

PROJECT DOCUMENT

Effective Knowledge Management: From Article Creation to Approval

1. Project Overview

This project involves creating a well-structured and accessible Knowledge Article in the ServiceNow platform to support effective knowledge management. By focusing on accuracy and clarity, the article aims to provide users with reliable guidance, reducing the need for support tickets. This initiative is designed to streamline information sharing, improve user experience, and enhance overall efficiency within the support process.

2. Objectives

To develop a clear, accurate, and user-friendly Knowledge Article within the ServiceNow platform that empowers users with effective solutions and guidance. This documentation aims to streamline the knowledge management process, enhance user experience, and reduce support ticket volumes by ensuring accessible, high-quality information is readily available.

3. Key Features and Concepts Utilized

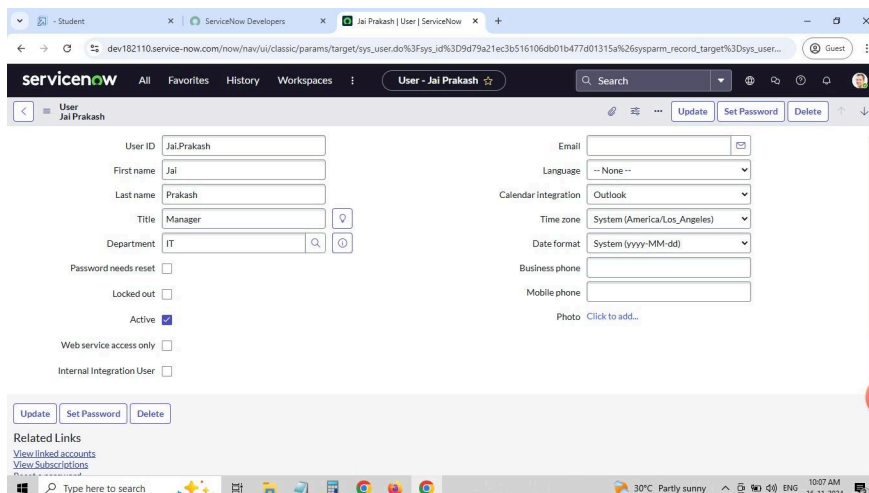
- Creation of a comprehensive Knowledge Article in ServiceNow.
- Accurate and concise information presentation for user accessibility.
- Search optimization for quick solutions.
- Streamlined workflows for approval and updates.
- User-friendly interface to enhance support and reduce ticket volumes.

4. Testing & Validation

1. Unit Testing: Validating individual components of the Knowledge Article for accuracy, functionality, and performance.
2. User Interface Testing: Ensuring the article's layout, navigation, and accessibility meet user experience standards and are error-free.

5. Detailed Steps to Solution Design

1. Create Users

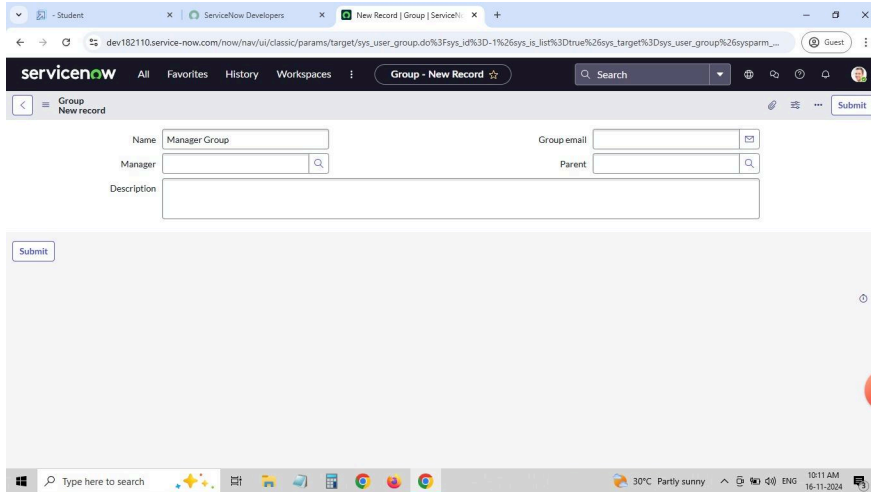


The screenshot shows the ServiceNow 'User' management page for a user named 'Jai Prakash'. The interface includes a navigation bar with 'All', 'Favorites', 'History', and 'Workspaces'. The main form contains the following fields and options:

