

Kelompok 4 MLTI

Link PDI :

https://dev342163.service-now.com/login.do?user_name=admin&sys_action=sysverb_login&user_password=ZI3ns%2F5Hgh%40Q

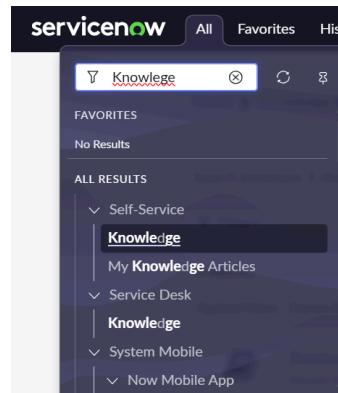
Username : admin

Password : ZI3ns/5Hgh@Q

Video : [MLTI FP PART 2_Kelompok 4](#)

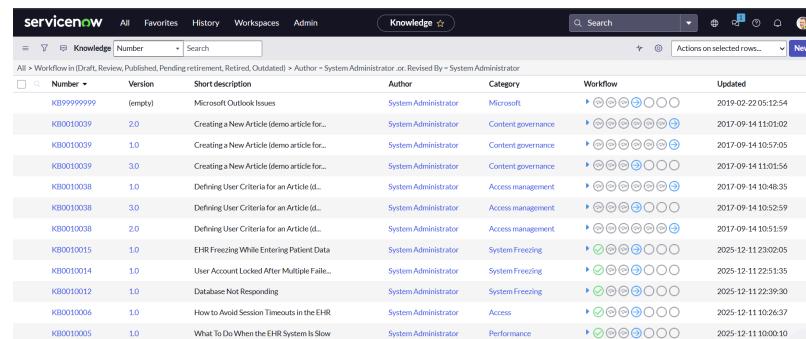
How to Create the Article

1. Go to All and type Knowledge



The screenshot shows the ServiceNow Knowledge search interface. At the top, there's a navigation bar with 'servicenow', 'All', 'Favorites', and 'History'. Below it is a search bar with 'Knowledge' typed in. The main area is titled 'FAVORITES' and shows 'No Results'. Under 'ALL RESULTS', there are three main categories: 'Self-Service', 'Service Desk', and 'System Mobile'. Each category has a 'Knowledge' sub-section, which is highlighted with a dark background and white text. Under 'Self-Service', the 'Knowledge' section is labeled 'My Knowledge Articles'.

2. Click My Knowledge Article



The screenshot shows the ServiceNow Knowledge list view. At the top, there's a navigation bar with 'servicenow', 'All', 'Favorites', 'History', 'Workspaces', 'Admin', and a 'Knowledge' tab. Below it is a search bar with 'Knowledge' typed in. The main area is a table listing various knowledge articles. The columns are: Number, Version, Short description, Author, Category, Workflow, and Updated. The table contains 15 rows of data, each representing a different article entry.

