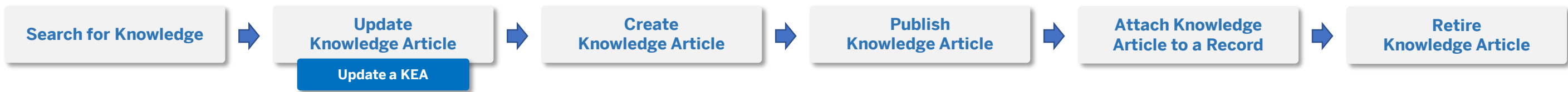


Update a KEA

At a Glance



Knowledge Management Process



Purpose

Updating outdated and/or incorrect content in the existing KEAs provides the latest available information (e.g. workaround and symptoms) for the reported issue so that current information can be enriched and up to date. It is everyone's responsibility to maintain the Known Error Database when the knowledge articles are being reused. All users are assigned with a KM 1 role in ServiceNow that allows them to edit and create KEAs.

The Golden Standard Framework recommends users with at least KM 1 permission to have rights for editing and creating KEAs, while only Problem Coordinators assigned for the specific component(s) with KM Coach permission can approve and publish the KEAs for that component(s).

When to update a KEA:

- Need to add new symptoms reflecting how the reporter asked the question
- Need to add new symptoms or keywords to increase the searchability
- Add additional information to make the KEA more useable
- Content and/or formatting is outdated or incorrect

Option A: Update KEA from a record (Agent Workspace & UI16)

1. Update KEA Content

- 1a Open KEA from the record
- 1b Update KEA to new version

2. Request for Publishing

- 2a Confirm and save the changes
- 2b Request for approval to publish the KEA

Follow [WIPS entry: Publish a KEA](#) to complete the publishing process

Option B: Update KEA from Knowledge Management Module (UI16 only)

1. Update KEA Content

- 1a Open KEA directly from Knowledge Management Module
- 1b Edit the KEA
- 1c Update KEA to new version

2. Request for Publishing

- 2a Confirm and save the changes
- 2b Request for approval to publish the KEA

Follow [WIPS entry: Publish a KEA](#) to complete the publishing process

Notes



Who can create KEAs?

All users are assigned at least KM 1 permission in ServiceNow that allows them to create and update KEAs.

The KM permissions in the system are explained [here](#).

When and how to block KEAs?

If the KEA contains any personal identifiable information or GDPR-violated data, you should immediately remove the violation content and create a new version.

A user with KM 3, KM 3 Coach or KM Compliance role can then block the outdated KEA version that contains the violation.

- Click [here](#) to see how to block a KEA.
- The KM permissions in the system are explained [here](#).

1. Update KEA Content

Knowledge Management

Option A: Update KEA from a record

1a Open KEA from the record (Agent Workspace)

Step 1

Open the sidebar on the right.

Step 2

Click the **Agent Assist** icon within the sidebar to access **Agent Assist**.

Agent Assist now appears in right hand sidebar.

Step 3

Click the **3-dot menu icon (...)** in the top-right corner to open the UI action list of the knowledge article you'd like to update.

Step 4

Click **Full View**. A window opens with the KEA article.

