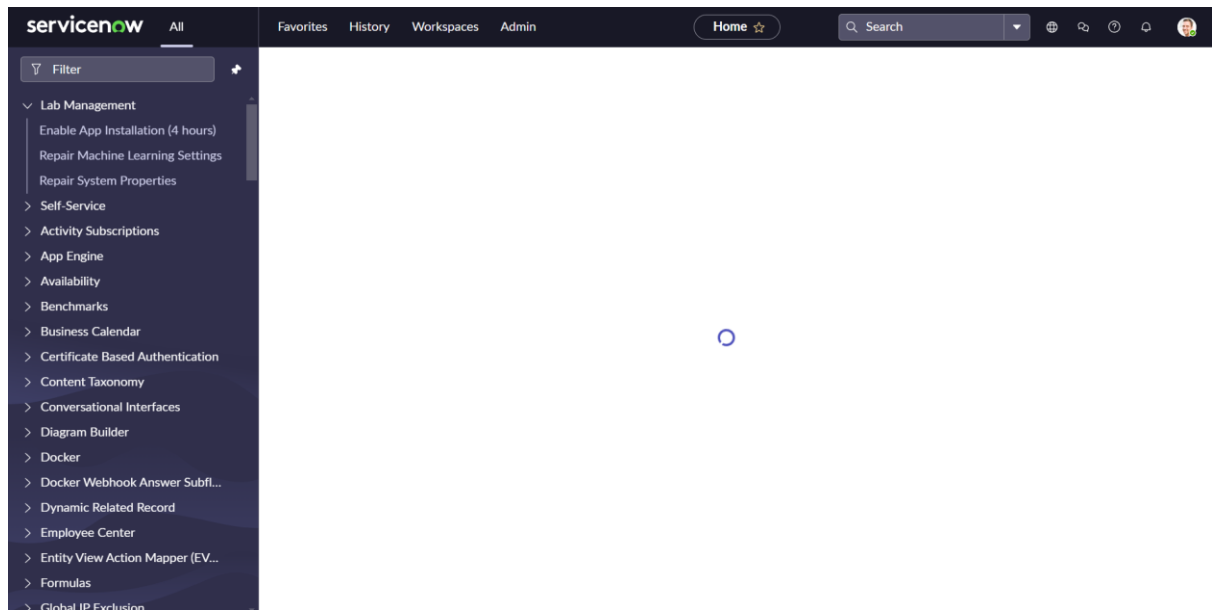


Effective Knowledge Management: From Article Creation to Approval

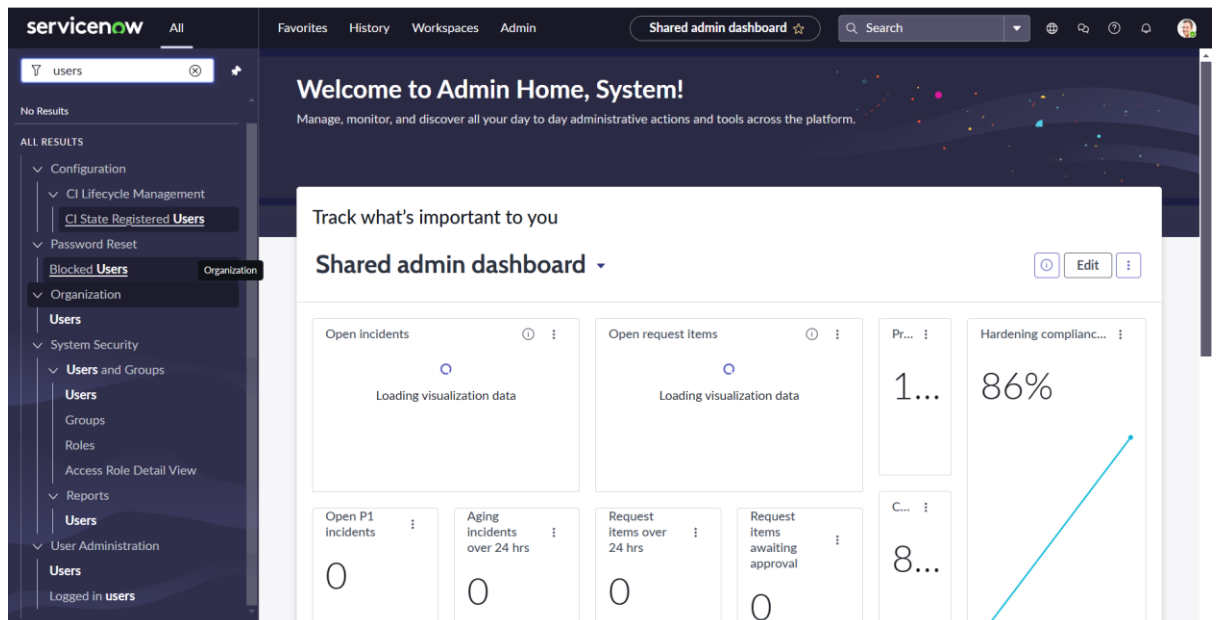
Implementation

Activity-1 : Creating a new Users

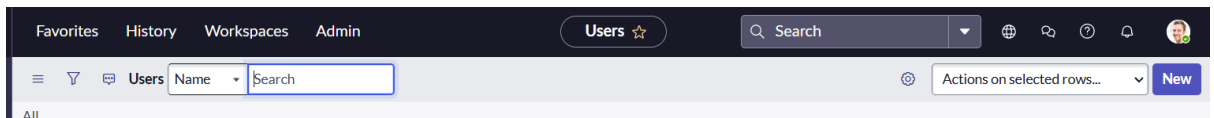
1. To Open service now.



2. Click on All >> search for users



3. Select Users under system security
4. Click on new



5. We need to create a new user

6. Click on Submit.

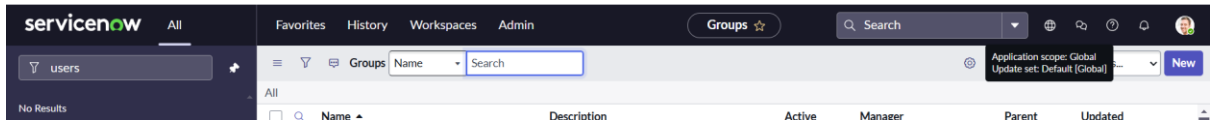
Activity - 2: Create Groups

1. Click on All >> search for groups

Name	Description	Active	Manager	Parent	Updated
Analytics Settings Managers	Group for all people who have the Ana...	true	(empty)	(empty)	2020-03-17 11:39:14
App Engine Admins	Users who can review and approve tasks r...	true	(empty)	(empty)	2021-06-28 19:12:44
Application Development	Team Develops ITSM Applications in London	true	Bushra Akhtar	(empty)	2024-10-16 16:42:02
ATF Service Level Management Group		true	(empty)	(empty)	2019-07-13 16:01:15
ATF_TestGroup_Network	ATF_TestGroup_Network	true	(empty)	(empty)	2018-08-30 08:35:11
ATF_TestGroup_ServiceDesk	ATF_TestGroup_ServiceDesk	true	(empty)	(empty)	2018-08-30 08:35:35