- User ID**: JaiPrakash
- First name**: Jai
- Last name**: Prakash
- Title**: Manager
- Department**: IT
- Active**: ☒
- Web service access only**: ☐
- Internal Integration User**: ☐
- Email**: (empty field)
- Language**: -- None --
- Calendar integration**: Outlook
- Time zone**: System (America/Los_Angeles)
- Date format**: System (yyyy-MM-dd)
- Business phone**: (empty field)
- Mobile phone**: (empty field)
- Photo**: Click to add...

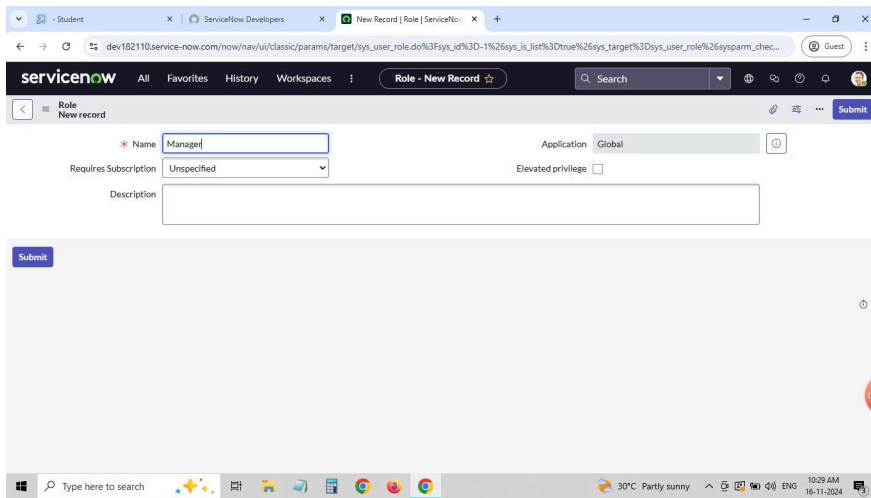
At the bottom of the form, there are buttons for 'Update', 'Set Password', and 'Delete'. Below the form, there are 'Related Links' for 'View linked accounts' and 'View Subscriptions'. The Windows taskbar at the bottom shows the date and time as 10:07 AM on 16-11-2024.

2. Create Groups



This screenshot shows the 'Group - New Record' form in ServiceNow. The form includes fields for Name (pre-filled with 'Manager Group'), Group email, Manager, Parent, and a Description field. A 'Submit' button is located at the bottom left of the form area. The browser's address bar shows a URL with a long ID and a search bar is visible in the top right. The Windows taskbar at the bottom indicates the time is 10:11 AM on 16-11-2024.

3. Create Roles



This screenshot shows the 'Role - New Record' form in ServiceNow. The form includes fields for Name (pre-filled with 'Manager'), Application (set to 'Global'), Requires Subscription (set to 'Unspecified'), Elevated privilege (checkbox), and a Description field. A 'Submit' button is located at the bottom left of the form area. The browser's address bar shows a URL with a long ID and a search bar is visible in the top right. The Windows taskbar at the bottom indicates the time is 10:29 AM on 16-11-2024.

4. Changing the owner of Knowledge base

dev182110.service-now.com/now/nav/ui/classic/params/target/sys_user.do%3Fsys_id%3DDee826bf03710200044e0bfc8bcb5de6

servicenow All Favorites History Workspaces Admin User - Jai Prakash Search

User Jai Prakash Update Set Password Delete

User ID Jai_Prakash Email jai_prakash@example.com

First name Jai Language -- None --

Last name Prakash Calendar integration Outlook

Title Time zone System (America/Los_Angeles)

Department IT Date format System (yyyy-MM-dd)

Password needs reset Locked out Business phone Mobile phone Photo Click to add...

