



USER GUIDE

How to upload a Know Error Database (KEDB) article?



Table of Contents

1 Introduction.....	4
1.1 Purpose and Scope	4
1.2 Intended Audience.....	4
2 General Document Information	4
2.1 System Overview.....	4
2.2 Authorized Used Permission.....	4
2.3 Points of Contact.....	4
3 Acronyms.....	4
4 Describing the System.....	4
4.1 Key Features.....	4
4.2 Environment	5
5 Installing, Starting and Stopping the System/Tool	5
5.1 Access Control	5
5.2 User Access Levels.....	5
6 Step by Step Instructions for using the system/Tool.....	5
7 Revision History	9





1 Introduction

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

1.1 Purpose and Scope

- **In Scope**
This guideline document is for all users who to contribute or upload any KEDB 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
KEDB	Known Error Database

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 KEDB article. Having basic VAL access is a prerequisite.

5.2 User Access Levels

NA

6 Step by Step Instructions for using the system/Tool

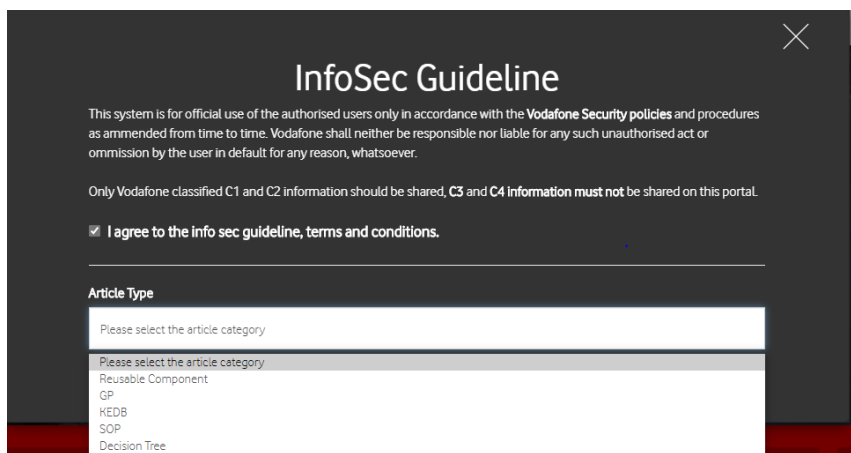
- Begin sharing your knowledge, with your colleagues, by using the contribute feature of VAL. Click on contribute button at the home page to get started.



- 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.



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



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

Article Name* ⓘ

- Provide clear and brief description of symptom based issue, from user perspective who logs the said incident.

Issue Symptoms* ⓘ

B I U S

- Describe the issue in details



- In the impact section, describe the most probable impact and the level of impact ie, High, Medium or Low,.

- Type in the underlying or original cause in the Root Cause field
- Give clear steps in troubleshooting which will help identify the potential cause and thereby validating the issue.
- You can optionally fill in other non-mandatory fields
- 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 centre, service line, service name, technology and entity

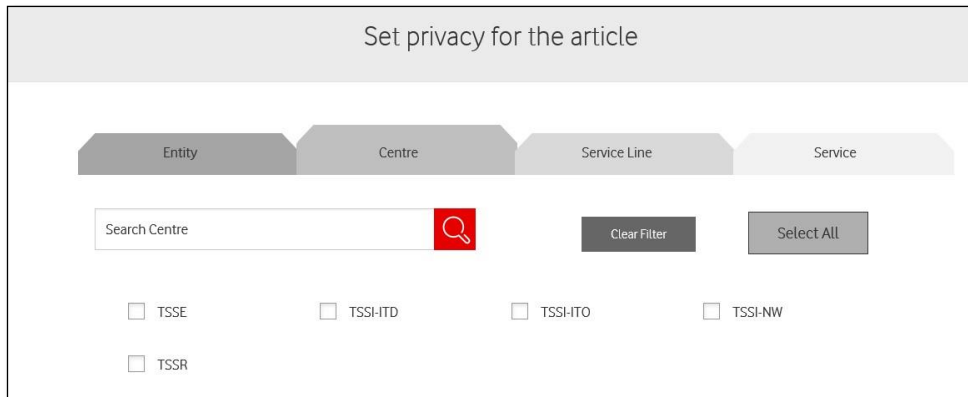
- The privacy option available here, allows you to restrict the view of the article. But we encourage you, to share your knowledge with everyone and not restricting them to a smaller audience.



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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 the Name of the KEDB Article

avishek misra

Modified on: 04/07/2019 12:11 PM

Article Type

KEDB

Issue Symtoms

Test

Issue Symtoms details

Test

Issue impact

Low

Problem status

Error

Root cause

Troubleshooting steps

Test

Problem resolution workaround

Permanent problem resolution

Created on

04/07/2019 12:11 PM

Entity

India

Center

TSS

Service Line

TSSI-ITD-BizX

Service

Business Excellence-KM

Technology

Other

Keywords

Test

- Click on submit when you are sure.

7 Revision History

Document Owner: SharePoint Team

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
1.0	07.4.2019	Updated the Point of contact in	Changes due to change in	2.3 and 6	Avishek.misra@vodafone.com	Shashikant.Dubey2@vodafone.com Navin.verma02@vodafone.com



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		2.3. Updated contribute image and preview image in Point 6.	tool name			
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