SERVICENOW PROJECT SUBMISSON

KNOWLEDGEMENT MANAGEMENT :ARTICLE CREATION

Submitted by

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Effective Knowledge Management :From Article Creation to Approval

Project Overview :

To efficiently create and gain approval for a comprehensive Knowledge Article within the ServiceNow platform, ensuring that the information is accurate, accessible, and beneficial for users seeking solutions or guidance. The project aims to streamline the knowledge management process, enhance user experience, and reduce support ticket volumes by providing readily available, high-quality documentation.

Objectives :

- **Standardize Content Creation Processes:**
    - Develop standardized templates and guidelines for article creation to ensure consistency and quality.
    - Train content creators on best practices for writing and structuring knowledge articles.
- **Improve Knowledge Capture:**
    - Implement tools and methodologies to capture tacit knowledge from experts and convert it into explicit knowledge.
    - Encourage collaborative content creation to incorporate diverse insights and expertise.
- **Enhance Knowledge Quality:**
    - Establish a rigorous review and approval process to ensure the accuracy, relevance, and clarity of knowledge articles.
    - Incorporate feedback mechanisms to continuously improve content based on user input and changing needs.

Key Features and Concepts Used :

- Knowledge on Service Now Administration.
- Knowledge on Knowledge Articles and Knowledge Bases.
- Knowledge on creation of users, roles and groups.
- Service Now Administration.

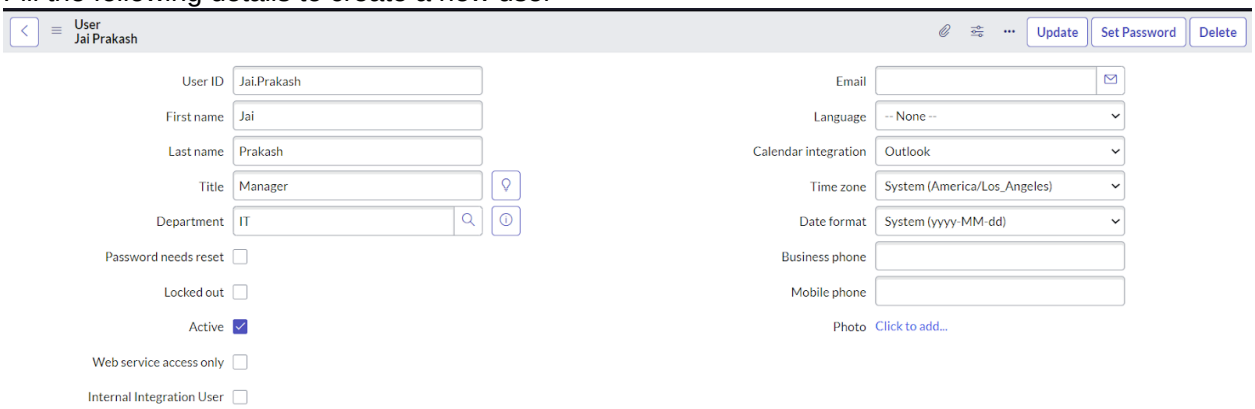
- Creation of Knowledge Article.
- Providing Approval to Knowledge Article.

Detailed Steps To Solution Design :

Implementation :

Activity-1 : Create Users

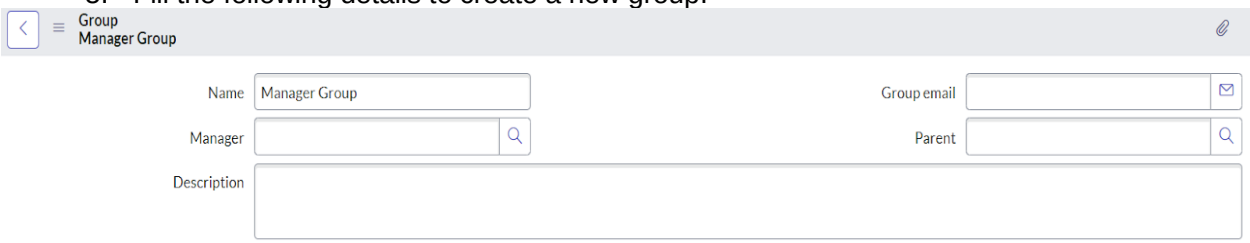
1. Open service now.
2. Click on All >> search for users
3. Select Users under system security
4. Click on new
5. Fill the following details to create a new user



