COMPREHENSIVE GUIDE TO APPLE IPHONE 13 PRO: FEATURES, BENEFITS, AND USAGE

TEAM MEMBERS:

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USER STORY:-

As a ServiceNow user, I want to publish a detailed Knowledge Article for an item listed in the Service Catalog, so that customers can easily find comprehensive information, instructions, and support related to the products they are interested in purchasing.

PRE-REQUISITES:-

1. Knowledge on Service Now.

2. Knowledge on Service Catalog.

3. Knowledge on Knowledge Management.

SKILLS USED TO SOLVE THE PROBLEM STATEMENT:-

1. Service Catalog and Knowledge Management.

2. Service Now Administration.

OBJECTIVES:

The project "Monitoring Incident States for Effective Management" aims to develop a system for tracking and managing incidents from detection to resolution. It focuses on improving response times, enhancing team collaboration, automating incident tracking, and ensuring accurate documentation. The project also prioritizes high-impact incidents, refines management processes using performance metrics, ensures compliance, and integrates with existing systems to optimize incident resolution and drive continuous improvement.

IMPLEMENTATION

**Activity-1**

1. Open service now developer Instance

2. Click on All and then search for users

3. Select Users under system security

4. Click on new

5. Fill the following details to create a new user

Click on Submit.

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**Activity - 2: Create Groups**

1. Open service now.

2. Click on All and then search for groups

3. Select groups under system security

4. Click on new

5. Fill the following details to create a new group.

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6.Under Group Members, click on edit.

7.Add the user(Jai Prakash) to the Manager Group and click on Save.

8. It would like below.

9. Click on save.

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**Activity - 3: Create Roles**

1. Open service now.

2. Click on All >> search for roles

3. Select roles under system security

4. Click on new

5. Fill the following details to create a new role

6. Click on submit.

**Activity - 4: Creation of Knowledge Base.**

1. Go to All >> Search for Knowledge Bases.

2. Click on New.

3. Enter the details for knowledge base as:

Title : Mobiles

Owner : Jai Prakash ( give the user you created )

Publish workflow : Select Knowledge - Approval Publish

Retire workflow : Select Knowledge - Approval Retire

Check the active checkbox is True.

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Description : Enter “The mobiles related Articles will be displayed in this base.”

4. Click on Save.

5. Now click on Icon and select the image.

6. After Saving the Knowledge base, it will be seen like below :

**Activity - 5: Creation of Knowledge Article**

1.Go to All >> Search for Knowledge Article.

2.Click on Create an Article

3. Enter the details as :

Knowledge base : Select Mobiles

4. For Category : Click on Search >> then ‘+’ icon

5. Add some category pickers as you wish and then click on ok.

**Activity - 6: Linking the Knowledge Article to Catalog item**

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1. Go to All >> Search for My Knowledge Article.

2. Open the Knowledge Article we created earlier.

3. Scroll down, you can find Related Catalog Items.

4. Click on Edit and add Apple iPhone 13 pro to Related Catalog Items List.

5. Click on Save.

6. Now click on Publish.

**Activity - 7: Approving the Article**

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1. Go to All >> Search for My Knowledge Article.

2. Open the Knowledge Article we created earlier.

3. Scroll down, you can find Approvals.

4. Under State, you can find Requested. Click on that

5. Approve the Article (To do that change the state to Approved)

6. Then click on Update.

7. If you scroll down you can see that the Article has been approved.

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**Activity - 8: Adding Knowledge Base to Service Catalog**

1. Go to All >> Search for Portals.

2. Open Portals >> Open Service Portal.

3. Scroll down, Open Knowledge Bases >> Click on Edit.

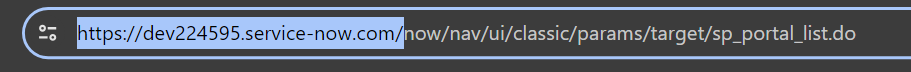
4. Add Mobiles to Knowledge Bases List.