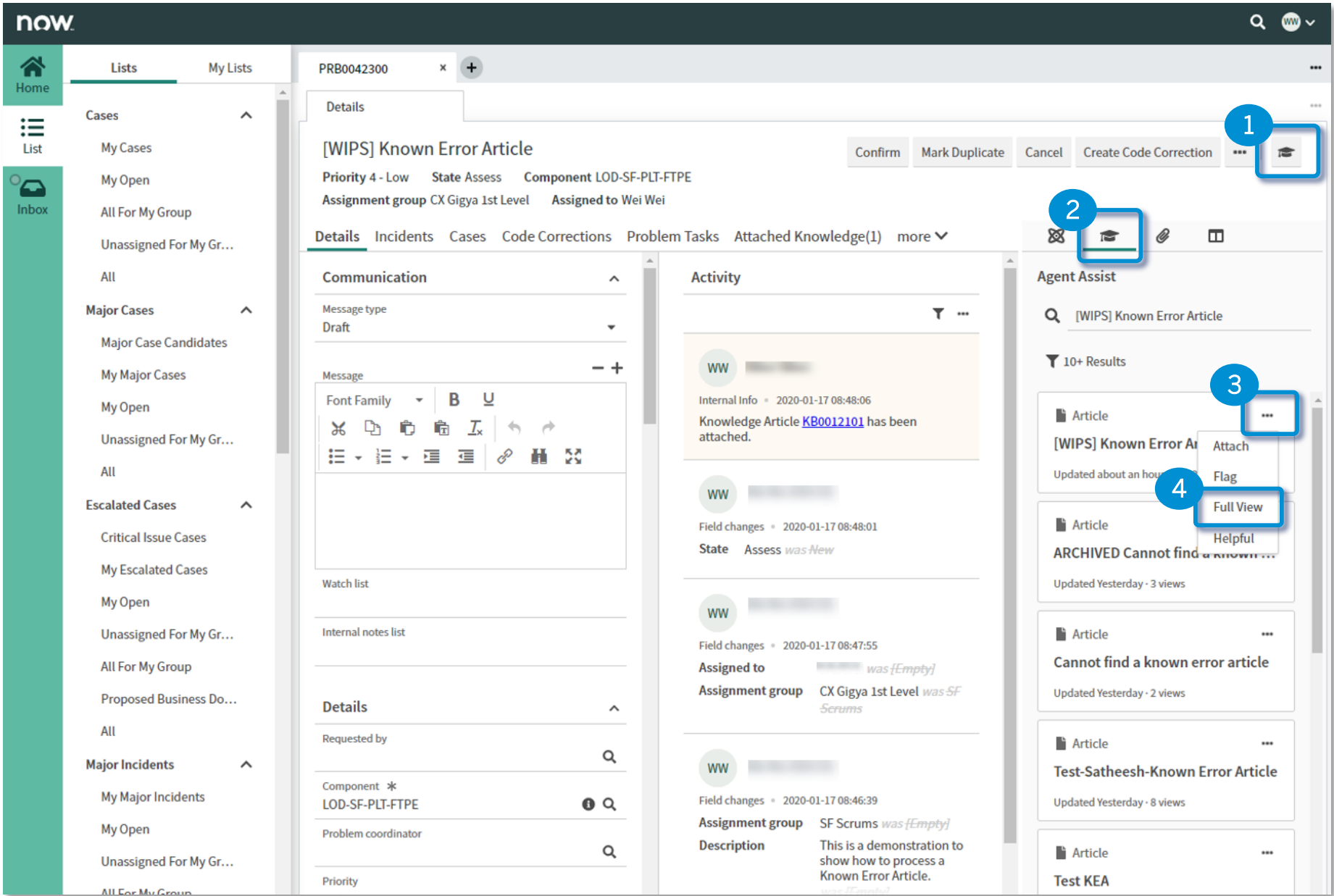
Notes

View full article to access Edit Button

You can update a KEA from a record (e.g. Case, Incident, Problem) by first viewing the full article. Once the article is displayed, the **Edit** button will also be displayed on the KEA record.

See the [WIPS entry: Search for Knowledge](#) for information on accessing knowledge article from within a record (e.g. Problem).

You can also search for and open a KEA directly from the KEA list in UI16. However this functionality is NOT available in Agent Workspace.



1. Update KEA Content

Knowledge Management

Option A: Update KEA from a record

1a Open KEA from the record (UI16)

Step 1

Go to **Initial Description** tab.

Step 2

Click **Related Search Results** to open the search result list.

Step 3

Click the **hyperlinked title** of the KEA that you'd like to update. A window pops open with the KEA article.

In UI16, it is possible to differentiate between KBAs and KEAs in the search result. All KBAs are identifiable as Knowledge under its title while all KEAs are identifiable as Known Errors.

