KNOWLEDGE MANAGEMENT SYSTEM

ABSTRACT

Embodiments of the present invention address the above needs and/or achieve other advantages by providing a method, system, computer program product, or a combination of the foregoing for creating a knowledge management system for production support that is standardized and centralized across the channels and sub-channels in an organization. The knowledge management system receives information relating to incidents from databases in the organization. The knowledge management system displays via a user interface at least the following information related to at least one incident, the current status of the incident, the recovery guidelines for effecting resolution of the incident, and scoring values associated with the incident. The knowledge management system also stores and displays historical information, contact information, incident reports, and outstanding incident tickets associated with the incident, as well as process maps or flowcharts for systems, applications, and customer views, and an academy for training associates.

Figure 2