



Knowledge Management PinkVERIFY™

KNOWLEDGE	General Criteria
KM-11-G-001	Does the tool use ITIL 2011 Edition process terms and align to ITIL 2011 Edition workflows and process integrations? -----
KM-11-G-002	Does the tool have security controls in place to allow only authorized staff and users to view, open, modify, authorize and close records based on their role? -----
KM-11-G-003	Does the tool support designating fields as mandatory? -----
KM-11-G-004	Does the tool provide out-of-the-box reports and facilitate flexible (ad hoc) report generation? -----
KM-11-G-005	Does the tool facilitate the production of management reports from historical records? -----
KM-11-G-006	Does the tool provide an audit trail for record information and updates? For example: IDs of individuals or groups opening, updating and closing records; dates and times of status and activities updates, types of activities -----
KM-11-G-007	Does the tool automate notification and escalation to keep IT and users informed of potential issues or progress? -----
KM-11-G-008	Does the tool provide facilities within the tool database for archiving closed records? -----



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KNOWLEDGE	Core Criteria
KM-11-C-001	Does the tool allow the creation of different access levels to the knowledge (i.e.: Read only, write, create, delete)? -----
KM-11-C-002	Does the tool facilitate the monitoring and tracking of knowledge / data lifecycle workflow and status? For example: data submission, validation, compliance to regulation / legislation, acceptance, approval, update and retirement -----
KM-11-C-003	Does the tool create a unique identifier for each knowledge record/document for ease of reference? -----
KM-11-C-004	Does the tool allow for the entry of free-form text, images, attachments, etc.? -----
KM-11-C-005	Does the tool allow the creation and enforced use of data input rules for creating Knowledge Records? For example: mandatory fields for content and information; QA and Change approval to move from draft to production -----
KM-11-C-006	Does the Knowledge Record have field of fields to record required legislation information and references? For example: ISO 20000, SOX -----
KM-11-C-007	Does the tool allow the creation and maintenance of links between related Knowledge Records? -----
KM-11-C-008	Does the tool automate the population of Knowledge Records with author and owner data, creation date, as well as any other attributes required by the organization? -----



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KNOWLEDGE	Core Criteria
KM-11-C-009	Does the tool track and maintain Knowledge Record controls? For example: ownership information, security, access, restrictions and constraints -----
KM-11-C-010	Does the tool facilitate the identification of redundant or duplicate information, whether in a single record, or multiple records? -----
KM-11-C-011	Does the tool automate the trending of knowledge use and identification of knowledge gaps? -----
KM-11-C-012	Does the tool automate the notification of interested parties of new knowledge/solutions applicable to them? -----
KM-11-C-013	Does the tool track how often a Knowledge Record is accessed or used? -----
KM-11-C-014	Does the tool support the ability to sort and retrieve Knowledge Records / data using different search terms and parameters? For example: platforms, technology type, owner, subject -----
KM-11-C-015	Does the tool provide the ability to record, delete, or archive Knowledge Records, which are no longer relevant? -----
KM-11-C-016	Does the tool facilitate searching of data within Knowledge Records? -----
KM-11-C-017	Does the tool show the comparative relevance or importance of the information during a search? For example: most helpful -----



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KNOWLEDGE	Core Criteria
KM-11-C-018	Does the tool facilitate the searching of multiple content repositories? For example: Supplier Knowledge Systems, Websites -----
KM-11-C-019	Does the tool facilitate searching of content that is stored in multiple formats? -----
KM-11-C-020	Does the tool automate the creation and maintenance of FAQs for customer and user access? -----
KM-11-C-021	Does the tool have the ability to identify when some Knowledge Records / data will be more likely to be required by users? For example: Payroll system information by HR during pay period -----
KM-11-C-022	Does the tool enable the transfer of a Knowledge Record data through the lifecycle of a service? For example: Service data relevant for Strategy / Planning, Design, Transition, Operation -----
KM-11-C-023	Does the Knowledge Record have a field or fields to classify the content / data type? -----
KM-11-C-024	Does the Knowledge Record have a field or fields so identify the reason or association for the Knowledge Record? For example: Project information, Technical information, FAQ -----
KM-11-C-025	Does the tool facilitate secure, versioned Service Management data models and structures in a reliable SKMS that enable the linking of Alerts, Events, Incidents, Service Requests, Problems, Known Errors, Normal Changes, Standard Changes, Change & Releases to the CMDB. -----



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KNOWLEDGE	Integration Criteria
KM-11-I-001	Does the tool integrate with Incident Management to enable Knowledge Records to be quickly created from Incident Records, with associated links? -----
KM-11-I-002	Does the tool integrate with Problem Management to enable Knowledge Records to be quickly created from Problem / Known Error Records with associated links? -----
KM-11-I-003	Does the tool integrate with Change Management to enable Knowledge Records to be quickly created from Change Records with associated links? -----
KM-11-I-004	Does the Knowledge Management tool and its data repositories form part of, or link to the Configuration Management System (CMS)? -----
KM-11-I-005	Does the tool integrate with the CMS and CMDBs to support the association of Knowledge Records to CI Records? -----
KM-11-I-006	Does the tool automate the creation of a Request For Change or Service Request when a Knowledge Record needs to be modified? -----
KM-11-I-007	Does the tool integrate with Event Management to gather data from events? -----
KM-11-I-008	Does the tool integrate with Availability Management and monitoring tools to store and sort data? -----



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KNOWLEDGE	Integration Criteria
KM-11-I-009	<p>Does the tool facilitate secure, versioned Service Management data structures in a reliable SKMS that provide links between the process specific models? Example: linking the CMDB to the Service Portfolio (Pipeline, Catalogue & Retired) through SDPs, so that a) Service Models link the Service Strategy to the DML b) Release, Deployment, ITSCM, Improvement and Test Plans link to SLAs/SLRs/OLAs/UCs linked to supporting Financial Data, Demand Data, Business Cases, the CSI Register, Policies and Plans.</p> <p>-----</p>
KM-11-I-010	<p>Does the tool facilitate secure, versioned Service Management structures that link the CMS (CMDB + DML) to other repositories in the tool or outside of the tool like the AMIS, CMIS, SCMIS and SMIS?</p> <p>-----</p>
KM-11-I-011	<p>Does the tool facilitate secure, versioned Service Management structures that enable Management and Service reporting from a reliable SKMS?</p> <p>-----</p>
KM-11-I-012	<p>Does the tool facilitate secure, versioned Service Management structures that provide reliable access to technical documentation including Process Documentation & Standard Operating Procedures, Process Documentation to include Owner, Roles, Responsibilities, Metrics, Reports, Activities, Procedures & Work Instructions from the SKMS?</p> <p>-----</p>