

Infra Course Outline

Knowledge Bank



Knowledge Centred Support (KCS) is an integral part of day-to-day operation in support organisations – KCS helps solve problems and knowledge is created as a by-product of problem solving. The Infra Knowledge Bank provides the structured repository to support KCS.

The one day Knowledge Bank Management course is suitable for System Administrators and Service Desk Managers who want to implement KCS using Infra.

What You Will Learn

- Overview of Knowledge Centred Support the Infra Knowledge Bank.
- Definition of KCS roles and statuses.
- How to search the Knowledge Bank.
- Viewing, editing and rating Knowledge Bank entries.
- Email Knowledge Bank entries.
- How to add to the Knowledge Bank (directly and from a call).
- How to progress an article through the KCS lifecycle.
- How to setup the Knowledge Bank within infra Enterprise.
- Definition and administration of Knowledge Bank entry types, ratings, profiles and statuses.
- Understanding of Knowledge Bank permissions and creation of roles.
- Consideration of text retrieval settings.



How You Will Benefit

On completion of the course, students will be able to configure and use the Knowledge Bank to compliment and support their Incident, Change, CMDB and Service Level Management processes and systems.

A full course manual is provided with the course. The manual provides students with a source of reference in their own workplace.

Starting Skill Level: There are no prerequisites for the course. It is recommended that delegates are familiar with Infra service desk functionality.

Length of Course: 1 day

Maximum Students: 8 Students

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Knowledge Bank

Course Topics

Knowledge Bank Operation

Module 1: Knowledge Bank Overview

- KCS overview.
- Define and consider KCS roles.
- Define and consider KCS Knowledge article statuses.

Module 2: Using the Knowledge Bank

- Introduction to the Infra Knowledge Bank.
- Searching the Knowledge Bank.
- View and edit Knowledge Bank entries.
- Rating Knowledge Bank entries.
- Email Knowledge Bank entries.
- Search and link Knowledge Bank entries from a call.

Module 3: Adding Knowledge

- Adding Knowledge:
 - Abstract.
 - FAQ.
 - Call.
 - Known issues.
 - KCS.
 - External documents.
 - External websites.
- Clone calls to the Knowledge Bank.
- Knowledge Bank article explorer.
- Knowledge Bank article lifecycle.

Knowledge Bank Administration

Module 4: Configuring the Knowledge Bank

- Knowledge Bank settings.
- Configure Knowledge Bank entry types.
- Configure Knowledge Bank profiles.
- Configure Knowledge Bank ratings.
- Configure Knowledge Bank statuses.
- Requiring Knowledge on call closure.
- Knowledge Management security role.

Module 5: Text Retrieval

- Text retrieval settings for Knowledge Bank searching.
- Creating and using common words.
- Creating and using keywords.
- Creating and using synonyms.

Appendices

Infra Knowledge Bank User Guide

KCS Datasheet

Knowledge Management White Paper

KCS Roles Table

Quick Reference Guide