I. PURPOSE
The purpose of this document is to define the Knowledge Management policies for use across the University Information Technology (UIT) and the Information Technology Services (ITS) organizations.

II. OBJECTIVE
The objective of Knowledge Management is to share experience and information and to ensure this knowledge is available to the right people at the right time to improve decision making, and reduce the need to rediscover knowledge through proper recording and management.

III. SCOPE
This policy applies to all UIT/ITS employees, contractors, vendors, departments, business areas, functional areas, and affiliated organizations.

IV. POLICY
The practice shall be managed according to a defined process.

Knowledge shall be managed using the Knowledge-Centered Support (KCS) principles.

The Information Technology Service Management (ITSM) team shall facilitate definition of procedures, metrics, and documentation necessary to implement Knowledge Management.

All Service Owners are responsible to produce and record knowledge related to the services they support.

Data and Information used by the Service Desk and IT Operations to support customers and end-users shall be produced by the ITSM processes.

Knowledge shall be provided directly to customers and end-users for self-service/self-help, whenever possible.

Knowledge Management shall operate at across the ITSM lifecycle. Specifics of the Knowledge Management process shall be described in the Knowledge Management process documentation.

V. REGULATORY INFORMATION
NA

VI. GOVERNANCE
The Process Owner is responsible for the enforcement of this policy and the approved processes and procedures related to implementation of the policy.
VII. ENFORCEMENT AND EXCEPTIONS
This binding policy document is approved by the UIT/ITS's Executive Leadership Team. Infractions of these policies could result in disciplinary action.

Exceptions to these policies can be approved by the UIT/ITS's Executive Leadership Team.

Changes to corresponding Processes and Procedures may be made by the Process Owner.

VIII. POLICY REVIEW
The applicable policy, process, and procedure documents shall be audited, reviewed, and revised as necessary at a minimum interval of every two (2) years to ensure relevance, fit for purpose, and fit for use.

The applicable processes and procedures shall be audited, reviewed, and revised as necessary when the Policy is modified.

IX. REFERENCES
Definitions Document
Knowledge Management Process

X. APPROVALS

Approval Body:

Approval Date:

Policy Owner:

Origin Date:

XI. REVISION HISTORY

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<thead>
<tr>
<th>Date</th>
<th>Revision #</th>
<th>Description of Change</th>
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<tr>
<td>09.09.15</td>
<td>1.0</td>
<td>Initial creation.</td>
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