

Project Document

Effective Knowledge Management: From Article Creation to Approval

1. Project Overview

This project focuses on Standardizing Knowledge Article Management in ServiceNow, designed to address the challenges of inconsistent, inaccurate, and untimely information shared with end-users and support teams. The goal is to deliver a comprehensive solution by leveraging ServiceNow Knowledge Management. Through this project, we aim to enhance information accuracy, operational efficiency, and user experience, supporting the long-term goals of consistent knowledge sharing and effective support operations.

2. Objectives

Business Goals:

- Create a streamlined and standardized process for knowledge article creation and approval.
- Ensure consistency, accuracy, and timeliness of shared knowledge.

Specific Outcomes:

- Develop a clear workflow for creating and approving knowledge articles.
- Assign roles and responsibilities for knowledge creation and management.
- Improve end-user satisfaction with accurate and easily accessible information.

3. Key Features and Concepts Utilized

ServiceNow Administration: Ensuring proper configuration of workflows, permissions, and roles.

Knowledge Article Management: Standardizing templates and guidelines for article creation.

Approval Workflows: Implementing structured approval processes for articles before publication.

4. Detailed Steps to Solution Design

Step 1: Create Users

Primary email device created for Jai Prakash

User ID	Name	Email	Active	Created	Updated
abel.tutor	Abel Tutor	abel.tutor@example.com	true	2012-02-17 19:04:52	2024-11-14 21:37:48
abraham.lincoln	Abraham Lincoln	abraham.lincoln@example.com	true	2013-07-23 17:15:54	2024-11-14 21:37:50
adela.cervantsz	Adela Cervantsz	adela.cervantsz@example.com	true	2012-02-17 19:04:50	2024-11-14 21:37:46
aleen.mottern	Aileen Mottern	aleen.mottern@example.com	true	2012-02-17 19:04:49	2024-11-14 21:37:49
alejandra.prenatt	Alejandra Prenatt	alejandra.prenatt@example.com	true	2012-02-17 19:04:52	2024-11-14 21:37:47
alejandro.mascall	Alejandro Mascall	alejandro.mascall@example.com	true	2012-02-17 19:04:52	2024-11-14 21:37:50
alene.rabeck	Alene Rabeck	alene.rabeck@example.com	true	2012-02-17 19:04:53	2024-11-14 21:37:51
alfonso.griglen	Alfonso Griglen	alfonso.griglen@example.com	true	2012-02-17 19:04:51	2024-11-14 21:37:46
alissa.mountjoy	Alissa Mountjoy	alissa.mountjoy@example.com	true	2012-02-17 19:04:52	2024-11-14 21:37:49
allan.schwandt	Allan Schwandt	allan.schwandt@example.com	true	2012-02-17 19:04:53	2024-11-14 21:37:50
allie.pumphrey	Allie Pumphrey	allie.pumphrey@example.com	true	2012-02-17 19:04:52	2024-11-14 21:37:50
allyson.gillisple	Allyson Gillisple	allyson.gillisple@example.com	true	2012-02-17 19:04:50	2024-11-14 21:37:46

1 to 20 of 628

Step 2: Create Groups

Job to add or remove role(s) from user(s) of group has been queued

Name: Group email:

Manager: Parent:

Description:

Roles:

User:

Group = Manager Group

User

No records to display

The screenshot shows the ServiceNow 'Edit Members' page for a Group Member. The browser address bar shows the URL: `dev276385.service-now.com/now/nav/ui/classic/params/target/sys_m2m_template.do%3Fsys_is_list%3Dtrue%26sys_is_related_list%3Dtrue%26sys_target%3Dsys_user_g...`. The page title is 'Group Member - Edit Members'. The main content area has a filter section with 'Add Filter' and 'Run filter' buttons. Below this is a collection list with a search bar containing 'jai' and a dropdown menu showing '--None--'. To the right is a 'Group Members List' with a search bar and a dropdown menu showing 'Jai Prakash'. The bottom of the page shows a Windows taskbar with various icons and the system clock displaying 03:07 PM on 15-Nov-2024.

Step 3: Create Roles

The screenshot shows the ServiceNow 'New Record' page for a Role. The browser address bar shows the URL: `dev276385.service-now.com/now/nav/ui/classic/params/target/sys_user_role.do%3Fsys_id%3D-1%26sys_is_list%3Dtrue%26sys_target%3Dsys_user_role%26sysparm_ch...`. The page title is 'Role - New Record'. The main content area has a form with fields for 'Name' (containing 'Manager'), 'Application' (set to 'Global'), 'Elevated privilege' (checkbox), and 'Description'. A 'Submit' button is located at the bottom left of the form. The bottom of the page shows a Windows taskbar with various icons and the system clock displaying 03:12 PM on 15-Nov-2024.

Step 4: Changing the Owner of the Knowledge Base

naan mudhalvan login - Search x - Student x - ServiceNow Developers x - KB0010001 v0.02 | Knowledge | x +

dev276385.service-now.com/now/nav/ui/classic/params/target/kb_knowledge.do%3Fsys_id%3D7b1e144783f5121064cdf120feaad38a%26sysparm_record_target%... ☆

servicenow All Favorites History Admin Knowledge - KB0010001 v0.02 Search

Knowledge KB0010001 v0.02 Recall Update Search for Duplicates Delete

Introduction to Cloud Computing

631 words

Recall Update Search for Duplicates Delete

Related Links

[View Article](#)

[Run User Criteria Diagnostics](#)

Affected Products Feedback Feedback Tasks Approvals (1) Article Versions (2) Related Articles Related Catalog Items

State Search Actions on selected rows...