Notes

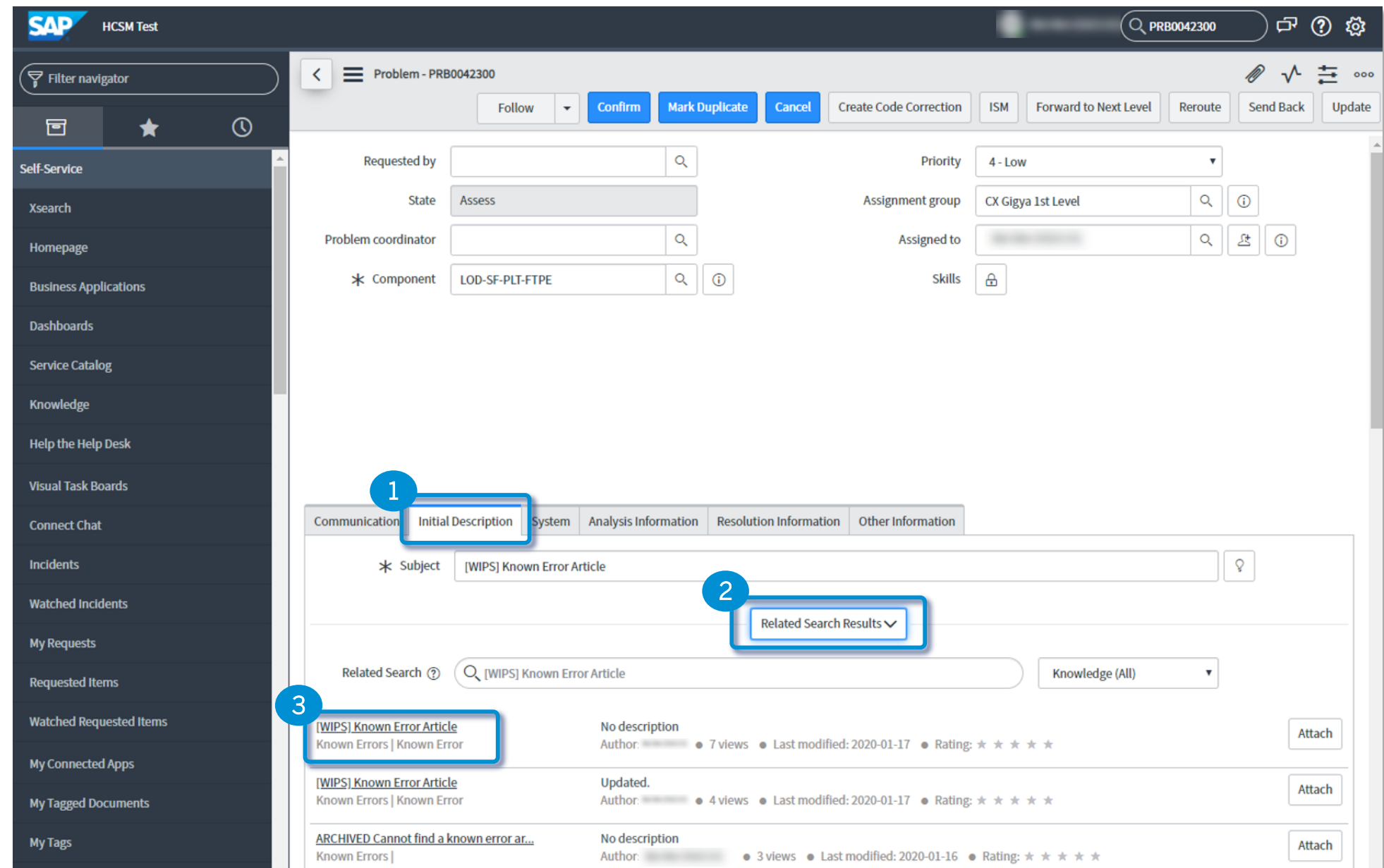


View a KEA in order to access Edit Button

You can update a KEA from a record (e.g. Case, Incident, Problem) by first viewing the full article. Once the article is displayed, the **Edit** button will also be displayed on the KEA record.

See the [WIPS entry: Search for Knowledge](#) for information on accessing knowledge article from within a record (e.g. Problem).

You can also search for and open a KEA directly from the KEA list in UI16. However this functionality is NOT available in Agent Workspace.



1. Update KEA Content

Knowledge Management

Option A: Update KEA from a record

1b Update KEA to new version

ServiceNow Knowledge Management allows for the published KEA to remain available to the defined audience while a new version is created with needed updates.

Step 1

Click **Edit** in the top right corner to switch to editing mode.

- If the KEA is published, you have the options to retire or create new version of the KEA.
- If the KEA is unpublished, you can make update and request the KEA to be published

Step 2

Once in the editing mode, click **New Version** button in the top right corner to create a new version of KEA with **Release Status** of **Draft**.

