

# **Project Title: Effective Knowledge Management: From Article Creation to Approval**

## **1. Project Overview**

The "Effective Knowledge Management: From Article Creation to Approval" project focuses on streamlining the process of creating, reviewing, and approving knowledge articles within the ServiceNow platform. The primary challenge this project addresses is the lack of a systematic, efficient approach to generating high-quality, useful knowledge content for end-users. By leveraging ServiceNow's robust capabilities in content management, the project aims to enhance user experience, increase accessibility to solutions, and reduce the number of support tickets by providing high-quality documentation and guidance in a timely manner.

**Goal:** Deliver a streamlined, comprehensive solution that improves operational efficiency, enhances user engagement and self-service capabilities, and supports the organization's long-term vision for a knowledge-driven environment.

## **2. Objectives**

- **Business Goals:**
  - Minimize the volume of support tickets by increasing self-service resolution rates.
  - Standardize the knowledge article creation and approval process to maintain high-quality content.
  - Foster a culture of continuous improvement in knowledge sharing and accessibility.
- **Specific Outcomes:**
  - Creation and deployment of a defined workflow for article creation, review, and approval.
  - Enhanced end-user experience through accurate, relevant, and easily searchable content.
  - Reduction in ticket backlog due to more self-resolved incidents.

## **3. Key Features and Concepts Utilized**

- **Knowledge Base Management:**
  - Efficiently manage knowledge articles using ServiceNow's Knowledge Management module.
- **Workflows and Approvals:**
  - Design and automate workflows that ensure consistent review and approval procedures.
- **User Permissions:**

- Define roles and responsibilities for content creators, reviewers, and approvers to maintain control over content quality.
- **Search Optimization:**
  - Enhance article discoverability using metadata, tags, and structured categorization.
- **Feedback Mechanism:**
  - Enable user feedback on articles for continuous content improvement.
- **Integration Capabilities:**
  - Leverage integration with other ServiceNow modules to provide context-rich, actionable knowledge.

#### **4. Detailed Steps to Solution Design**

##### **1. Data Models and Structures:**

- Define data schema for knowledge articles (e.g., categories, tags, metadata, versions).
- Establish relationships between knowledge records and other ServiceNow records (e.g., incidents, problems).

##### **2. User Interface (UI) Design:**

- Design a user-friendly interface for creating, editing, and viewing knowledge articles.
- Ensure intuitive navigation and accessibility.

##### **3. Business Logic:**

- Implement workflows for content creation, review, and approval stages.
- Apply rules for article versioning, publishing timelines, and expirations.

##### **4. Screenshots:**

- Include annotated screenshots demonstrating key UI components, data structures, and example workflows.

## ACTIVITY 1: CREATE USERS

The screenshot shows the ServiceNow 'User' form for a user named Jai Prakash. The form is divided into two main sections: 'User Information' on the left and 'Profile Information' on the right. The 'User Information' section includes fields for User ID (JaiPrakash), First name (Jai), Last name (Prakash), Title (Manager), and Department (IT). It also has checkboxes for 'Password needs reset', 'Locked out', 'Active' (checked), 'Web service access only', and 'Internal Integration User'. The 'Profile Information' section includes fields for Email (jai.prakash@example.com), Language (None), Calendar integration (Outlook), Time zone (System (America/Los Angeles)), Date format (System (yyyy-MM-dd)), Business phone, and Mobile phone. There is a 'Photo' field with a 'Click to add...' link. At the bottom of the form, there are buttons for 'Update', 'Set Password', and 'Delete'. Below the form, there are 'Related Links' for 'View linked accounts', 'View Subscriptions', and 'Reset a password'. The bottom of the screen shows the Windows taskbar with the search bar and various application icons.

User ID: JaiPrakash

First name: Jai

Last name: Prakash

Title: Manager

Department: IT

Email: jai.prakash@example.com

Language: -- None --

Calendar integration: Outlook

Time zone: System (America/Los Angeles)

Date format: System (yyyy-MM-dd)

Business phone:

Mobile phone:

Photo: Click to add...

Update Set Password Delete

Related Links

[View linked accounts](#)

[View Subscriptions](#)

[Reset a password](#)

Entitled Custom Tables Roles (3) Groups (1) Delegates Subscriptions User Client Certificates

## ACTIVITY 2: CREATE GROUPS

The screenshot shows the ServiceNow 'Group' form for a group named Manager Group. The form is divided into two main sections: 'Group Information' on the left and 'Group Details' on the right. The 'Group Information' section includes fields for Name (Manager Group), Manager, and Description. The 'Group Details' section includes fields for Group email and Parent. At the bottom of the form, there are buttons for 'Update' and 'Delete'. Below the form, there is a 'Group Members' table with a search bar and a 'New' button. The table shows one member, Jai Prakash. The bottom of the screen shows the Windows taskbar with the search bar and various application icons.