| Number | Version | Short description | Author | Category | Workflow | Updated |
|------------|---------|---|----------------------|--------------------|---|---------------------|
| KB99999999 | (empty) | Microsoft Outlook Issues | System Administrator | Microsoft | ↳ ⟲ ⟳ ⟷ ⟸ ⟹ ⟺ ⟻ ⟽ ⟴ ⟵ ⟶ ⟷ ⟸ ⟹ ⟺ ⟻ ⟽ ⟴ ⟵ ⟶ | 2019-02-22 05:12:54 |
| KB0010039 | 2.0 | Creating a New Article (demo article for... | System Administrator | Content governance | ↳ ⟲ ⟳ ⟷ ⟸ ⟹ ⟺ ⟻ ⟽ ⟴ ⟵ ⟶ ⟷ ⟸ ⟹ ⟺ ⟻ ⟽ ⟴ ⟵ ⟶ | 2017-09-14 11:01:02 |
| KB0010039 | 1.0 | Creating a New Article (demo article for... | System Administrator | Content governance | ↳ ⟲ ⟳ ⟷ ⟸ ⟹ ⟺ ⟻ ⟽ ⟴ ⟵ ⟶ ⟷ ⟸ ⟹ ⟺ ⟻ ⟽ ⟴ ⟵ ⟶ | 2017-09-14 10:57:05 |
| KB0010039 | 3.0 | Creating a New Article (demo article for... | System Administrator | Content governance | ↳ ⟲ ⟳ ⟷ ⟸ ⟹ ⟺ ⟻ ⟽ ⟴ ⟵ ⟶ ⟷ ⟸ ⟹ ⟺ ⟻ ⟽ ⟴ ⟵ ⟶ | 2017-09-14 11:01:56 |
| KB0010038 | 1.0 | Defining User Criteria for an Article (d... | System Administrator | Access management | ↳ ⟲ ⟳ ⟷ ⟸ ⟹ ⟺ ⟻ ⟽ ⟴ ⟵ ⟶ ⟷ ⟸ ⟹ ⟺ ⟻ ⟽ ⟴ ⟵ ⟶ | 2017-09-14 10:48:35 |
| KB0010038 | 3.0 | Defining User Criteria for an Article (d... | System Administrator | Access management | ↳ ⟲ ⟳ ⟷ ⟸ ⟹ ⟺ ⟻ ⟽ ⟴ ⟵ ⟶ ⟷ ⟸ ⟹ ⟺ ⟻ ⟽ ⟴ ⟵ ⟶ | 2017-09-14 10:52:59 |
| KB0010038 | 2.0 | Defining User Criteria for an Article (d... | System Administrator | Access management | ↳ ⟲ ⟳ ⟷ ⟸ ⟹ ⟺ ⟻ ⟽ ⟴ ⟵ ⟶ ⟷ ⟸ ⟹ ⟺ ⟻ ⟽ ⟴ ⟵ ⟶ | 2017-09-14 10:51:59 |
| KB0010015 | 1.0 | EHR Freezing While Entering Patient Data | System Administrator | System Freezing | ↳ ⟲ ⟳ ⟷ ⟸ ⟹ ⟺ ⟻ ⟽ ⟴ ⟵ ⟶ ⟷ ⟸ ⟹ ⟺ ⟻ ⟽ ⟴ ⟵ ⟶ | 2025-12-11 23:02:05 |
| KB0010014 | 1.0 | User Account Locked After Multiple Fai... | System Administrator | System Freezing | ↳ ⟲ ⟳ ⟷ ⟸ ⟹ ⟺ ⟻ ⟽ ⟴ ⟵ ⟶ ⟷ ⟸ ⟹ ⟺ ⟻ ⟽ ⟴ ⟵ ⟶ | 2025-12-11 22:51:35 |
| KB0010012 | 1.0 | Database Not Responding | System Administrator | System Freezing | ↳ ⟲ ⟳ ⟷ ⟸ ⟹ ⟺ ⟻ ⟽ ⟴ ⟵ ⟶ ⟷ ⟸ ⟹ ⟺ ⟻ ⟽ ⟴ ⟵ ⟶ | 2025-12-11 22:39:30 |
| KB0010006 | 1.0 | How to Avoid Session Timeouts in the EHR | System Administrator | Access | ↳ ⟲ ⟳ ⟷ ⟸ ⟹ ⟺ ⟻ ⟽ ⟴ ⟵ ⟶ ⟷ ⟸ ⟹ ⟺ ⟻ ⟽ ⟴ ⟵ ⟶ | 2025-12-11 10:26:37 |
| KB0010005 | 1.0 | What To Do When the EHR System Is Slow | System Administrator | Performance | ↳ ⟲ ⟳ ⟷ ⟸ ⟹ ⟺ ⟻ ⟽ ⟴ ⟵ ⟶ ⟷ ⟸ ⟹ ⟺ ⟻ ⟽ ⟴ ⟵ ⟶ | 2025-12-11 10:00:10 |

3. Click New and select the template you need.

Use the Standard template if the article is for end users, and write it using non-technical language.

Use the Known Error template if the article is for IT or technical teams, and write it using technical terms.



The screenshot shows the ServiceNow Article Template Selector. At the top, there's a navigation bar with 'servicenow', 'All', 'Favorites', 'History', 'Workspaces', 'Admin', and a 'Article Template Selector' tab. Below it is a search bar with 'Search'. The main area is titled 'Select the Article Template' and shows two options: 'Standard' and 'Known Error article'. The 'Standard' option is highlighted with a blue background.

4. After choosing one of the templates, complete all the fields as shown in the example, then click submit.



The screenshot shows the ServiceNow Knowledge New record form. At the top, there's a navigation bar with 'servicenow', 'All', 'Favorites', 'History', 'Workspaces', 'Admin', and a 'Knowledge' tab. Below it is a search bar with 'Knowledge' and a 'New record' button. The main area is a form with a single field: 'Number' which is populated with 'KB0010016'. At the bottom right, there are buttons for 'Submit' and 'Search for Duplicates'.