- The previous version remains available to customers (if published externally) until the new KEA version is published.
- The new version can be deleted before it is published.
- Only one draft version of a KEA can be created. However multiple users can update that draft version.

Step 3

Make updates to the KEA as needed.

You may follow the [WIPS entry: Create a KEA](#) for information on each of the KEA fields if necessary.

Best Practices

Data Protection and Security

- General Data Protection Regulation (GDPR) is the regulation that enforces the Data Protection and Security law.
- **Screenshots** from customer systems are NOT allowed in any Knowledge Management documentation.
- These regulations apply to all KBAs regardless of the KBA status.
- Do not display or disclose personally identifiable information (PII) or any other confidential information or information about our internal SAP servers in any part of the KEA (including screenshots, attachments, videos).
- Refer to the [Data Protection and Privacy \(DPP\)](#) page for further descriptions and guidelines on what [personal data](#) is.

If the KEA contains any violation content, you should immediately create a new version and remove the violation content. A user with KM 3, KM 3 Coach or KM Compliance role can then block the older outdated KBA version that contains the violation.

Click [here](#) to see how to block a KEA.

2. Request for Publishing

Knowledge Management

Option A: Update KEA from a record

- 2a Confirm and save the changes
- 2b Request for approval to publish the KEA

Step 1

Click **Update** in the top right corner to save the changes once you finish making updates to the KEA.

Step 2

Click **Publish** in the top-right corner of the KEA.
This updates the Release Status of the KEA to **Review**.
If you'd like to make changes while keeping the status as Review, directly click **Update** button once all changes are made.

Known Error Article - KB0012101 v1.01

2

Publish

1

Update

Search for Duplicates

Delete

Number

KB0012101

* Responsible

* Target

Release internally

Version

1.01

* Category

Known Error

* Component

LOD-SF-PLT-FTPE

Other Components

Related Record

PRB0042300

* Title

[WIPS] Known Error Article

SAP KBA#

0005000558

* Processor

Release Status

Draft

Expires on

2025-01-17

Product

My Timesheet

Product Version

Notes

⚠

After a KEA has been updated, you need to click **Publish** in order to send the approval request to the predefined approver and set the Release Status of the KEA to **Review**. The KEA's Release Status remains as Draft if you only click **Update**.
The KEA will then need to be approved, regardless of the KM roles of processor.

How to recall KEA under review back to draft?

- If you'd like to revert the Release Status of the KEA from Review back to Draft:
- Click **Recall** in the KEA record with Review status. This revert the status of the KEA back to Draft.
 - Make changes and then click **Update** to save those changes.

Note:
This does not publish the KEA. Click **Publish** again to send the KEA to review status for publishing.

Known Error Article - KB0012101 v1.02

1

Recall

2

Update

Search for Duplicates

Number

KB0012101

* Responsible

* Target

Release internally

Version

1.02

* Category

Known Error

* Component

LOD-SF-PLT-FTPE

SAP KBA#

0005000558

* Processor

Release Status

Review

Expires on

2025-01-17

Product

My Timesheet

Product Version

1. Update KEA Content

2. Request for Publishing

Knowledge Management

Option B: Update KEA from Knowledge Management Module

Step 1

Go to UI 16 <https://itsm.services.sap/> and open the **Knowledge Module** in the **Application Navigator**.

Step 2

Click **All** to open the list for all knowledge articles (including both KBAs and KEAs).

Step 3

You may use the search functionality for the column and search for **Known Errors** as the **Knowledge base**.

Alternatively, right-click the mouse next to the **Known Errors** in the **Knowledge base** column and select **Show Matching** to filter for all knowledge articles saved in the Known Error Database (i.e. KEAs).

Step 4

Click the **hyperlinked title** of the KEA you'd like to edit. The KEA is opened in the editing mode.

Follow the steps here to [Update the KEA](#) and [Request for approval to publish the KEA](#).