Name: Manager Group

Group email:

Manager:

Parent:

Description:

Update Delete

Roles Group Members (1) Groups

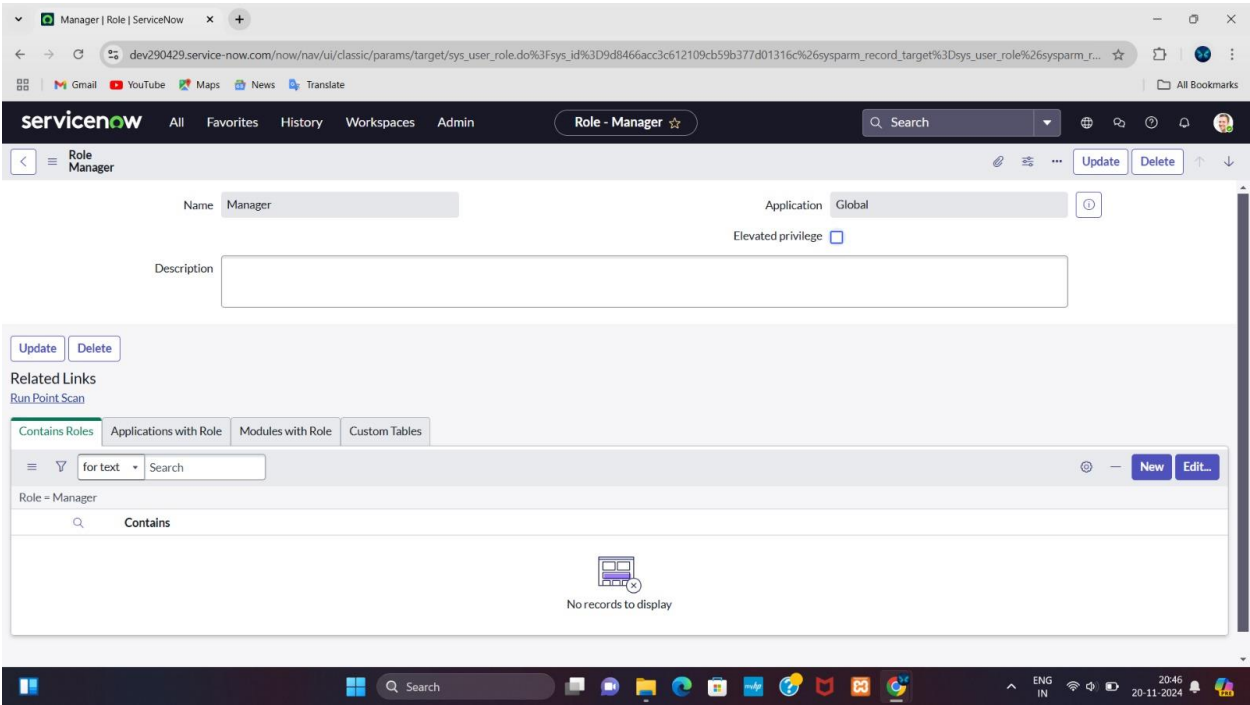
User Search

Group = Manager Group

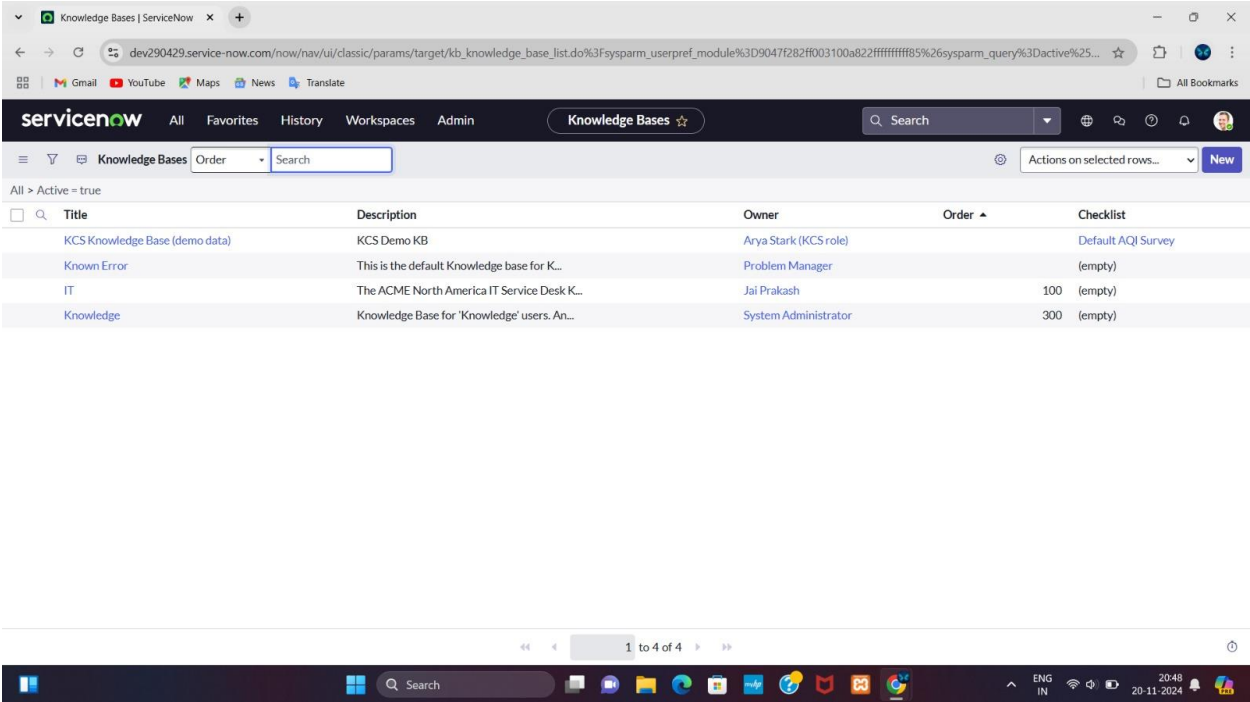
User
Jai Prakash

1 to 1 of 1

ACTIVITY 3: CREATE ROLES



ACTIVITY 4: CHANGING THE OWNER OF THE KNOWLEDGE BASE



ACTIVITY 5: CREATION OF KNOWLEDGE ARTICLE.

KB0010005 v0.04 | Knowledge

dev290429.service-now.com/now/nav/ui/classic/params/target/kb\_knowledge.do%3Fsys\_id%3D79edaae4c30a12109cb59b377d013154%26sysparm\_record\_target%3Dkb\_knowledge%26syspar...

GmailYouTubeMapsNewsTranslate

Knowledge - KB0010005 v0.04

Search

RecallUpdateSearch for DuplicatesDelete

KB0010005 v0.04

NumberKB0010005

\* Knowledge baseIT

CategorySecurity

Scheduled publish date

Valid to2100-01-01

Version0.04

Article typeHTML

WorkflowReview

Source Task

Attachment link

Display attachments

\* Short descriptionDescribes about cloud computing

Article body

Verdana8ptAlign rightBIBU

Paragraph

- Downtime:Dependence on internet connectivity means that any disruption in the internet service can affect access to cloud services.
- Limited Control:Using cloud infrastructure means relying on service providers for hardware and network maintenance, reducing the level of control an organization has over its IT environment.
- Compliance:Keeping data compliant with local and international regulations can be challenging, especially when data is stored in multiple locations around the world.

KB0010005 v0.04 | Knowledge

dev290429.service-now.com/now/nav/ui/classic/params/target/kb\_knowledge.do%3Fsys\_id%3D79edaae4c30a12109cb59b377d013154%26sysparm\_record\_target%3Dkb\_knowledge%26syspar...

GmailYouTubeMapsNewsTranslate

Knowledge - KB0010005 v0.04

Search

RecallUpdateSearch for DuplicatesDelete

KB0010005 v0.04

- Limited Control:Using cloud infrastructure means relying on service providers for hardware and network maintenance, reducing the level of control an organization has over its IT environment.
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614 words

