

Knowledge Management

The Knowledge Management application in ServiceNow enables the sharing and viewing of information in the form of articles. It allows users to create, categorize, review, approve, and browse information in a centralized location that is shared by the organization. Visit the Knowledge homepage to look at knowledge bases, and search for all the content accessible to you there. Articles are categorized by Knowledge Base and Category. Depending on your role in the Platform, you may or may not have access to create and edit articles, but all users can rate them, provide feedback, and post comments on articles they can access in the Platform. If you have questions about access in your organization's knowledge base, contact your Knowledge manager or administrator. Ready to browse around in a Knowledge article? Try it out in the next activity!