

# How to manage HR Knowledge in Service One

## How to manage HR Knowledge in Service One

(For HR Operations, Payroll and other HR teams with agent access to Business Workflows)

### INTRODUCTION

In this article you will find information on what type of HR content is created in Service One, learn about roles and responsibilities when it comes to managing this source of HR information, as well as get detailed end-to-end instructions on how to create, publish, review and retire Knowledge Articles in Service One.

### SCOPE AND TYPE OF INFORMATION

While HR Wiki remains the **single source** of truth for HR information with detailed information per role and per process, **Service One** is the platform where users can find quick answers to their questions, thus promoting self-service.

There are two types of HR Knowledge Articles that are managed through Service One and they are External and Internal.

**External Knowledge Articles** are available to end users in Digital Workplace and Chatbot and they are intended to enable self-service. *Examples: Global FAQs, Short articles about global processes, instructions how to perform certain activities on global tools, step by step guides for common issues etc.*

These articles can link to HR Wiki for more detailed information and users can also choose to raise HR requests (when information is not available or can't be provided) via Digital Workplace platform, Chatbot and Live Chat.

*Note: Local FAQs are currently not available in Digital Workplace due to tool limitations. Answers to questions that are local in nature for end-users can be found in HR Wiki [Country FAQs](#) section or provided by HR support teams.*

**Internal Knowledge Articles** are available to users with agent access in Business Workflows. This helps agents to manage local information, store any internal descriptions, instructions and operational procedures with the advantage to link a particular article to a request and having everything in the same platform.

### WHO MANAGES HR KNOWLEDGE IN SERVICE ONE?

HR Knowledge Articles on Service One Knowledge Management system are managed by all **HR teams who have agent access in Business Workflows**.

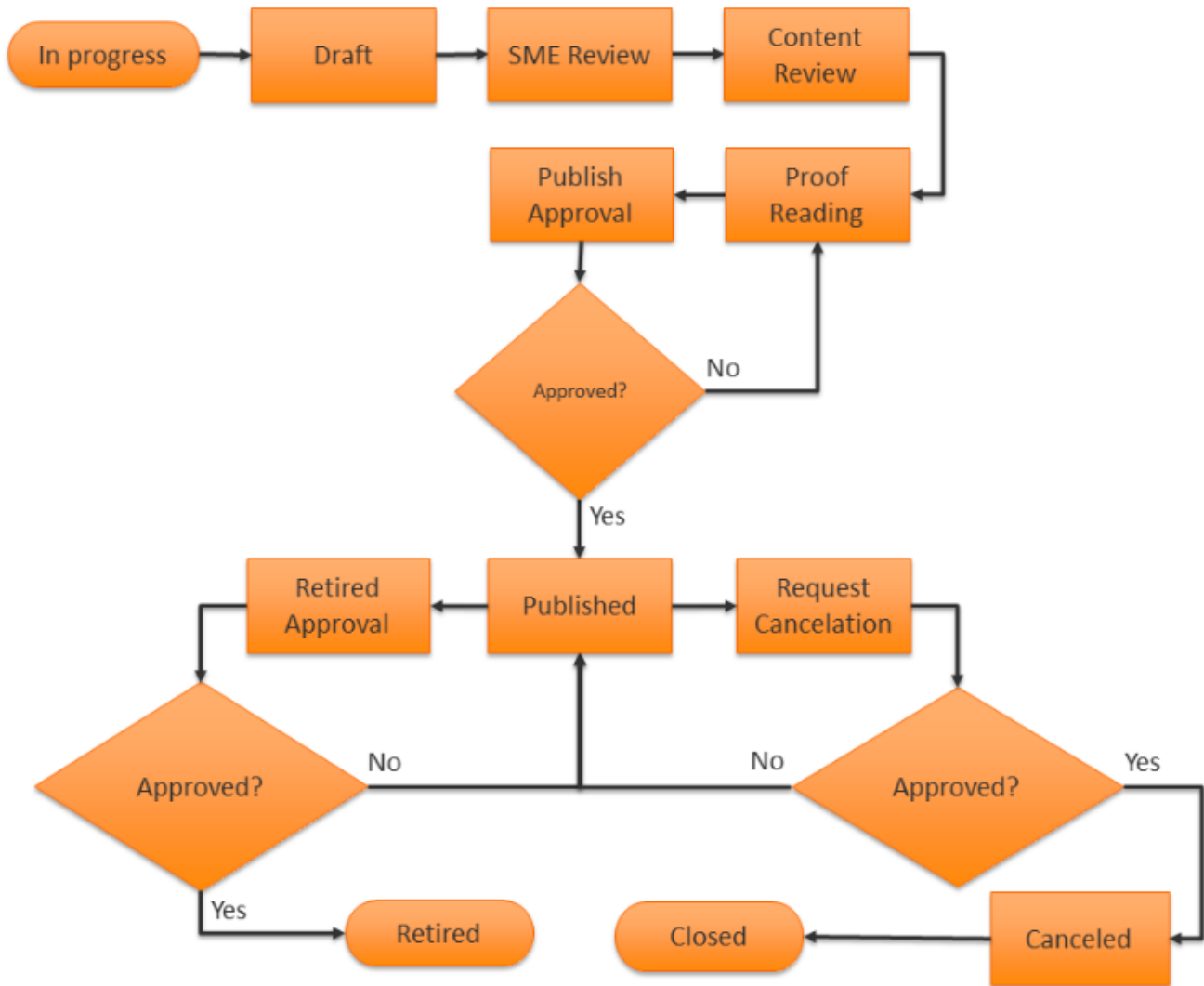
There are several main actors who are responsible to create, review, keep up to date and retire obsolete knowledge for their scope: HR Operations, HR Knowledge Management team, Payroll teams, Specialized teams with access to BWF, such as Global mobility and others.

