



USER GUIDE

How to upload a Good Practice (GP) article?



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1 Introduction

This is a guideline document that will assist users in uploading GP articles.

1.1 Purpose and Scope

- **In Scope**
This guideline document is for all users who to contribute or upload any GP article
- **Out of Scope**
Users who doesn't have access to VAL portal

1.2 Intended Audience

All VAL users

2 General Document Information

2.1 System Overview

VAL-Vodafone Asset Library is the one-stop shop for all Knowledge Management activities across TSS, where users can come together to contribute, share, collaborate and use various knowledge articles in their day-to-day work. This portal can store big data like audio and video files apart from the normal documents.

2.2 Authorized Used Permission

All VAL Users

2.3 Points of Contact

Admin-tssc-VAL@vodafone.com

3 Acronyms

Term	Definition
GP	Good Practice

4 Describing the System

4.1 Key Features

NA



4.2 Environment

NA

5 Installing, Starting and Stopping the System/Tool

Login to VAL by typing <https://vodafoneassetlibrary.vodafone.com>

5.1 Access Control

Anyone who have access to VAL will be able to contribute any SOP article. Having basic VAL access is a prerequisite.

5.2 User Access Levels

NA

6 Step by Step Instructions for using the system/Tool

- Begin sharing your knowledge, with your colleagues, by using the contribute feature of VAL. Click on contribute button at the home page to get started.



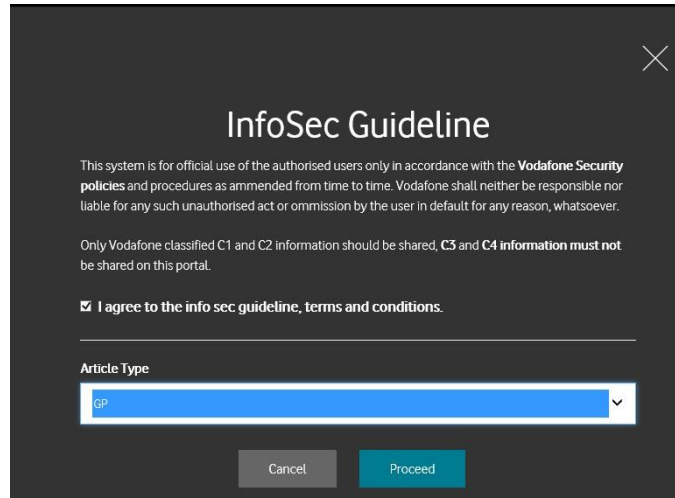
- The content to be uploaded has to follow the InfoSec guidelines, and the author needs to ensure, that the information shared doesn't fall into Vodafone classified C3 and C4 categories.





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- Select the article category where you want to contribute your article,
 - To upload a GP article, click on the GP category from the article type dropdown.



- GP form is now open
- Enter the name of the article you are sharing.

Article Name* ?

- In the trigger field, provide a description of the scenario which prompted you to write this article.

Trigger ?

B I U S 📎

- In areas of improvement field, describe portion of process or service which was improved.

Area of Improvement* ?

B I U S 📎

- Next describe the objective or outcome of this activity.



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- Summarize the article in a few points.
- Fill in other non-mandatory fields if you find them relevant.
- You need to type in the benefits of the article, whether they are tangible or intangible in nature

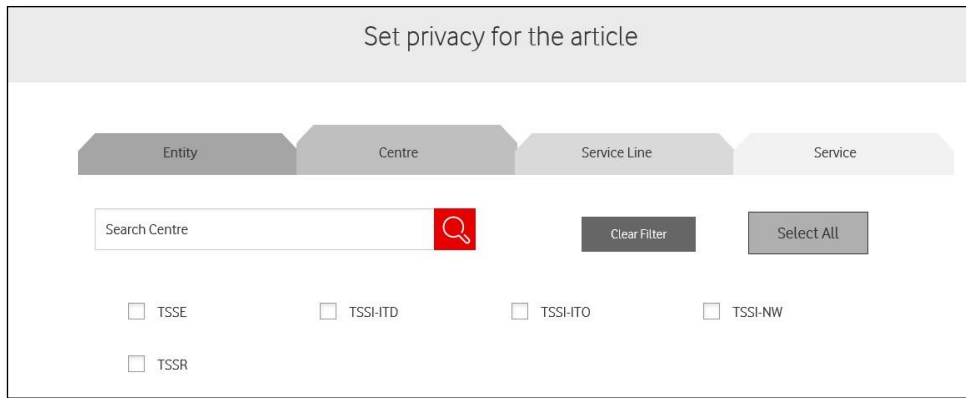
- In the keyword field, add specific keyword t to make your article more searchable. You can add multiple keywords separated by commas

- Tag the article as per its relevance for center, service line, service name, technology and entity

- The privacy option available here, allows you to restrict the view of the article. But we encourage you, to share your knowledge with everyone and not restricting them to a smaller audience.



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- Use the browse button to upload attachments



- You need to save your article by clicking on save button.



- To process the article, press continue.
- Preview your article to see how anyone accessing it will see it. To edit the article, click on the back button.



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Preview

Enter Name of the GP Article

avishek misra

Modified on: 04/07/2019 11:51 AM

Article Type GP	Created on 04/07/2019 11:51 AM
Trigger	Entity India
Area of Improvement Test	Center TSS
Objective Test	Service Line TSSI-ITD-BizX
Summary of Good Practice Test	Service Business Excellence-KM
What are the good dependencies to follow this Good Practice?	Technology Other
Are there any specific requirements to follow this good Practice?	Keywords Test
What Support required to carry out this activity?	

- Click on submit when you are sure.

7 Revision History

Version No	Date of Revision	Description Of Change	Reason for Change	Affected Sections	Author/Modified By	Reviewed /Approved By
0.1	5.11.2018	Created the first draft	NA	NA	Sayan.banerjee@vodafone.com	Navin.verma02@vodafone.com



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1.0	07.4.2019	Updated the Point of contact in 2.3. Updated contribute image and preview image in Point 6.	Changes due to change in tool name	2.3 and 6	Avishek.misra@vodafone.com	Shashikant.Dubey2@vodafone.com Navin.verma02@vodafone.com
2.0	27.11.2020	Updated section 1.2, 2.2, and 3.	Changes due to new development	Updated section 1.2, 2.2, and 3.	Avishek.misra@vodafone.com	Shashikant.Dubey2@vodafone.com Navin.verma02@vodafone.com