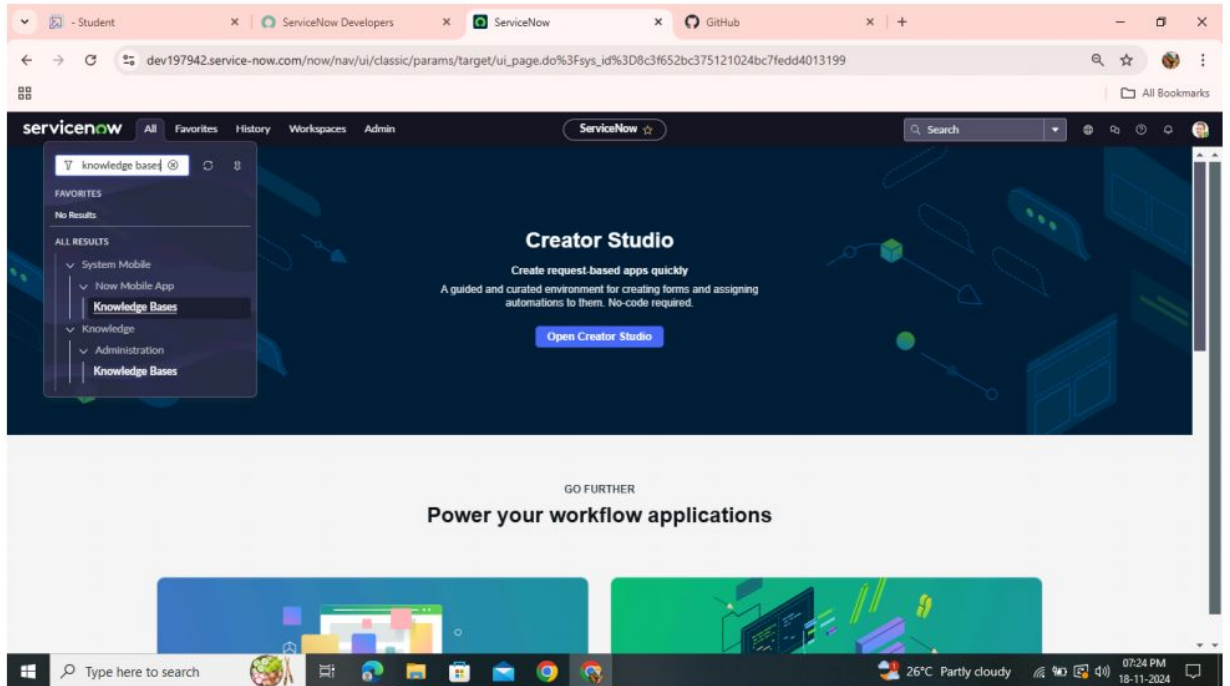
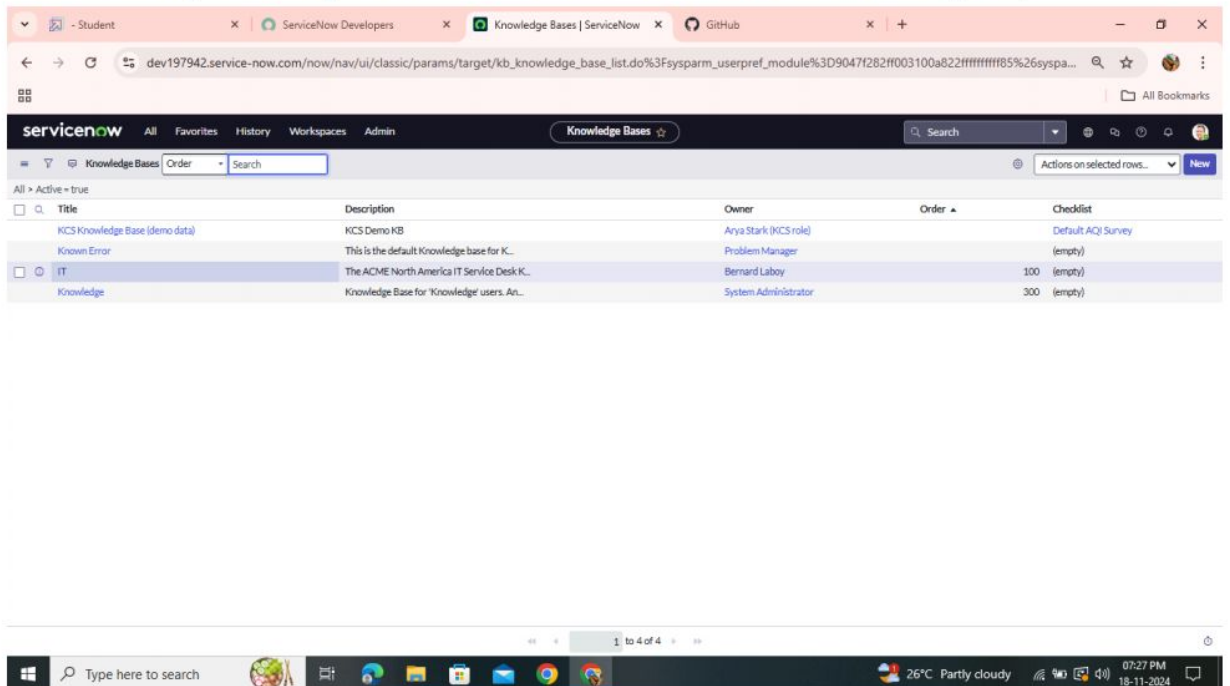


Activity - 4: Changing the Owner of the Knowledge Base

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

The screenshot displays the ServiceNow Knowledge Bases interface. The browser address bar shows the URL: `dev197942.service-now.com/now/nav/ui/classic/params/target/kb_knowledge_base_list.do%3Fsysparm_userpref_module%3D9047f282ff003100a822ffffff65%26...`. The ServiceNow header includes navigation tabs: All, Favorites, History, Workspaces, Admin, and Knowledge Bases. A search bar is present in the top right.

The main content area shows a table of Knowledge Bases. The table has columns: Title, Description, Owner, Order, and Checklist. The 'All > Active = true' filter is applied. The table lists four knowledge bases:

Title	Description	Owner	Order	Checklist
KCS Knowledge Base (demo data)	KCS Demo KB	Arya Stark (KCS role)		Default ACQ Survey
Known Error	This is the default Knowledge base for K...	Problem Manager		(empty)
IT	The ACME North America IT Service Desk K...	Jai Prakash	100	(empty)
Knowledge	Knowledge Base for 'Knowledge' users. An...	Jai Prakash	300	(empty)

A search dropdown is visible in the Owner column, showing the results for 'Jai Prakash'. The dropdown indicates 'Showing 1 through 1 of 1'.

The Windows taskbar at the bottom shows the search bar, task icons, and system tray with the date 18-11-2024 and time 08:19 PM.