

IT Knowledge Management

Improve efficiency by reducing the need to rediscover knowledge



IT Knowledge Article

Any information that is relevant to an application or process you support constitutes a Knowledge Article. Pegasus is the central repository for IT Knowledge. Related information can be stored or referenced in Pegasus.

Title *Required*

A standard title format allows users to easily search for Knowledge. The recommended format begins with the subject or application in capital letters, a colon, and a brief summary of the article:

Type *Optional*

There are four types of Knowledge Articles:

- **Glossary** - Definitions of applications and processes
- **How To** - Step by step instructions for frequent inquiries
- **Reference** - Reference documentation or manuals
- **Workaround** - Remedies for an error condition that returns the user to a working status

View Access Level *Required*

Access levels are critical; carefully consider the audience for every Knowledge Article. There are currently four access levels:

- **All Vanderbilt** (available to anyone with an active VUNet ID)
 - **IT Only** (available to any member of a Pegasus Service Workgroup)
 - **Specific Workgroup** (allows one Pegasus Workgroup to view the Knowledge Article)
 - **Owner Group Only** (available only to the Pegasus Workgroup that owns the Knowledge Article)
- Links to websites, network shares, and SharePoint sites within Knowledge Articles need to have the same (or greater) access to prevent errors for users.

Knowledge | Keywords * | Attachments

Title:

Type:

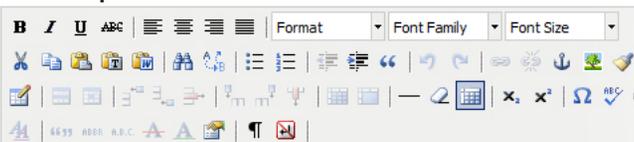
Owner Group: (select one)

View Access: (select one)

Subject Matter Expert Group:

Subject Matter Expert:

Description



Description *Required*

Content of the Knowledge Article. Consider using “just the facts” and plain language so that information is easy to find and understand.

- Numbered steps allow users to provide feedback easily (step # 3 generated error message “not found”).
- Attachments, imbedded images, and links to websites or shares are supported.
- Links within Knowledge Articles need to have the same (or greater) access to prevent errors for users.

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Knowledge | Keywords (0) * | Stats | Journal/Feedback | Dates | Attachments (0) | Related (0)

ID: 10447

Title:

Status: Published

Sub Status:

Type:

Owner Group:

View Access:

Subject Matter Expert Group:

Subject Matter Expert:

Status Required

Draft - An article that is still a work in progress. It is not available to users until the status is changed to "Published"

Published - An article that is available to users with the appropriate access level.

Suspended - An article that needs to be reviewed by the Owner. It is not available to users.

Archived - An article needed infrequently to support mature applications and processes. It is available to users by checking the "archived" box for searches.

Obsolete - An article needed for historical reporting or review. It is not available to users.

Maintenance of a Knowledge Article Required

Flagged Knowledge Article - Knowledge may be flagged for review by users other than the owner of the Article if it does not sufficiently explain a process, is out-of-date, or contains any other inconsistencies. An incident will be generated for the Owner Workgroup when a Knowledge Article is flagged for review.

Proactive Review - The Owner Workgroup of a Knowledge Article proactively updates, modifies, or archives a Knowledge Article due to changes in the application or process.

UFFA for Knowledge

Use It
Flag It
Fix It or
Add It

Keywords Required

Keywords for the Knowledge Article are extremely important. In addition to text in the title and description of the Knowledge Article and user ratings, the search will rely heavily upon keywords.

Suitable keywords will provide more valuable and relevant search results for the user.

At least one keyword is required, but multiple keywords can be entered. Keywords can be added as a single word (token), or as a phrase of up to three words (rsa securid token).

Add words or phrases normally used by support staff and users when referring to a process or application.