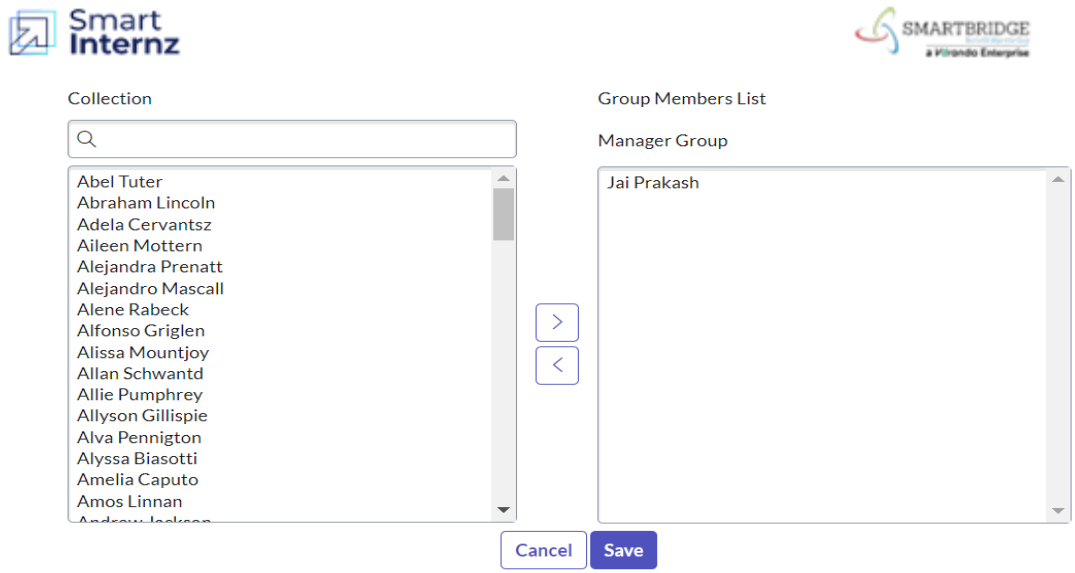
6. Click on Submit.

Activity - 2: Create Groups

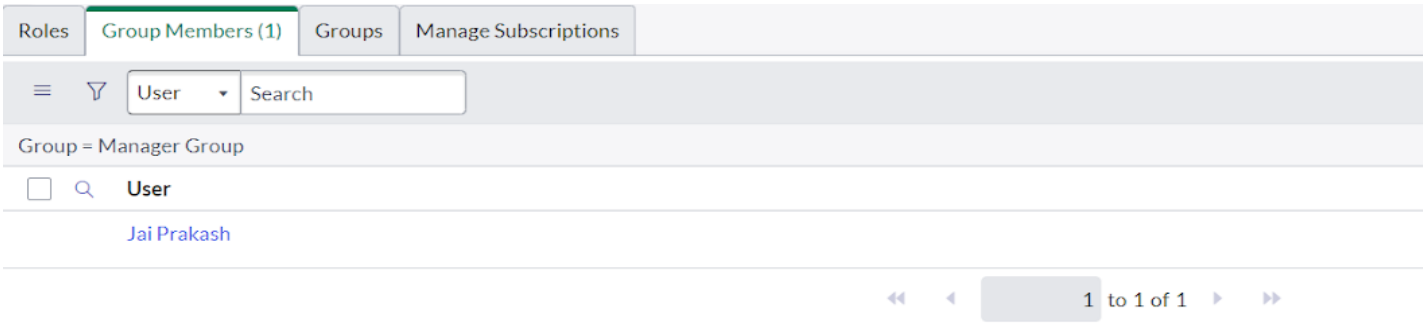
1. Open service now.
2. Click on All >> search for groups
3. Select groups under system security
4. Click on new
5. Fill the following details to create a new group.



