENTATION LAYER**
Enables searching, browsing, retrieving, updating, subscribing and collaboration. The different views onto the other layers are suitable for different audiences. Each view should be protected to ensure that only authorized people can see or modify the underlying knowledge, information and data.
- B KNOWLEDGE PROCESSING LAYER**
Is where the information is converted into useful knowledge which enables decision-making.
- C INFORMATION INTEGRATION LAYER**
Provides integrated information that may be gathered from data in multiple sources in the data layer.
- D DATA LAYER**
Includes tools for data discovery and data collection, and data items in unstructured and structured forms.