Active Web service access only Internal integration user

Update Set Password Delete

Related Links View linked accounts View subscriptions Reset a password

Entitled Custom Tables Roles (38) Groups (1) Delegates Subscriptions User Client Certificates

dev182110.service-now.com/now/nav/ui/classic/params/target/kb_knowledge_base_list.do%3Fsysparm_query%3Dactive%253Dtrue%255EEQ

servicenow All Favorites History Workspaces Knowledge Bases Search

Knowledge Bases Order Search Actions on selected rows... New

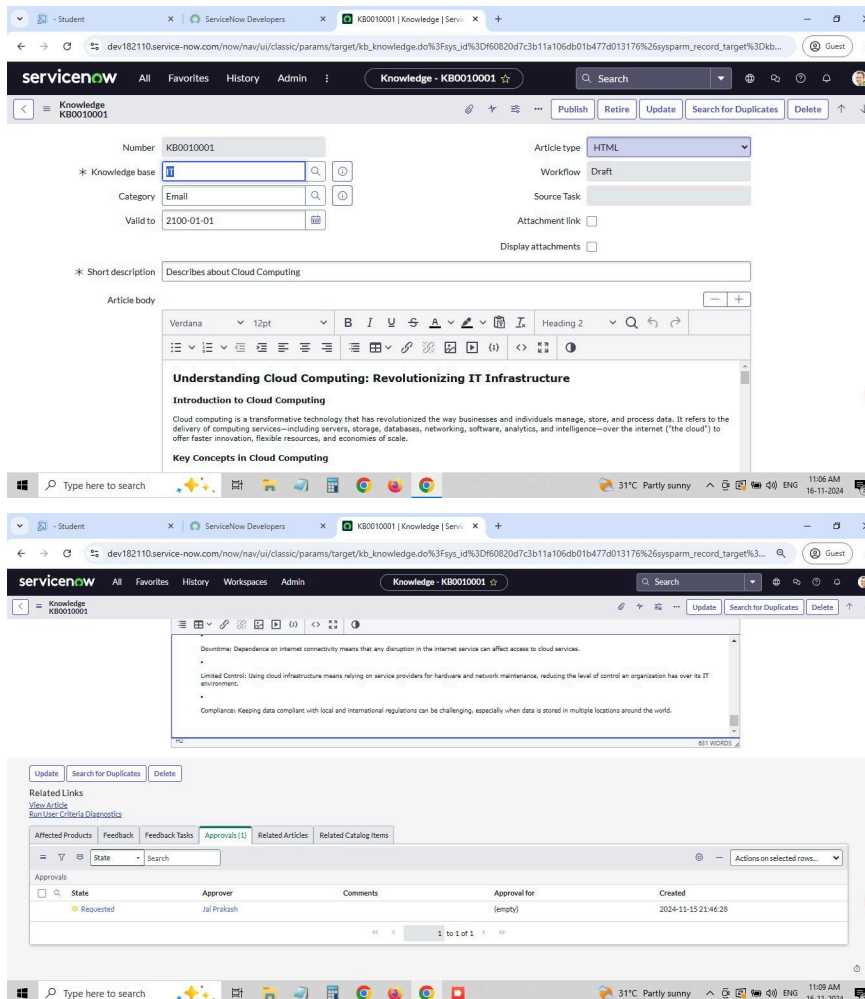
All > Active = true

Title	Description	Owner	Order
IT	The ACME North America IT Service Desk K...	Jai Prakash	100
Knowledge	Knowledge Base for 'Knowledge' users. An...	System Administrator	300

1 to 2 of 2

31°C Partly sunny 10:37 AM 16-11-2024

5. Creation of Knowledge Article



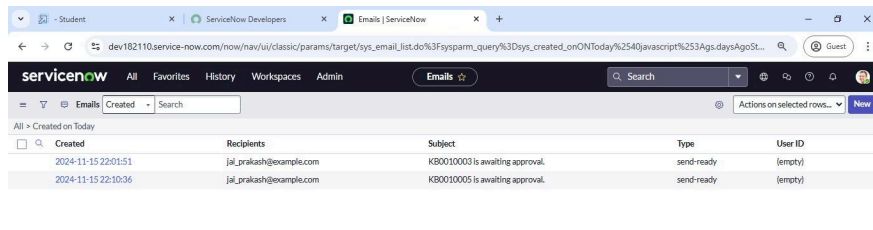
6. Key Scenarios Addressed by ServiceNow in the implementation Project

- Knowledge Management: Centralized storage and easy access to articles for users.
- Ticket Reduction: Enabling self-service solutions to minimize support requests.
- Approval Workflows: Streamlined processes for article creation and updates.
- Search Optimization: Enhanced search features for quick and relevant results.
- User Experience: Intuitive interface for seamless navigation and usability.

