HP Service Manager Knowledge Management module empowers your staff and end users by enabling and leveraging organizational wisdom.

Key benefits

- Reduces re-work for your IT staff by leveraging knowledge across the organization
- Obtains the best answers in real time for both IT staff and end users
- Mitigates cost and risk through automated incident triage and remediation, invoked directly from within the knowledge article
- Lowers the cost of ownership for your help desk and reduces call resolution time
- Increases your confidence with a solution built and certified on knowledge management best practices

Product overview

The fully integrated HP Service Manager Knowledge Management module provides your end users and service-desk personnel with speedy and accurate resolutions to their problems, either from a browser or directly from any HP Service Manager application screen. Knowledge can come from any HP Service Manager data source—such as call interactions, incidents, or known errors—and it can be derived from any external data source.

The knowledge management challenge

Knowledge is power, yet disparate systems reduce your IT organization’s ability to share this power across IT or provide this power to your end users. Without access to knowledge, end users are not empowered to solve their own problems. So they turn to the service desk repeatedly, perpetuating the high cost of support. Information gets created over and over to solve the same problems, and end users get different solutions to the same problem, resulting in lengthy resolution times and frustrated employees. Technicians frequently duplicate efforts because they are not aware that their co-workers already have found solutions to the problems they are addressing. Such problems are magnified by support staff turnover, which causes invaluable knowledge to walk out of the door with employees.
Additional employee frustration occurs when support technicians and engineers continue to solve the same problems rather than being able to access the solutions as they are created. Working on these types of problems that everyone knows the answers to makes work redundant and not very exciting for the support technicians.

Access to an integrated knowledge base changes this dynamic. With up to 80 percent of problems solved and made available to the help desk and end users, technicians can instead spend time finding the next best answer—and this leads to higher job satisfaction and IT productivity.

Key features

- Solves call interactions and incidents in real time with fully integrated knowledge lookup
- Uses the problem description automatically for knowledge-base searches
- Searches within a “results” set to quickly narrow a search
- Routes, escalates, or resolves customer incidents accurately and in real time using a powerful, fully integrated runbook automation tool via a link, within the knowledge article
- Provides cutting-edge search engine technology and a Web 2.0-based search user interface for superior performance and scalability as well as maximum user productivity
- Provides advanced relevancy searching for accurate, intended search results
- Simplifies configuration of Knowledge Management workflow and business rules through the use of an interactive, graphical user interface
- Supports full knowledge lifecycle
- Includes features to contribute, draft, import, approve, publish, and retire content to the knowledge base
- Allows the knowledge base to be populated with known sources of knowledge that are located in files or over the Web
- Includes a feedback button for direct end-user feedback based on the relevance and usefulness of each knowledge entry
- Offers a Hot News feature with time limitations on entries to improve accuracy and the quality of solutions
- Runs on multiple platforms, the same platforms as does Service Manager
HP Service Manager Knowledge Management provides your end users and service-desk personnel with speedy and accurate resolutions to their problems.

- Provides scalability and improves indexing performance by supporting the use of multiple index servers
- Supports high availability architecture such as decoupling of search servers from index servers, replication of the search server to multiple servers, and the addition of a load balancer across multiple search servers
- Provides fail-safe capabilities such as the creation of a second index server or search server for failover and the ability to switch to a backup server immediately without having to restart or log out and log back in to your Service Manager server
- Supports many different file types including Microsoft 2007 and 2010

Enables self-service support for your end users

- Extends HP Service Manager capabilities to include self-service knowledge on an enterprise self-service portal
- Reduces call volume with self-help and accurate information that is easily searchable in the common language of customer problems
- Tracks feedback to the documents searched and verifies that self-help was useful
- Includes natural language search capabilities
- Allows users to browse information by means of category hierarchy
- Provides search results based on individual user rights and access to content, helping users locate information that is relevant to their questions
- Is certified by the leading industry-standard best practices
- Employs the benefits of Knowledge-Centered Support (KCS) best practices
- Provides a solution that is fully KCS certified
- Supports IT Infrastructure Library (ITIL) best practice for integrating knowledge management into incident and problem management

Figure 2: Graphical user interface for editing workflows in HP Service Manager Knowledge Management module
Knowledge-Centered Support

Formerly known as Solution-Centered Support, Knowledge-Centered Support (KCS) is a knowledge management strategy for service and support organizations. It defines a set of principles and practices that enable organizations to improve service levels to customers, gain operational efficiencies, and increase the organizations’ value to their companies.

KCS is a proven methodology for knowledge management in support organizations. KCS has been adopted as a best practice by the Help Desk Institute. This recognition, combined with the KCS Foundations Workshop (currently offered in the United States and Europe), is creating increasing market recognition for KCS.

A complete solution

Comprehensive training
HP provides a comprehensive curriculum of HP Software and IT Service Management courses. These offerings provide the training you need to realize the full potential of your HP solutions, increase your network efficiency and responsiveness, and achieve better return on your IT investments.

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To learn more about how HP Service Manager Knowledge Management can provide your end users and service-desk personnel with speedy and accurate resolutions to their problems, visit: www.hp.com/go/servicemanagementsoftware.

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