Business Application Registration Approv...	Approval group for Business Application ...	true	(empty)	(empty)	2020-07-29 04:02:26
CAB Approval	CAB approvers	true	(empty)	(empty)	2011-09-30 16:30:34
Capacity Mgmt		true	(empty)	(empty)	2023-02-19 01:40:19
Catalog Request Approvers > \$1000	This is the group of users that need to ...	true	(empty)	(empty)	2020-03-19 01:11:42
Catalog Request Approvers for Sales	This is a group of users that need to ap...	true	(empty)	(empty)	2020-03-19 01:11:50
Change Management	Change Management Group	true	(empty)	(empty)	2015-06-10 05:35:12
Database		true	Don Goodliffe	(empty)	2021-12-23 02:02:18
Database Atlanta	Manages databases hosted in Atlanta	true	(empty)	Database	2023-01-09 18:47:18
Database San Diego	Manages databases hosted in San Diego	true	(empty)	Database	2023-01-09 18:46:37
eCAB Approval	eCAB Approvers	true	(empty)	(empty)	2011-09-30 08:46:44
Field Services		true	(empty)	(empty)	2020-03-19 01:11:34
Hardware	IT department responsible for all hardwa...	true	(empty)	(empty)	2020-03-23 01:54:14
Help Desk		true	ATF Change Management	(empty)	2024-10-23 09:50:22

2. Select groups under system security

3. Click on new



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

Group - New Record

Name:

