

Knowledge Management

Objective

Our goal is to **streamline knowledge creation, organization, and sharing** across teams, fostering better collaboration, minimizing redundancies, and boosting overall efficiency.

Scope

Covers all **knowledge-related processes**, including capturing, validating, storing, and disseminating knowledge for operational, strategic use and tools. It involves all **IT services** and integrates **end-users, internal IT teams** and **IT service providers**

Main activities



Main roles

KNOWLEDGE MANAGER

Oversees KM strategy, governance, and continuous improvement

PROCESS OWNERS

Define and refine knowledge workflows within their domains




IT TEAM LEADERS

Ensure KM tools align with technical infrastructure and business needs

SYENSQO EMPLOYEES

Contribute to and utilize the KM system for seamless collaboration

Useful contacts

 **Knowledge Process Leader** : To be completed by the new team

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