6. Under Group Members, click on edit.
7. Add the user(Jai Prakash) to the Manager Group and click on Save.



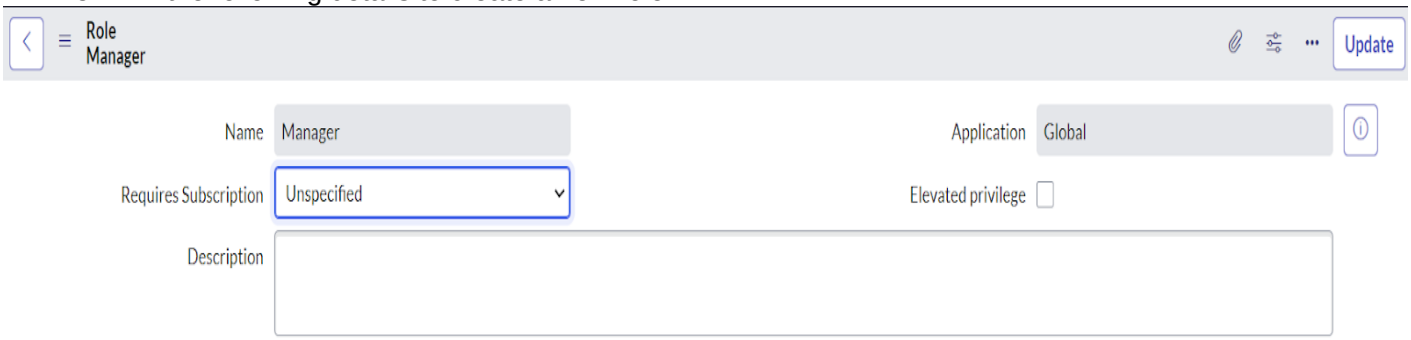
8. It would like below.



9. Click on save.

Activity - 3: Create Roles

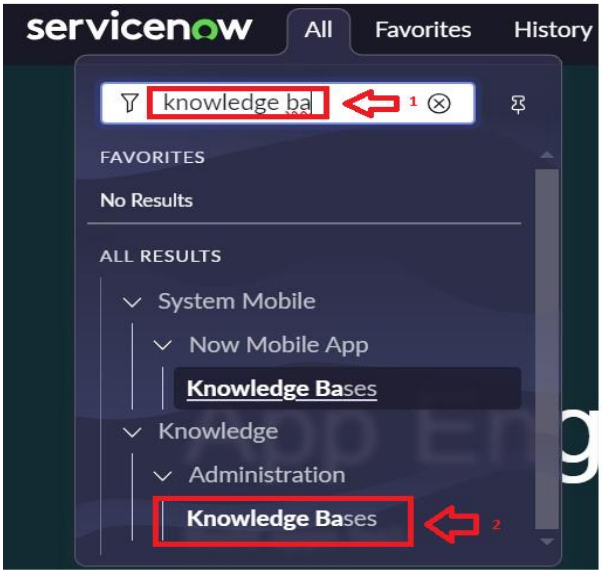
1. Open service now.
2. Click on All >> search for roles
3. Select roles under system security
4. Click on new
5. Fill the following details to create a new role