Manager:

Description:

Group email:

Parent:

6. Under Group Members, click on edit.

Collection

Group Members List

Manager Group

Jai Prakash

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

Group Manager Group

Name: Manager Group

Group email:

Manager:

Parent:

Description:

Update Delete

Roles Group Members (1) Groups Manage Subscriptions

User Search

Group = Manager Group

User
Jai Prakash

1 to 1 of 1

6. Click on Submit.

Activity - 3: Create Roles

1. Click on All >> search for roles

servicenow All

Favorites History Workspaces Admin Roles Search

users

No Results

ALL RESULTS

- Configuration
- CI Lifecycle Management
- CI State Registered Users
- Password Reset
- Blocked Users
- Organization
- Users
- System Security
- Users and Groups
- Users
- Groups
- Roles
- Access Role Detail View
- Reports
- Users
- User Administration
- Users
- Logged in users

Name	Description	Elevated privilege
action_category_creator	Allows creation of action and subflow categories.	false
action_designer	action designer role enables users to launch Action Designer	false
activity_admin	Can create, edit, publish or delete wf_element_provider	false
activity_creator	This role give workflow users the ability to create custom orchestration activities in the workflow canvas.	false
actsub_admin	Activity Subscriptions Administrator role	false
actsub_user	Activity Subscriptions User role	false
admin	The System Administrator role. This role has access to all system features, functions, and data, regardless of security constraints. "Grant this privilege carefully." If you have sensitive information, such as HR records, that you need to protect, you must create a custom "admin" role for that area and train a person authorized to see those records to act as the administrator	false
agent_admin	Can download and administer the system's built-in agent	false
agent_security_admin	Manages security of the MID Server.	false
agent_workspace_user	Users of the Agent Workspace application, may navigate to the URL for that application	false
aisa_admin	Can configure AI Search Assist	false
ais_admin	AI search administrator	false
ais_high_security_admin	Privileged role for high security tasks for AI Search	true
analytics_admin	User Experience Analytics Admin	false
analytics_filter_admin	an admin role for par filters	false
analytics_task_admin	Users with this role can administrator Analytics Tasks.	false
analytics_viewer	User Experience Analytics Viewer	false
announcement_admin	Announcement Administrator	false

2. Then we need to Select roles under system security

3. Click on new

Name	Description	Elevated privilege
action_category_creator	Allows creation of action and subflow categories.	false
action_designer	action designer role enables users to launch Action Designer	false
activity_admin	Can create, edit, publish or delete wf_element_provider	false
activity_creator	This role give workflow users the ability to create custom orchestration activities in the workflow canvas.	false

4. We need to Fill the following details to create a new role

Role Manager

Name: Application:

Requires Subscription: Elevated privilege: ☐

Description:

Related Links
[Run Point Scan](#)

Contains Roles Applications with Role Modules with Role Role Subscription Attributes Custom Tables Subscribed Users