Within each HR team certain roles must be defined to ensure the full cycle of HR Knowledge Article Management in Service One: **Knowledge creator /user, Knowledge Reviewer (also Subject Matter Expert - SME) and Knowledge Publisher**.

Depending on the operating model chosen for the each team for HR Knowledge Management in Service One, some of these roles can be accumulative. For example, Reviewer (SME) can also be the publisher.

*Note that there are no workflows enabled on the tool for HR Service Line, however the suggested process from Knowledge Article creation to publishing should be ensured.*

**See typical HR Knowledge Article lifecycle below:**



When it comes to content of the Knowledge Articles each HR team is responsible for the content creation, review/update and removal as per their scope of expertise.

To see detailed description of the scope of each HR team please click on the button below.

[SCOPE OF HR KNOWLEDGE MANAGEMENT IN SERVICE ONE .](#)

To ensure the Knowledge Management process each team defines roles that execute the typical activities for that role based on the model chosen for the team.

To see detailed description of typical activities per role please click on the button below.

[ACTIVITIES PER ROLE FOR HR KNOWLEDGE MANAGEMENT .](#)

## Types of Knowledge Articles: Roles and Responsibilities

There are differences in the publishing process based on the Knowledge Article Type.

### External Knowledge Articles

Can only be published by HR Operations team and HR Knowledge Management team.

HR Operations team is responsible to publish HR Knowledge Articles that are global and operational in nature and intended for the end-user. For example: Quick tips for users on some tool issues, instructions on how to use some HR tools, FAQs for global processes, based on what users are asking via requests or Chatbot.

HR Operations team monitors requests and Chatbot logs to continuously ensure new global Knowledge Articles are being created to increase the level of self service wherever possible.

HR Knowledge Management team can publish Knowledge Articles on global HR processes as new information becomes available in the HR Wiki.

Note: While Service One is not able to provide local information in Digital Workplace all local FAQs that need to be published (in HR Wiki) should be submitted to HR Knowledge Management team via [this worksheet](#).

**See how to publish external Knowledge Articles below:**

### Internal Knowledge Articles

All HR teams with access to Business workflows are responsible to maintain HR Knowledge for their scope. For example, country scope for local payroll teams, global mobility process for Global Mobility team etc.

HR Operations are responsible for creation of articles on global processes, tips and tricks, operational procedures and other internal documentation that helps with their scope of activity. HR Operations can support payroll teams on local content creation, but the reviewer must be someone responsible for local scope.

Local payroll teams (and any other team treating requests for specific scope) is responsible for creation, review and updating of their internal Knowledge resources to continuously increase the available internal knowledge in the same platform.

Local/specialized teams are also responsible to increase available local information to facilitate transversal knowledge sharing between local teams and HR Operations as well as integration of new team members into the team.

**See how to use internal Knowledge Articles in BWF below:**

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## HOW TO MANAGE KNOWLEDGE IN SERVICE ONE?

HR Knowledge Article lifecycle consists of article Creation, Publishing, Reviewing/Updating and Retiring.

**To learn how to create, publish, review/update and retire Knowledge Articles in Service One, please click on the button below.**

[HOW TO MANAGE KNOWLEDGE ARTICLES](#) .

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## RECORDED TRAINING SESSIONS

If you missed the training sessions provided to the teams, you can view recorded sessions for HR Operations and Payroll teams below:

[CLICK HERE FOR RECORDED TRAINING SESSION FOR HR OPERATIONS](#)

[CLICK HERE FOR RECORDED TRAINING SESSION FOR PAYROLL](#)

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- [Training session slide deck](#)
- [Recorded training session for HR Operations](#)
- [Recorded training session for Payroll](#)