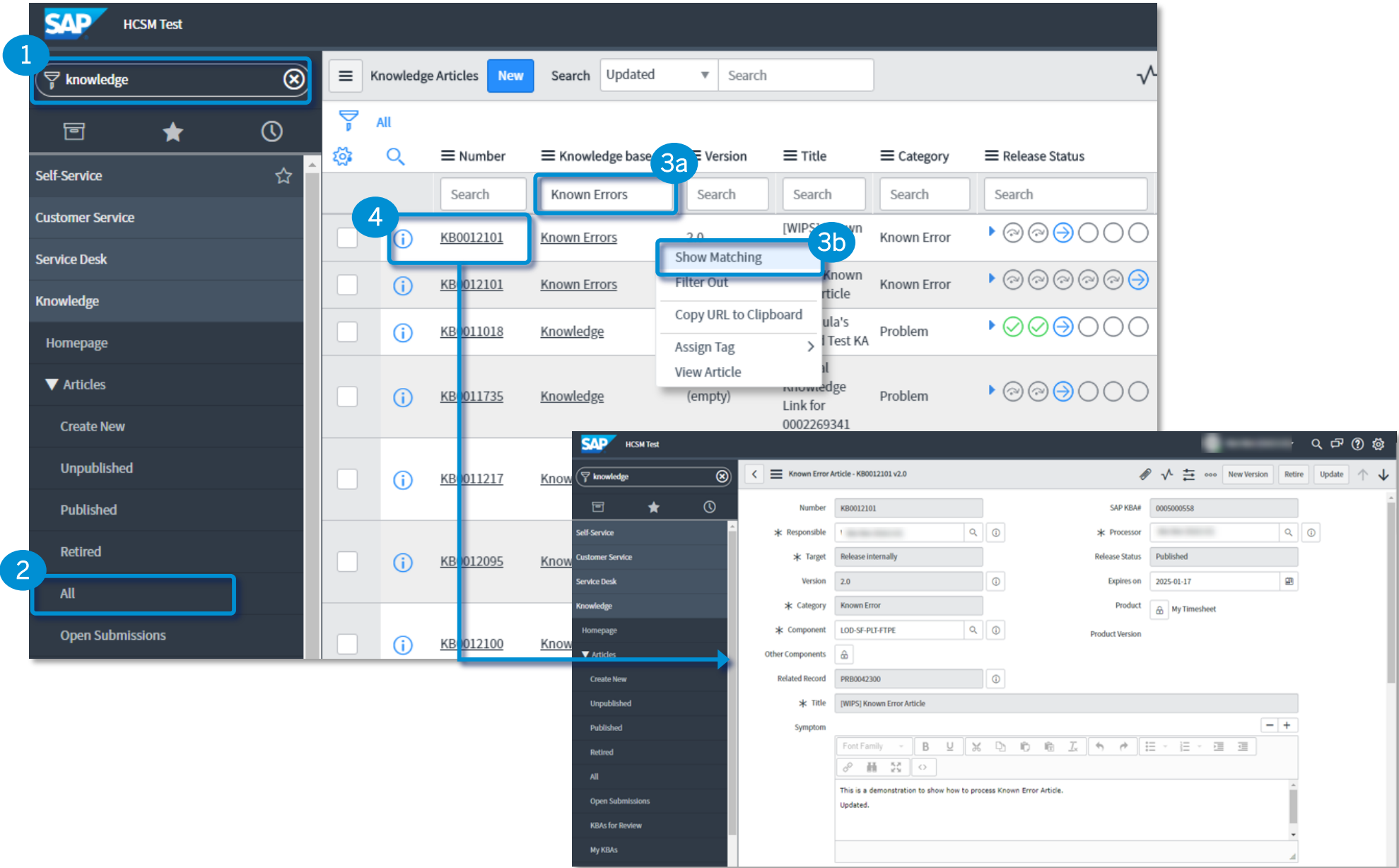
Notes



When to edit KEA from Knowledge Module directly?

If you need to edit a KEA, but do not have a related record, or do not want to edit from a related record, you can edit a KEA from the KEA lists in UI16.

UI16 offers greater Knowledge Management functionalities and makes it easier to list, filter and search KEAs based on any number of criteria.



What is a change log?

What you are reading is official SAP process documentation. Stringent version control is required for Compliance purposes. Thus, this **change log** is a record of who made what changes to this content & when, in case further follow up is needed.

Please send any questions or concerns to

Marcia Luna de la Cruz, [Walldorf](#)
Process manager

Change Log

Version	Changed by	Date	Description of changes	Status
1.0.0	Wei Wei	Mar 02, 2019	<ul style="list-style-type: none">WIPS 4.0 Golden Standard Baseline Documents	Published