Role = Manager

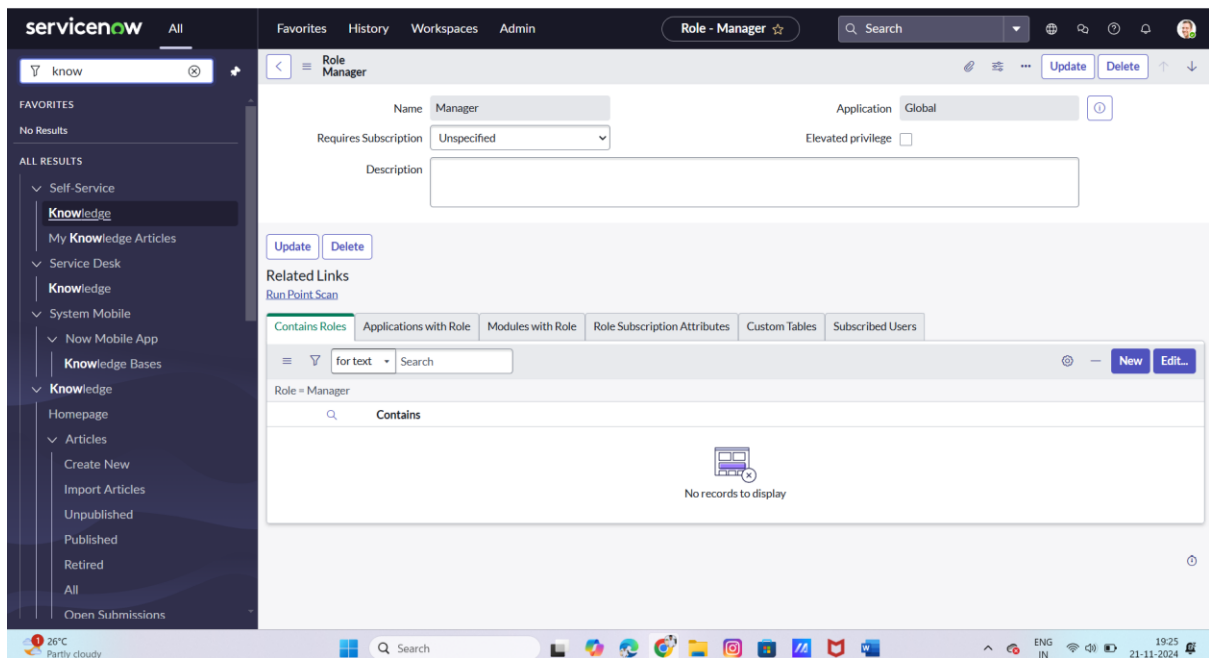
Contains

No records to display

5. Click on submit.

Activity - 4: Changing the Owner of the Knowledge Base

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



2. Open Knowledge bases and change the of IT from Bernard Laboy to Jai Prakash (To change Owner click on the Name and change it)

Knowledge Bases		
Title	Description	Owner
Search	Search	Search
IT	The ACME North America IT Service Desk K...	Bernard Laboy
Knowledge	All existing knowledge articles prior to...	System Administrator

3. It would look like below.

Title	Description	Owner
Search	Search	Search
IT	The ACME North America IT Service Desk K...	Jai Prakash
Knowledge	All existing knowledge articles prior to...	System Administrator

Activity - 5: Creation of Knowledge Article.

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

The screenshot shows the ServiceNow Knowledge base interface. On the left, there's a sidebar with 'Knowledge Article' and 'My Knowledge Articles'. The main area displays a table of knowledge articles. The table has columns for Number, Short description, Author, Category, Workflow, and Updated. The articles listed are:

Number	Short description	Author	Category	Workflow	Updated
KB99999999	Microsoft Outlook Issues	System Administrator	Microsoft	Review	2019-02-22 13:12:54
KB0010003	Password reset instructions	System Administrator	Password Reset	Review	2022-06-21 18:29:29
KB0010002	Eclipse configuration for Android development	System Administrator	Security	Review	2024-11-20 14:51:14
KB0000033	Eclipse configuration for Android develo...	System Administrator	Android	Review	2022-12-06 04:46:33
KB0000032	Getting Around in Windows	System Administrator	Java	Review	2022-12-06 04:46:33

2. Open my knowledge Articles >> Click New.
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 creation form. The form fields are as follows:

- Number: KB0010002
- Article type: HTML
- * Knowledge base: IT
- Workflow: Review
- Category: Security
- Source Task: (empty)
- Valid to: 2100-01-01
- Attachment link: ☐
- Display attachments: ☐
- * Short description: Describes about Cloud Computing.
- Article body: (Rich text editor with a toolbar and a preview area showing a cloud icon and the text "Understanding Cloud Computing: Revolutionizing IT Infrastructure")

4. Add the Article.
- Article body : (paste your knowledge Article here)

##Below is the Knowledge article used in this project, you can create article based on your requirement



Understanding Cloud Computing: Revolutionizing IT Infrastructure

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:

Infrastructure as a Service (IaaS): IaaS provides virtualized computing resources over the internet. It allows businesses to rent servers, storage, and networking resources on a pay-as-you-go basis. Examples include Amazon Web Services (AWS), Microsoft Azure, and Google Cloud Platform (GCP).

Platform as a Service (PaaS): PaaS offers hardware and software tools over the internet, typically used for application development. A PaaS provider hosts the hardware and software on its own infrastructure. Examples include Microsoft Azure PaaS, Google App Engine, and Heroku.

Software as a Service (SaaS): SaaS delivers software applications over the internet, on a subscription basis. Users can access SaaS applications through web browsers, reducing the need for internal infrastructure. Examples include Salesforce, Microsoft Office 365, and Google Workspace.