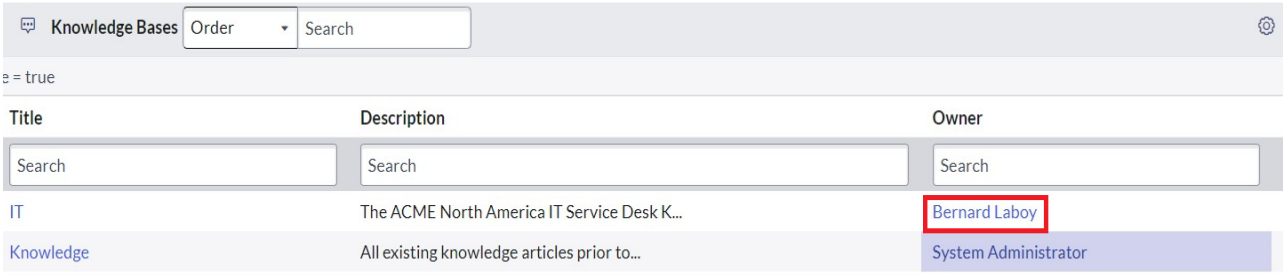
6. Click on submit.

Activity - 4: Changing the Owner of the Knowledge Base

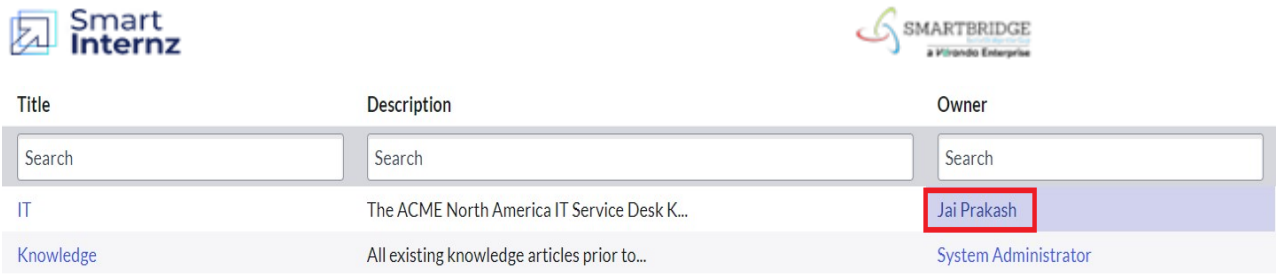
1. Go to All >> Search for Knowledge Bases.



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)



3. It would look like below.



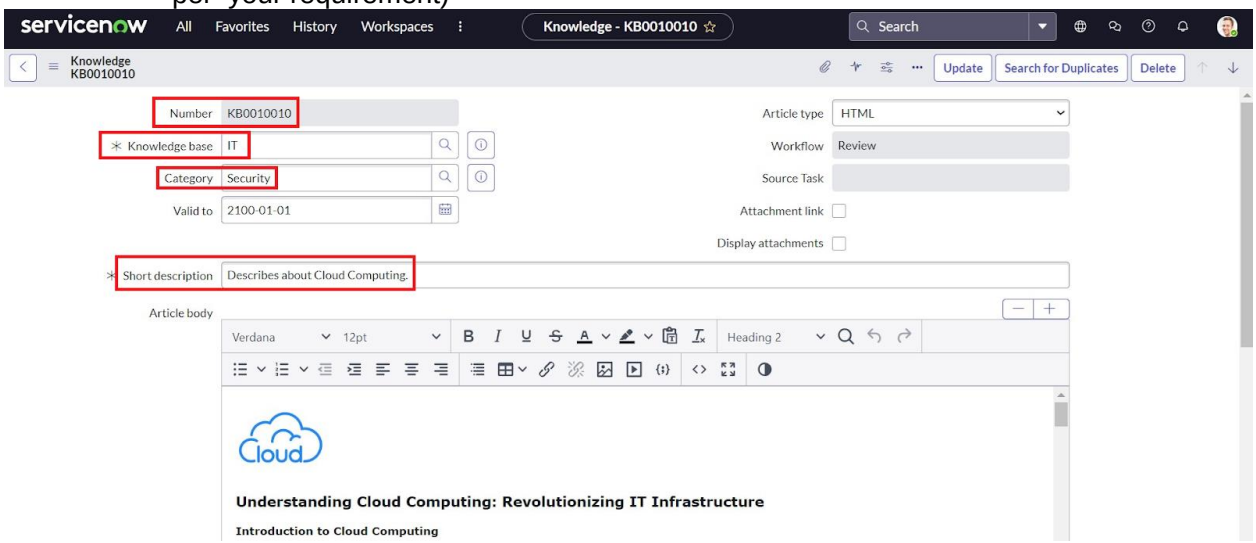
Activity - 5: Creation of Knowledge Article.