5. After you Submit, Go click again the same article and you can publish

[Publish](#) [Update](#) [Search for Duplicates](#) [Delete](#)

Related Links

[View Article](#)
[Run User Criteria Diagnostics](#)
[Upload New Version](#)

Our group's published result

Standard Article

Home > Knowledge Search

Search (minimum 3 characters)

Filters

1 Results Sort by | Views ▾ Newest Alphabetical

Applied Filters: Access & Authentication Issues [X](#) [Clear All](#)

How to Log In to the EHR System [Access & Authentication Issues](#) | [Access](#)

What to Do If You Cannot Log In to the EHR System Overview Some staff may experience difficulties logging in to the EHR system, especially during busy morning hours (around 8-9 AM). You may need to try several times before the login works. This article explains simple steps you can follow before contacting... [System Administrator](#) • 4 Views • 13h ago • ★★☆☆☆

Home > Knowledge Search

Search (minimum 3 characters)

Filters

1 Results Sort by | Views ▾ Newest Alphabetical

Applied Filters: EHR Access & Authentication [X](#) [Clear All](#)

How to Avoid Session Timeouts in the EHR [EHR Access & Authentication](#) | [Access](#)

Overview A session timeout happens when the EHR system logs you out automatically after a period of inactivity. This can also cause the screen to freeze or stop responding. In some cases, you may need to log in again, which can be frustrating—especially during busy hours. This guide explains simple steps you ca... [System Administrator](#) • 1 View • 13h ago • ★★☆☆☆

Home > Knowledge Search

Search (minimum 3 characters)

Filters

1 Results Sort by | Views ▾ Newest Alphabetical

Applied Filters: Performance Issues [X](#) [Clear All](#)

What To Do When the EHR System Is Slow [Performance Issues](#) | [Performance](#)

Overview Sometimes the EHR system may respond slowly or freeze while you are using it. This can happen during busy times or when many staff members are accessing the system at once. This guide explains simple steps you can try on your own before contacting IT. Wh... [System Administrator](#) • 1 View • 13h ago • ★★☆☆☆

Known Error Article

servicenow All Favorites History Workspaces | Knowledge Search - Knowledge Portal

Home > Knowledge Search

Filters

6 Results Sort by | Views [Newest](#) ▾ Alphabetical

Applied Filters: Known Error [X](#) [Clear All](#)

EHR Freezing While Entering Patient Data [Known Error](#) | [Performance](#) | [System Freezing](#)

Users may experience the EHR system freezing or becoming unresponsive while entering patient data, placing orders, or navigating between screens. The freeze may last several minutes and require the user to refresh or restart the application before the system begins responding again. This issue has been... [System Administrator](#) • 1 View • 4m ago • ★★★★★

User Account Locked After Multiple Failed EHR Logins [Known Error](#) | [Performance](#) | [System Freezing](#)

Users may become locked out of the EHR system after several failed login attempts. When this occurs, the system prevents further login attempts and displays messages such as "Account Locked" or "Too Many Failed Attempts." This issue has been reported by multiple users during peak hours, often requiring Service... [System Administrator](#) • 1 View • 13h ago • ★★★★★

Database Not Responding [Known Error](#) | [Performance](#) | [System Freezing](#)

Users may occasionally receive a "Database Not Responding" message while performing scheduling tasks or loading patient-related pages in the EHR. When the error occurs, the page may hang, require multiple refresh attempts, or temporarily prevent staff from completing scheduling actions. This issue has been... [System Administrator](#) • 1 View • 27m ago • ★★★★★

Across all six articles:

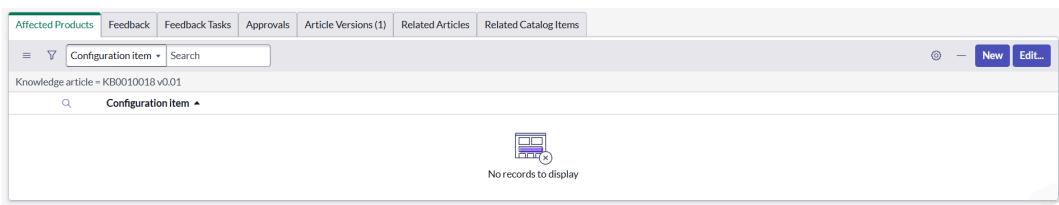
- Each one is **linked to specific incidents** by addressing the same symptoms experienced by clinic staff.
- Each one supports the **Problem Record** by providing user-friendly **workarounds** for the documented root cause (system overload and performance issues).
- Collectively, the articles help reduce repeated incidents and improve user experience during peak-hour degradation.