2. Deployment Models

Cloud services can be deployed in various ways depending on the needs of the organization:

Public Cloud: Services are delivered over the public internet and shared across multiple organizations. It is cost-effective and scalable but may have less security and privacy.

Private Cloud: Services are maintained on a private network, dedicated to a single organization. It offers enhanced security and control but can be more expensive.

Hybrid Cloud: Combines public and private clouds, allowing data and applications to be shared between them. It provides greater flexibility and optimization of existing infrastructure, security, and compliance.

3. Key Characteristics

On-Demand Self-Service: Users can provision computing resources as needed without requiring human interaction with each service provider.

Broad Network Access: Services are available over the network and accessed through standard mechanisms that promote use by heterogeneous thin or thick client platforms.

Resource Pooling: The provider's computing resources are pooled to serve multiple consumers using a multi-tenant model, with different physical and virtual resources dynamically assigned and reassigned according to demand.

Rapid Elasticity: Capabilities can be elastically provisioned and released to scale rapidly outward and inward commensurate with demand.

Measured Service: Cloud systems automatically control and optimize resource use by leveraging a metering capability at some level of abstraction appropriate to the type of service (e.g., storage, processing, bandwidth).

Benefits of Cloud Computing

Cost Efficiency: Reduces the capital expense of buying hardware and software and setting up and running on-site data centers.

Scalability: Allows businesses to scale up or down based on demand, providing flexibility and avoiding over-provisioning or under-provisioning.

Performance: Large cloud services run on a worldwide network of secure data centers, which are upgraded to the latest generation of fast and efficient computing hardware.

Security: Many cloud providers offer a set of policies, technologies, and controls that strengthen your security posture overall, helping protect data, apps, and infrastructure from potential threats.

Collaboration Efficiency: Cloud applications improve collaboration by allowing dispersed groups of people to meet virtually and easily share information in real-time and via shared storage.

Challenges of Cloud Computing

Security and Privacy: Ensuring the security of data and compliance with regulations are the top concerns, especially when dealing with sensitive data.

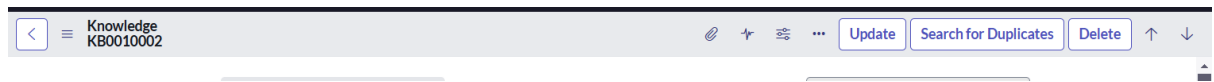
Downtime: Dependence on internet connectivity means that any disruption in the internet service can affect access to cloud services.

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.

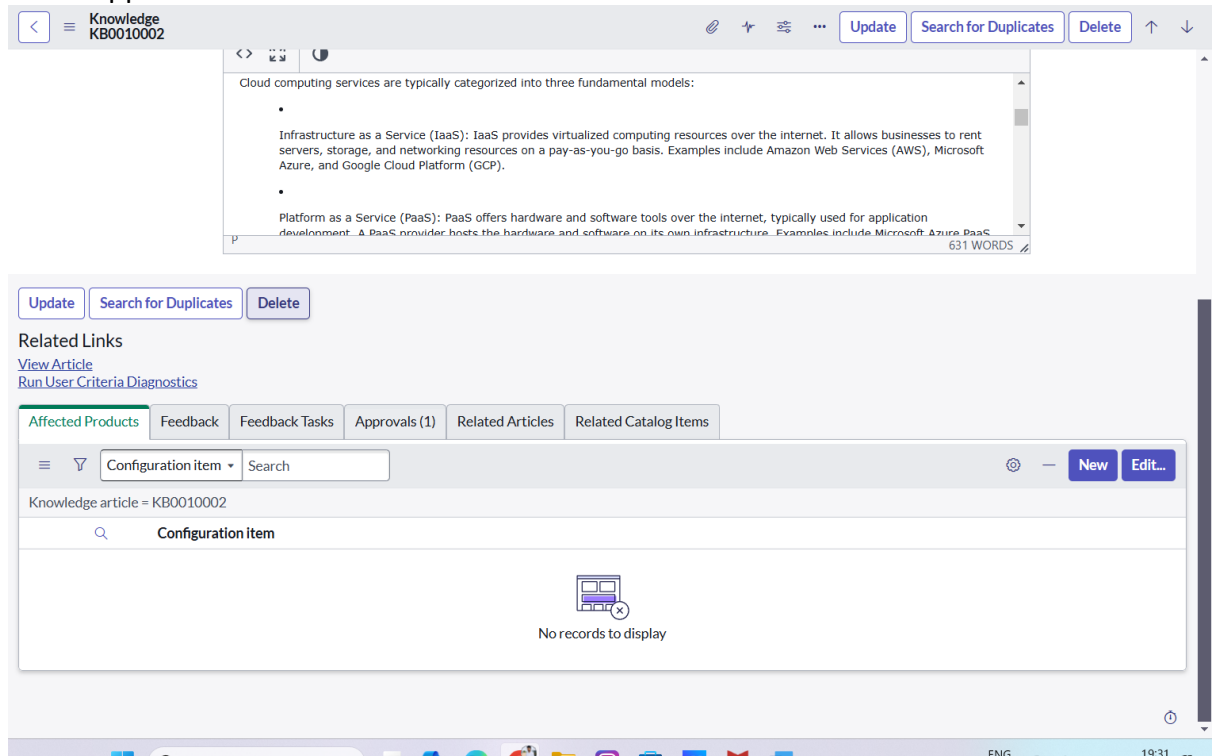
Compliance: Keeping data compliant with local and international regulations can be challenging, especially when data is stored in multiple locations around the world.

