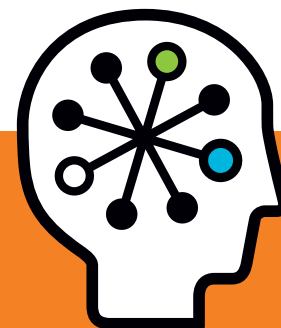




HP Service Manager Knowledge Management module

Data sheet



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
- 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

The knowledge management challenge

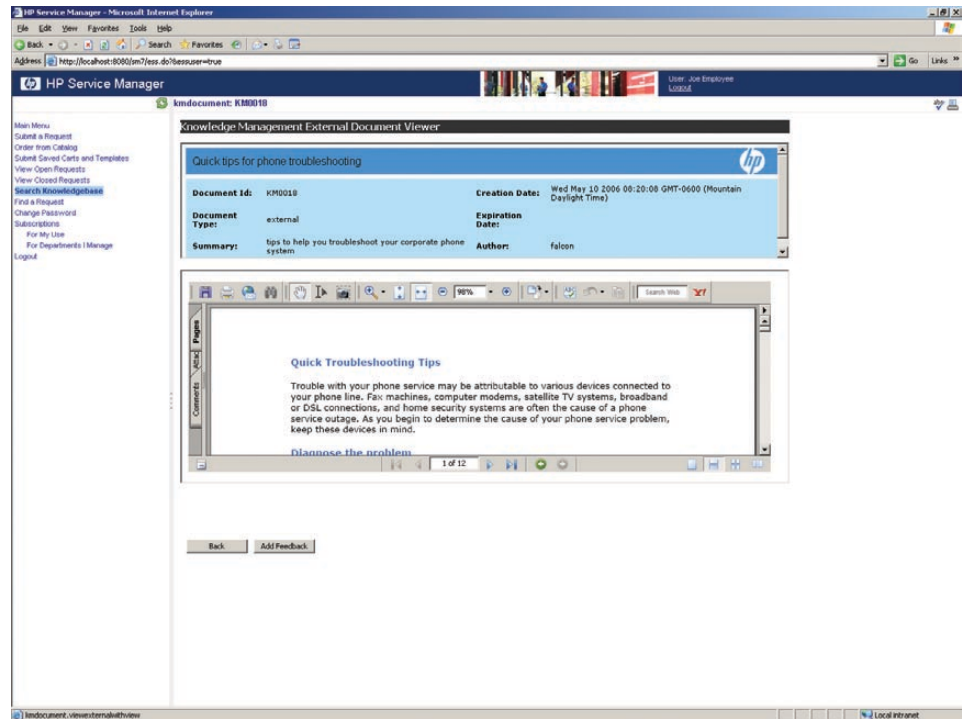
Knowledge is power, yet disparate systems reduce your IT organization's ability to share this power across IT or provide this power to your end users. Without access to knowledge, end users are not empowered to solve their own problems. So they turn to the service desk repeatedly, perpetuating the high 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 turn-over, which causes invaluable knowledge to walk out 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 a higher job satisfaction and IT productivity.

Figure 1. HP Service Manager Knowledge Management native language search



Product overview

A fully integrated HP Service Manager software module, Knowledge Management 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.

Powerful features

- Provides seamless integration with HP Service Manager
- Provides a completely integrated module built into HP Service Manager, as is the case with the HP Service Manager Change Management and Problem Management modules
- Provides an application that is administered and tailored within the HP Service Manager application foundation
- 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
- Leverages a powerful change management workflow that includes phases, tasks, and approvals
- 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
- Enables a full workflow process with approval support for driving content through the lifecycle
- 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

HP Service Manager Knowledge Management provides your end users and service desk personnel with speedy and accurate resolutions to their problems.



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
- Provides a powerful search engine
- 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

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.

With more than 30 years experience meeting complex education challenges worldwide, HP knows training. This experience, coupled with unique insights into HP software, positions HP to deliver the optimum training experience. For more information about these and other educational courses, visit www.hp.com/learn.

The smartest way to invest in IT

HP Financial Services provides innovative financing and financial asset management programs to help you cost-effectively acquire, manage, and ultimately retire your HP solutions. For more information on these services, contact your HP sales representative or visit www.hp.com/go/hpfinancialservices.

Ordering information

For information on HP Service Manager Knowledge Management module, contact your HP Software sales representative.

Contact information

To find an HP sales office or reseller near you, visit www.managementsoftware.hp.com/buy.

HP Services

Get the most from your software investment.

HP provides high-quality software services that address all aspects of your software application life-cycle needs. With HP, you have access to standards-based, modular, multi-platform software coupled with global services and support. The wide range of HP service offerings—from online self-solve support to proactive mission-critical services—enables you to choose the services that best match your business needs.

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To access technical interactive support, visit the Software Support Online at www.hp.com/managementsoftware/services.

To learn more about HP Software Customer Connection, a one-stop information and learning portal for software products and services, visit www.hp.com/go/swcustomerconnection.

Technology for better business outcomes

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