Advance

Link to CI

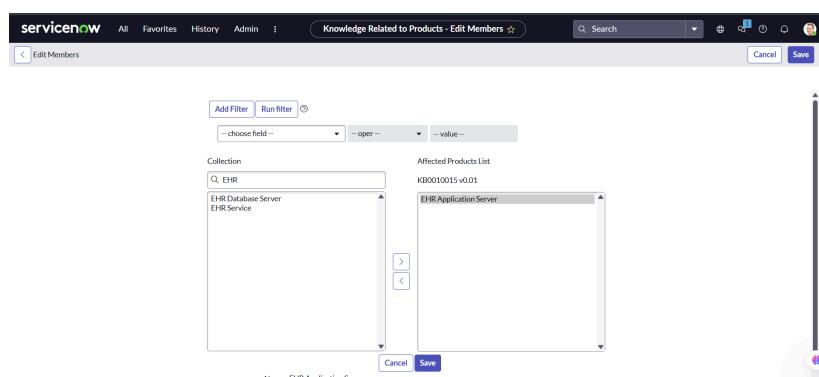
Linking a Knowledge Article to a Configuration Item (CI) ensures the article appears automatically when users or IT staff log an incident related to that CI. This helps them quickly find the correct guidance.

1. After you submit open the article again and scroll down. Click Edit



2. Search configuration item that are appropriate for the article.

Example :



3. Click Save

Example :



Add Related Article

Adding a Related Article allows you to link another Knowledge Article that is connected to the same issue or topic. This helps users quickly find additional guidance that may support the original article. It also improves navigation by grouping articles that address similar symptoms or incidents.

1. Click Related Article and Edit

The screenshot shows a web-based application interface for managing related articles. At the top, there is a navigation bar with links for 'Affected Products', 'Feedback', 'Feedback Tasks', 'Approvals', 'Article Versions (1)', 'Related Articles' (which is the active tab), and 'Related Catalog Items'. Below the navigation bar is a search bar with a dropdown menu for 'Order' and a 'Search' button. A message indicates 'Knowledge article - KB0010018 v0.01'. The main content area is titled 'Related knowledge article' and contains columns for 'Short description', 'Order ▲', and 'Active'. A small icon of a computer monitor with a circular arrow is present. A message at the bottom states 'No records to display'.

2. Search for the article that have same problem

The screenshot shows a 'Related Articles - Edit Members' dialog box. At the top, there are buttons for 'Edit Members' (with a back arrow), 'Cancel', and 'Save'. Below this is a search bar and filter options ('Add Filter', 'Run filter'). The left side is labeled 'Collection' and lists several article IDs. The right side is labeled 'Related Articles List' and shows 'KB0010015 v0.01'. There are arrows for moving items between the two lists. At the bottom, there is a 'Display number' field set to 'KB0010006 v1.0' and a 'Save' button.

3. Click Save

The screenshot shows a 'Related Articles' section of a Knowledge Article form. At the top, there are buttons for 'Publish', 'Update', 'Search for Duplicates', and 'Delete'. Below this is a 'Related Links' section with links for 'View Article', 'Run User Criteria Diagnostics', and 'Affected Products (1)'. The 'Related Articles (1)' tab is selected. The main table has columns for 'Related knowledge article', 'Short description', 'Order ▲', and 'Active'. One row is shown: 'KB0010006 v1.0' with 'How to Avoid Session Timeouts in the EHR' as the short description, '100' as the order, and 'true' as the active status. The table footer shows '1 to 1 of 1'.

Both advanced options (“Link to CI” and “Add Related Article”) will appear in this section of the Knowledge Article form after the article is publish.

The screenshot shows the detailed view of a Knowledge Article. At the top, it displays 'KB0010015' and 'Subscribed Actions'. Below this is the title 'EHR Freezing While Entering Patient Data'. Underneath the title, it says 'Authored by System Administrator • 4m ago • 1 View • ★★★★☆'. The 'Description' section explains that users may experience the EHR interface freezing or becoming unresponsive while entering patient data, placing orders, or navigating between screens. The freeze may last several seconds or require the user to refresh or restart the application before the system begins responding again. This issue has been consistently reported during. To the right, there are two sections: 'Related Articles' (listing 'How to Avoid Session Timeouts in the EHR') and 'Affected Products' (listing 'EHR Database Server').