

Activity - 5: Creation of Knowledge Article.

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

The screenshot shows the ServiceNow Creator Studio interface. The top navigation bar includes 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. A search bar on the right contains the text 'my knowledge'. Below the search bar, a dropdown menu shows 'No Results' under 'FAVORITES' and 'My Knowledge Articles' under 'ALL RESULTS'. The main content area features a 'Creator Studio' header with the text 'Create request-based apps quickly' and 'A guided and curated environment for creating forms and assigning automations to them. No-code required.' Below this is a button labeled 'Open Creator Studio'. Further down, a section titled 'GO FURTHER' with the heading 'Power your workflow applications' is visible. The bottom of the screen shows a Windows taskbar with the search bar and system tray.

2. Open my knowledge Articles >> Click New.

The screenshot shows the ServiceNow Knowledge list view. The top navigation bar includes 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. A search bar on the right contains the text 'my knowledge'. Below the search bar, a dropdown menu shows 'No Results' under 'FAVORITES' and 'My Knowledge Articles' under 'ALL RESULTS'. The main content area displays a table of knowledge articles. The table has columns for 'Number', 'Version', 'Short description', 'Author', 'Category', 'Workflow', and 'Updated'. The table lists several articles, including 'KB00000000', 'KB0010039', 'KB0010038', 'KB0010005', 'KB0010004', 'KB0010003', 'KB0010002', 'KB0010001', 'KB0005001', 'KB0005001', and 'KB0000033'. The bottom of the screen shows a Windows taskbar with the search bar and system tray.

Number	Version	Short description	Author	Category	Workflow	Updated
KB00000000	(empty)	Microsoft Outlook Issues	System Administrator	Microsoft		2019-02-22 05:12:54
KB0010039	2.0	Creating a New Article (demo article for...	System Administrator	Content governance		2017-09-14 11:01:02
KB0010039	1.0	Creating a New Article (demo article for...	System Administrator	Content governance		2017-09-14 10:57:05
KB0010039	3.0	Creating a New Article (demo article for...	System Administrator	Content governance		2017-09-14 11:01:56
KB0010038	1.0	Defining User Criteria for an Article (d...	System Administrator	Access management		2017-09-14 10:48:35
KB0010038	3.0	Defining User Criteria for an Article (d...	System Administrator	Access management		2017-09-14 10:52:59
KB0010038	2.0	Defining User Criteria for an Article (d...	System Administrator	Access management		2017-09-14 10:51:59
KB0010005	(empty)	Switch to IPv6 causing IP address issues	System Administrator	(empty)		2024-10-18 01:41:34
KB0010004	1.0	Feedback Mechanisms in Knowledge (demo ...	System Administrator	Access management		2017-09-20 03:24:38
KB0010003	(empty)	Cisco WebEx Meetings Server does not boo...	System Administrator	(empty)		2024-10-18 01:37:50
KB0010002	1.0	Life Feed Application (demo data for a "...	System Administrator	Applications		2017-09-20 03:24:56
KB0010001	(empty)	USB port is not working on my PC	System Administrator	(empty)		2024-11-05 02:31:06
KB0005001	2.0	Workstation Security Standard	System Administrator	Security		2017-02-24 05:16:27
KB0005001	1.0	Workstation Security Standard	System Administrator	Security		2017-02-24 05:14:49
KB0000033	1.0	Eclipse configuration for Android develo...	System Administrator	Android		2022-12-05 20:46:33

3. Fill the details as below:

Number : Auto-generated.

Knowledge base : IT

Category : Select any category

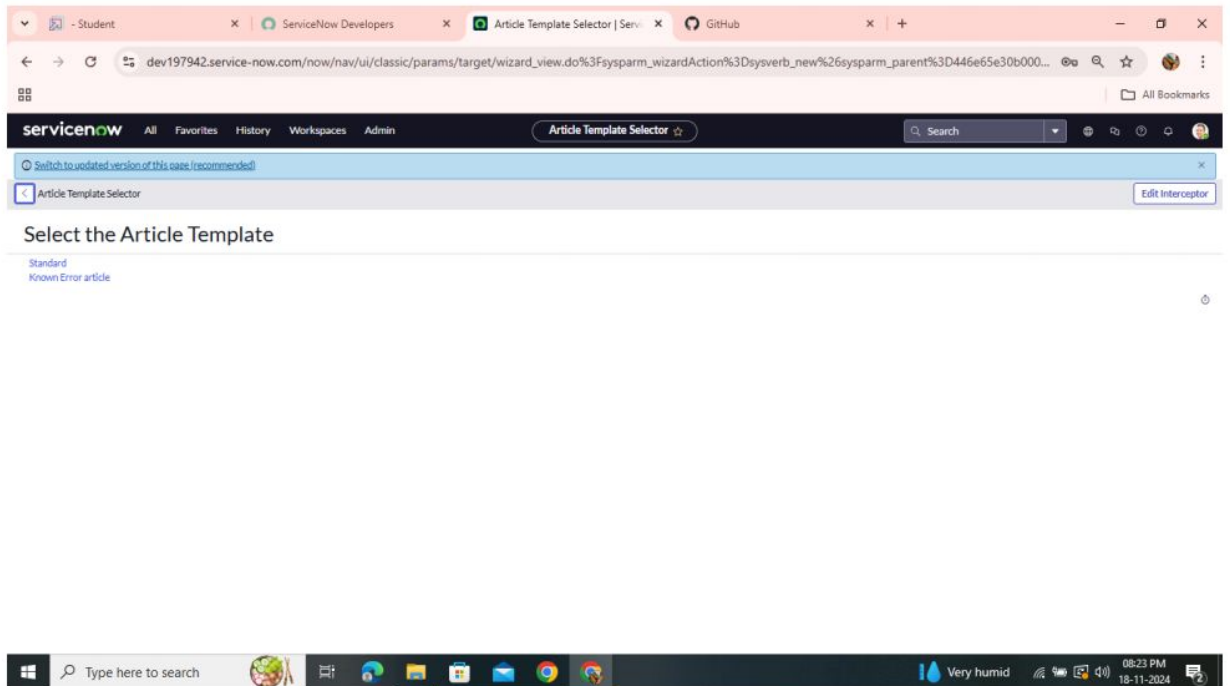
Short description : Describes about Cloud Computing. (Give Short description as per your requirement)

The screenshot displays the ServiceNow Knowledge article editor. The browser tabs include 'Student', 'ServiceNow Developers', 'KB0010003 v0.03 | Knowledge', 'GitHub', and 'ChatGPT'. The URL is 'dev197942.service-now.com/now/nav/ui/classic/params/target/kb_knowledge.do%3Fsys_id%3D47893c8cc306921024bc7fedd401319d%26sysparm_view%3D%26...'. The ServiceNow header shows 'Knowledge - KB0010003 v0.03'. The article details include 'Valid to: 2100-01-01', 'Attachment link', and 'Display attachments'. The 'Short description' field contains 'Understanding Cloud Computing: Revolutionizing IT Infrastructure'. The 'Article body' field contains the following text: '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', and 'Cloud computing services are typically categorized into three fundamental models:'. The bottom of the editor shows 'Publish', 'Update', 'Search for Duplicates', and 'Delete' buttons, along with 'Related Links' and 'Affected Products' sections. The Windows taskbar at the bottom shows the date and time as 08:37 PM on 18-11-2024.

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.