RecallUpdateSearch for DuplicatesDelete

Related Links

[View Article](#)

[Run User Criteria Diagnostics](#)

Affected ProductsFeedbackFeedback TasksApprovals (2)Article Versions (4)Related ArticlesRelated Catalog Items

State

Search

Actions on selected rows...

Approvals

	State	Approver	Comments	Approval for	Created
<input type="checkbox"/>	Requested	Jai Prakash		(empty)	2024-11-20 05:05:42
<input type="checkbox"/>	Cancelled	Jai Prakash		(empty)	2024-11-20 04:50:37

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## 5. Testing and Validation

- **Unit Testing:**
  - Test individual components (e.g., article creation forms, approval workflows) to ensure they work as expected.
  - Validate input/output logic and error handling.
- **User Interface Testing:**
  - Conduct tests to verify UI elements are accessible and work across different browsers and devices.
  - Perform usability tests to ensure the end-user experience meets expectations.

## 6. Key Scenarios Addressed by ServiceNow in the Implementation Project

- **Scenario 1:** Creating and submitting a new knowledge article for approval by a content contributor.
- **Scenario 2:** Reviewing an article by a designated approver, including making comments, revisions, and final approvals.
- **Scenario 3:** Publishing approved articles and making them available to end-users in the knowledge base.
- **Scenario 4:** Handling expired or outdated content by notifying content owners and providing options for updating or archiving.
- **Scenario 5:** Gathering feedback from users on the relevance and accuracy of knowledge articles, leading to content updates.

## 7. Conclusion

### Summary of Achievements:

The project successfully introduced a streamlined process for creating and managing knowledge articles within ServiceNow. Key achievements include the implementation of a structured workflow for article creation and approval, enhanced user accessibility to relevant content, a significant reduction in support ticket volumes, and the establishment of a feedback-driven approach to continuously improve the knowledge base.