Approvals

State	Approver	Comments	Approval for	Created
Requested	Jai Prakash		(empty)	2024-11-15 02:25:37

1 to 1 of 1

90° Search ENG IN 03:56 PM 15-Nov-2024

naan mudhalvan login - Search x - Student x - ServiceNow Developers x - Bernard Laboy | User | ServiceN x +

dev276385.service-now.com/now/nav/ui/classic/params/target/sys_user.do%3Fsys_id%3Dde826bf03710200044e0bfc8bcb5de6 ☆

servicenow All Favorites History Workspaces User - Bernard Laboy Search

User Bernard Laboy Update Set Password Delete

User ID jai.prakash Email bernard.laboy@example.com

First name Jai Language -- None --

Last name Prakash Calendar integration Outlook

Title Time zone System (America/Los_Angeles)

Department IT Date format System (yyyy-MM-dd)

Password needs reset ☐ Business phone

Locked out ☐ Mobile phone

Active ☒ Photo Click to add...

Web service access only ☐

Internal Integration User ☐

Update Set Password Delete

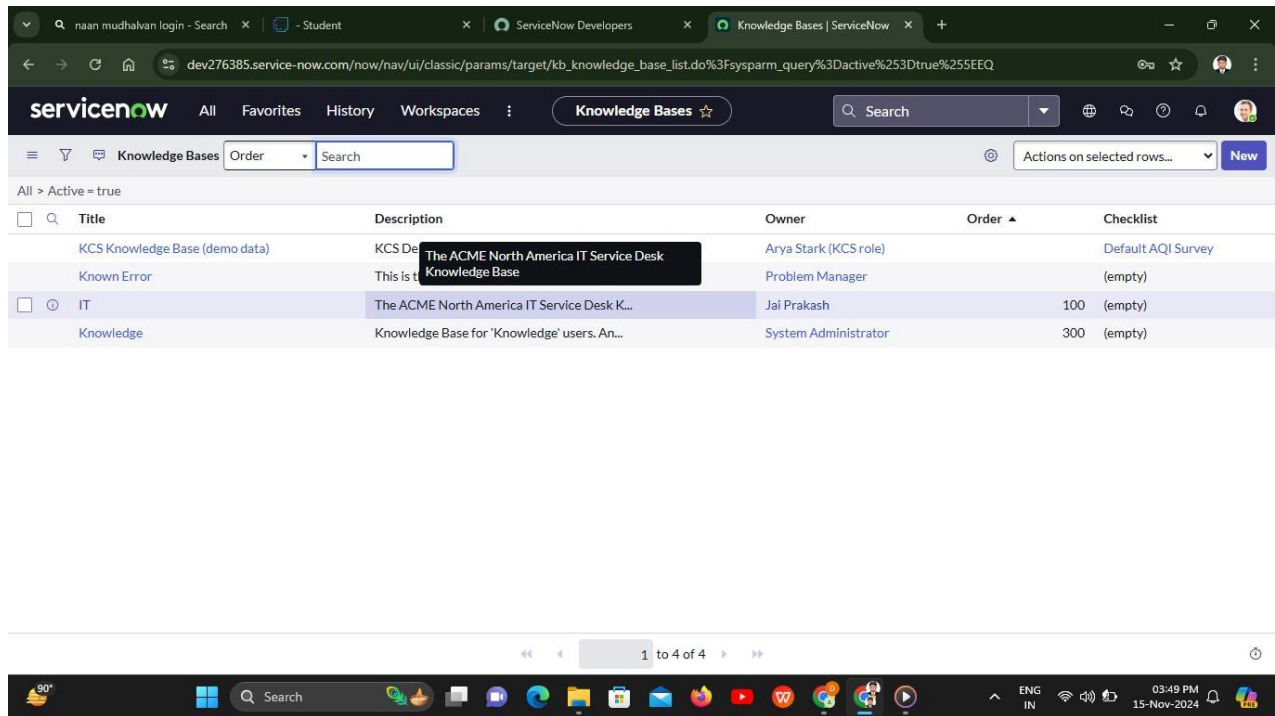
Related Links

[View linked accounts](#)

[View Subscriptions](#)

90° Search ENG IN 03:16 PM 15-Nov-2024

Step 5: Creation of Knowledge Article.



The screenshot shows the ServiceNow Knowledge Bases interface. The table lists the following knowledge bases:

Title	Description	Owner	Order	Checklist
KCS Knowledge Base (demo data)	KCS De	Arya Stark (KCS role)		Default AQL Survey
Known Error	This is t	Problem Manager		(empty)
IT	The ACME North America IT Service Desk K...	Jai Prakash	100	(empty)
Knowledge	Knowledge Base for 'Knowledge' users. An...	System Administrator	300	(empty)

5. Testing and Validation

Approach to Testing:

Unit Testing:

Validating individual workflows and configurations for functionality.

User Interface Testing:

Ensuring the user interface for article creation and approval is intuitive and error-free.

6. Key Scenarios Addressed by ServiceNow in the Implementation Project

- Standardized workflows for knowledge article creation.
- Role-based permissions for users, ensuring only authorized personnel can create, edit, and approve articles.
- Automated notifications for article approvals or required modifications.
- Centralized knowledge base management to maintain consistency across departments.

7. Conclusion

Summary of Achievements:

- Established a standardized process for creating and approving knowledge articles in ServiceNow.
- Enhanced the accuracy and consistency of information shared with end-users and support teams.
- Improved collaboration and accountability among teams through defined roles and workflows.