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

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)



Article body : (paste your knowledge Article here)

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

Cloud

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

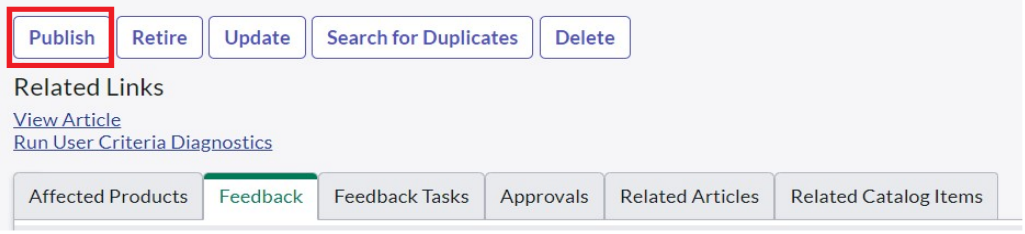
- Cost Efficiency: Reduces the capital expense of buying hardware and software and setting up and running on-site data centers.
- Scalability: Allows businesses to scale up or down based on demand, providing flexibility and avoiding over-provisioning or under-provisioning.
- Performance: Large cloud 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

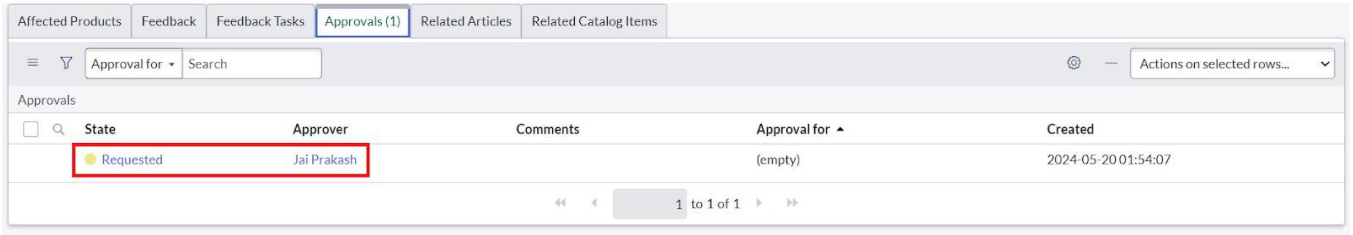
- Security and Privacy: Ensuring the security of data and compliance with regulations are the top concerns, especially when dealing with sensitive data.

- 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.

4. Click on Submit.
5. Click on Publish.



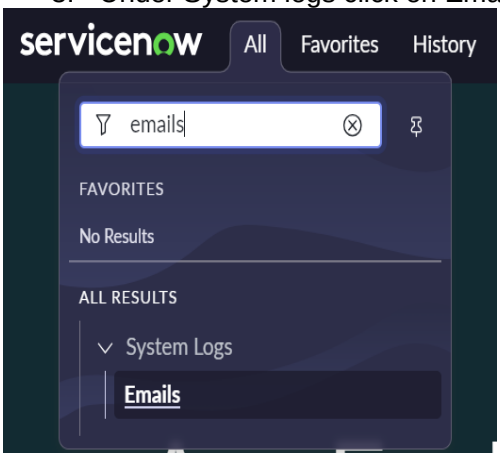
6. Open that Knowledge Article again.
7. We can see that the Knowledge Article has been assigned to the user you created under approvals.



