

Activity - 5: Creation of Knowledge Article.

1. Go to All >> Search for my knowledge Articles.

The screenshot shows the ServiceNow Creator Studio interface. The top navigation bar includes 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. A search bar is present on the right. On the left, a search filter is applied, showing 'my knowledge' in the search bar and 'My Knowledge Articles' in the results. The main content area displays 'Creator Studio' with a sub-header 'Create request-based apps quickly' and a description 'A guided and curated environment for creating forms and assigning automations to them. No-code required.' Below this, there is a button 'Open Creator Studio'. The bottom section is titled 'GO FURTHER' and 'Power your workflow applications'.

2. Open my knowledge Articles >> Click New.

The screenshot shows the ServiceNow Knowledge list view. The top navigation bar includes 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. A search bar is present on the right. The main content area displays a table of knowledge articles. The table has columns: Number, Version, Short description, Author, Category, Workflow, and Updated. The table contains 16 rows of data, including articles like 'Microsoft Outlook Issues', 'Creating a New Article (demo article for...', 'Defining User Criteria for an Article (d...', 'Switch to IPv6 causing IP address issues', 'Feedback Mechanisms in Knowledge (demo...', 'Cisco WebEx Meetings Server does not boo...', 'Life Feed Application (demo data for a...', 'USB port is not working on my PC', 'Workstation Security Standard', and 'Eclipse configuration for Android develo...'. The bottom of the table shows '1 to 16 of 16'.

| 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 |
| KB0010005 | (empty) | Switch to IPv6 causing IP address issues | System Administrator | (empty) | | 2024-10-18 01:41:34 |
| KB0010004 | 1.0 | Feedback Mechanisms in Knowledge (demo... | System Administrator | Access management | | 2017-09-20 03:24:38 |
| KB0010003 | (empty) | Cisco WebEx Meetings Server does not boo... | System Administrator | (empty) | | 2024-10-18 01:37:50 |
| KB0010002 | 1.0 | Life Feed Application (demo data for a "... | System Administrator | Applications | | 2017-09-20 03:24:56 |
| KB0010001 | (empty) | USB port is not working on my PC | System Administrator | (empty) | | 2024-11-05 02:31:06 |
| KB0005001 | 2.0 | Workstation Security Standard | System Administrator | Security | | 2017-02-24 05:16:27 |
| KB0005001 | 1.0 | Workstation Security Standard | System Administrator | Security | | 2017-02-24 05:14:49 |
| KB0000033 | 1.0 | Eclipse configuration for Android develo... | System Administrator | Android | | 2022-12-05 20:46:33 |
| KB0000000 | 1.0 | Patition Access in VMware... | System Administrator | Linux | | 2023-12-05 20:46:33 |

3. Fill the details as below:

Number : Auto-generated.

Knowledge base : IT

Category : Select any category

Short description : Describes about Cloud Computing. (Give Short description as per your requirement)

The screenshot shows the ServiceNow Knowledge article editor for article KB0010003 v0.03. The browser tabs at the top include 'Student', 'ServiceNow Developers', 'KB0010003 v0.03 | Knowledge', 'GitHub', and 'ChatGPT'. The URL bar shows a long ServiceNow URL. The interface includes a top navigation bar with 'servicenow', 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. Below this is a search bar and buttons for 'Publish', 'Update', 'Search for Duplicates', and 'Delete'. The article details section shows 'Valid to' as '2100-01-01' and checkboxes for 'Attachment link' and 'Display attachments'. The 'Short description' field contains 'Understanding Cloud Computing: Revolutionizing IT Infrastructure'. The 'Article body' section features a rich text editor with a toolbar and the following content:

Introduction to Cloud Computing

Cloud computing is a transformative technology that has revolutionized the way businesses and individuals manage, store, and process data. It refers to the delivery of computing services—including servers, storage, databases, networking, software, analytics, and intelligence—over the internet ("the cloud") to offer faster innovation, flexible resources, and economies of scale.

Key Concepts in Cloud Computing

1. Service Models

Cloud computing services are typically categorized into three fundamental models:

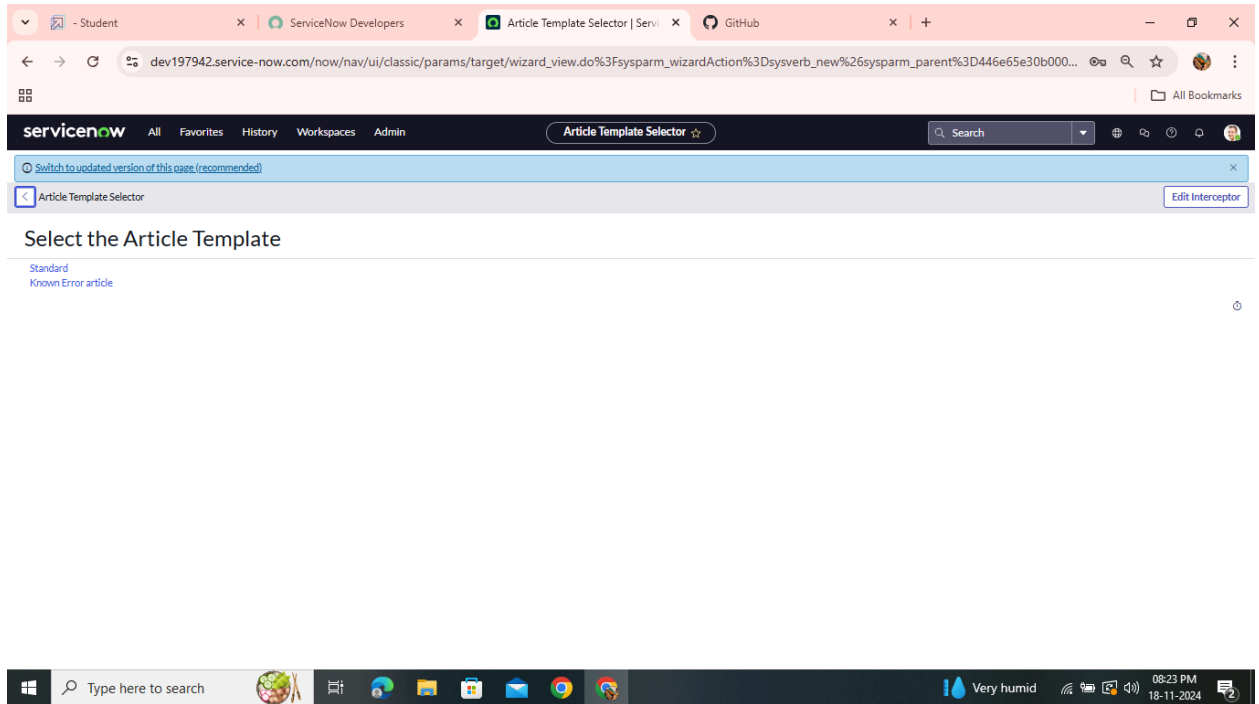
h3 625 words

At the bottom, there are buttons for 'Publish', 'Update', 'Search for Duplicates', and 'Delete'. Below these are 'Related Links' with links to 'View Article', 'Run User Criteria Diagnostics', and 'Upload New Version'. A tabbed interface shows 'Affected Products' as the active tab, with other tabs for 'Feedback', 'Feedback Tasks', 'Approvals (1)', 'Article Versions (3)', 'Related Articles', and 'Related Catalog Items'. A search bar is located at the bottom of the interface.

4. Click on Submit.

5. Click on Publish.

6. Open that Knowledge Article again.



7. We can see that the Knowledge Article has been assigned to the user you created under approvals.