5. Click on Update.

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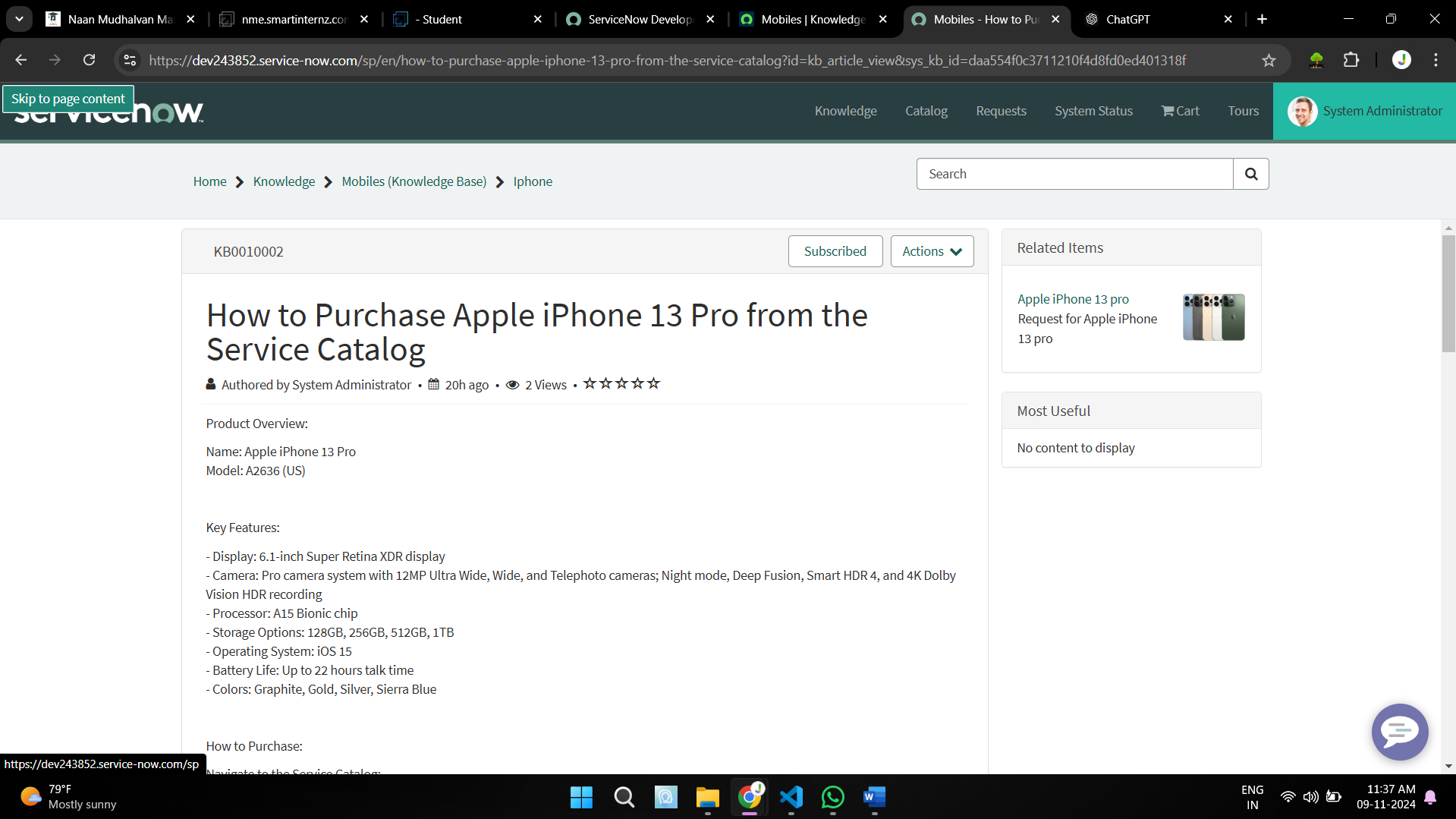
**RESULT**

1. **Open Service Portal.**
2. **To do that Copy the top URL as shown in figure.  **
3. **In separate Tab paste it and enter ‘sp’ beside that.**

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**Open Knowledge Bases and in that select Mobiles**

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