5. Click on Submit.

6. Click on Publish.

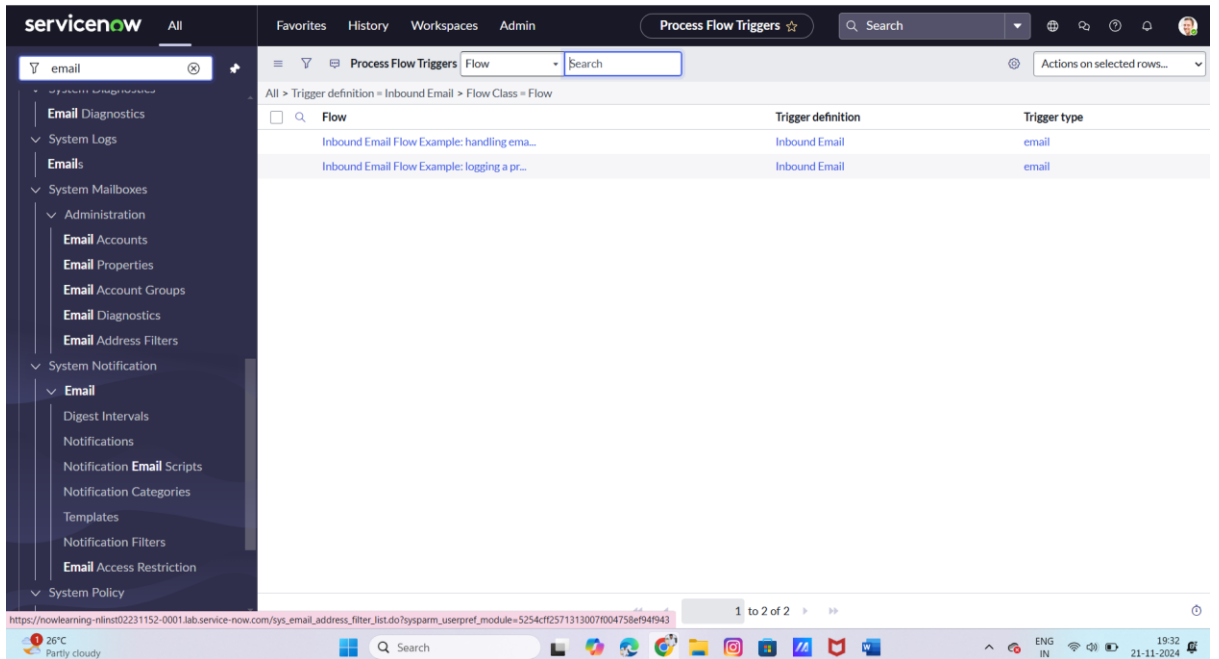


7. Open that Knowledge Article again.
8. We can see that the Knowledge Article has been assigned to the user you created under approvals.



Result

1. To verify whether the email is sent for approval or not.
2. Go to All, search for emails.



3. Under System logs click on Emails.
4. There you can see that the email has been sent