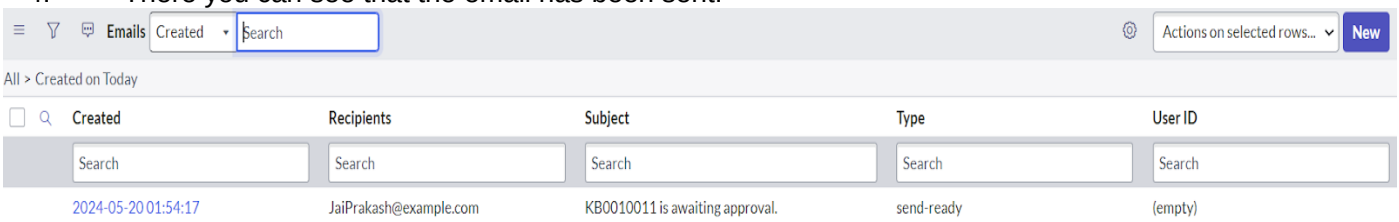
Result

1. To verify weather the email is send for approval or not.

2. Go to All, search for emails.
3. Under System logs click on Emails.

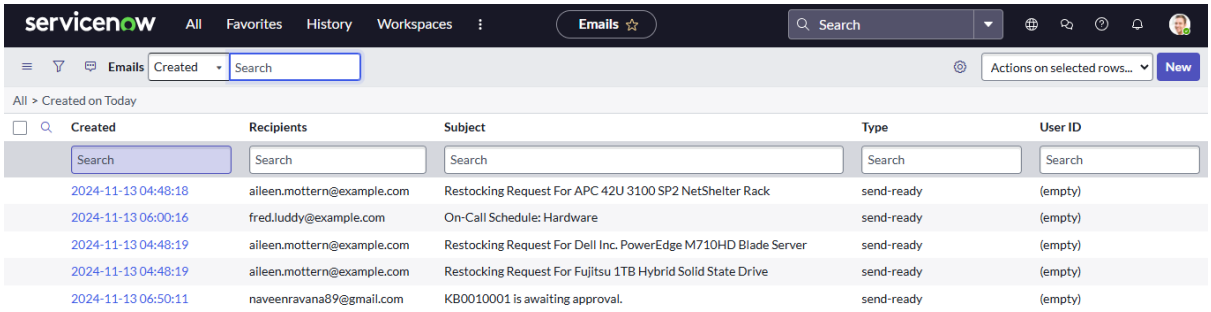


4. There you can see that the email has been sent.



Testing and Validation:

In Testing and Validation phase we have created an article about cloud computing in revolutionizing it infrastructure which has created and published and we have validated by checking the emails have been sent are not



Key Scenarios Addressed by ServiceNow in the Implementation Project :

- **Knowledge Article Creation and Submission:**
  - **Scenario:** Content creators need a user-friendly interface to create and submit knowledge articles.ServiceNow provides a rich text editor and customizable templates for creating knowledge articles. Authors can easily format content, add multimedia elements, and submit articles for review.

- **Workflow Automation for Article Review and Approval:**
    - **Scenario:** Articles require multiple levels of review and approval before publication.ServiceNow's workflow engine automates the review and approval process. Customizable workflows can route articles to the appropriate reviewers, send notifications, and track approval status, ensuring timely and efficient processing.

Conclusion :

Implementing an effective knowledge management system using ServiceNow can significantly enhance an organization's ability to capture, manage, and utilize knowledge. By addressing key scenarios from article creation to approval, ServiceNow ensures that knowledge is consistently high-quality, easily accessible, and continuously improved. The platform's robust features, including workflow automation, collaborative editing, advanced search capabilities, and performance analytics, streamline the entire KM process. These capabilities not only improve the efficiency of knowledge management but also foster a culture of collaboration and continuous learning within the organization.Ultimately, a well-implemented knowledge management system on ServiceNow helps organizations make informed decisions, improve operational efficiency, and drive innovation. By standardizing content creation, ensuring quality, and facilitating easy access to knowledge, ServiceNow empowers employees to leverage the collective intelligence of the organization, leading to sustained growth and success.