7. Results

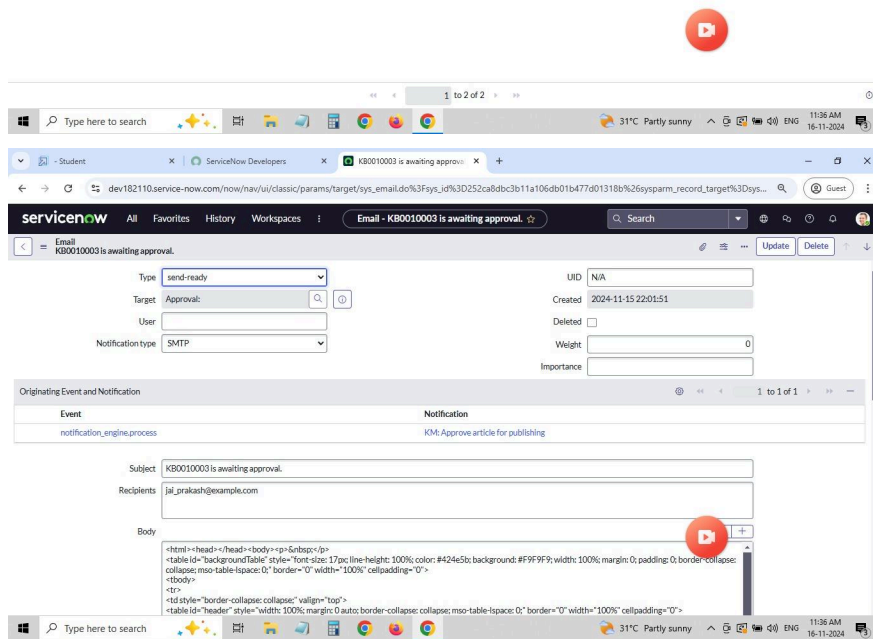
- To verify whether the email is sent for approval or not.

- There you can see that the email has been sent.



The screenshot shows the ServiceNow 'Emails' list view. The table has columns: Created, Recipients, Subject, Type, and User ID. Two records are listed, both with a 'send-ready' type and 'empty' user ID.

Created	Recipients	Subject	Type	User ID
2024-11-15 22:01:51	jai_prakash@example.com	KB0010003 is awaiting approval.	send-ready	(empty)
2024-11-15 22:10:36	jai_prakash@example.com	KB0010005 is awaiting approval.	send-ready	(empty)



The screenshot shows the 'Email - KB0010003 is awaiting approval.' form. It includes fields for Type (send-ready), Target (Approval), User, Notification type (SMTP), UID (N/A), Created (2024-11-15 22:01:51), Deleted, Weight (0), and Importance. Below these is the 'Originating Event and Notification' section, which shows the event 'notification_engine.process' and the notification 'KM: Approve article for publishing'. The 'Subject' is 'KB0010003 is awaiting approval.' and the 'Recipients' is 'jai_prakash@example.com'. The 'Body' field contains HTML code for a table with a header and a body section.

Originating Event and Notification

Event	Notification
notification_engine.process	KM: Approve article for publishing

Subject: KB0010003 is awaiting approval.

Recipients: jai_prakash@example.com

Body:

```
<html><head></head><body><p><table border="1" style="font-size: 17px; line-height: 100%; color: #424e5b; background: #f9f9f9; width: 100%; margin: 0; padding: 0; border-collapse: collapse; mso-table-lspace: 0; border="0" width="100%" cellpadding="0">
<tbody>
<tr>
<td style="border-collapse: collapse; vertical-align: top">
<table id="header" style="width: 100%; margin: 0 auto; border-collapse: collapse; mso-table-lspace: 0; border="0" width="100%" cellpadding="0">
```

8. Conclusion

This project successfully streamlined knowledge management by creating a comprehensive, user-friendly Knowledge Article in ServiceNow. It improved accessibility, reduced support tickets, and enhanced overall user experience, achieving a seamless and efficient self-service solution.