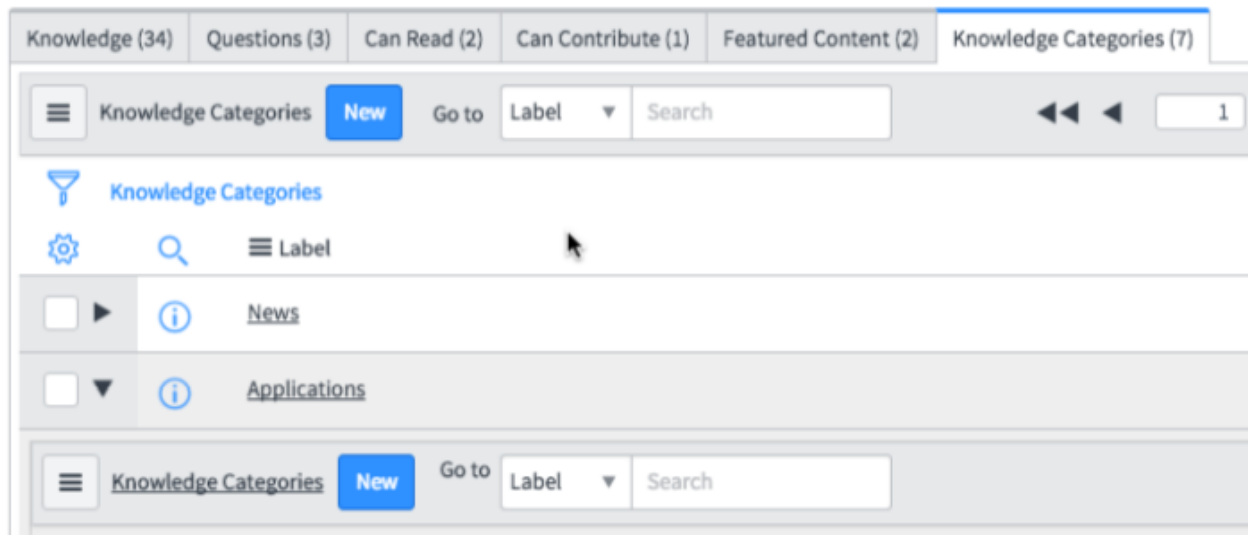


Knowledge articles within a knowledge base are grouped by category.



Each knowledge bases can have unique lifecycle workflows, user criteria, category structures, and management assignments.

What are the four knowledge workflows available in the ServiceNow base instance?

Approval publish: Request approval from a manager of the knowledge base before moving the article to the publish state

Instant Publish: Immediately publishes a draft article without requiring an approval

Instant Retire: Immediately retires a published article without requiring an approval

Retire Knowledge: Moves a knowledge article to the retired state.

What are the two pathways to view feedback left on a published article?

Knowledge > articles > My Flagged

Knowledge > articles > published

Flagging an article allows a user to submit feedback about the article to knowledge managers. It is meant to provide feedback in an escalated manner, as opposed to adding a comment to the article, to help improve overall quality of knowledge content.

★

Home / Operating Systems / Windows

Flag articleCreate incidentEdit

What is the Windows key?
KB0000017
☆☆☆☆ 2 views

What is the Windows key?


The Windows key is a standard key on most keyboards on computers built to use a Windows operating system. It is labeled with a Windows logo, and is usually placed between the **Ctrl** and **Alt** keys on the left side of the keyboard; there may be a second identical key on the right side as well.

Pressing **Win** (the Windows key) on its own will do the following:


- Windows 8.x: Toggle between the Start screen and the current application
- Windows 7 or Vista: Bring up the Start menu

Pressing **Win** in combination with other keys will access shortcuts; these will vary based on the version of Windows you are using. For a list of shortcuts, see [Wikipedia: Windows key](#).

If your keyboard does not have a Windows key, you can access the Start menu, but not other shortcuts, by pressing **Ctrl+Esc**. If you are running Windows on a Mac in [Boot Camp](#), the **Command** key functions as the Windows key.

 Authored by
Last modified just now

Helpful?

Add a comment 

User Criteria defines conditions that are evaluated against users to determine which users can create, read, write, and retire knowledge articles.

<

≡

User Criteria
New record

Submit

User Criteria may be used to restrict access to records in Service Catalog and Knowledge

* Name

Service Portal Administrator

Application

Global

Active

☒

Users

Companies

Groups

Locations

Roles

sp_admin, admin

Departments

Advanced

☐

Match All

☐

Submit

What are the four User Criteria definitions:

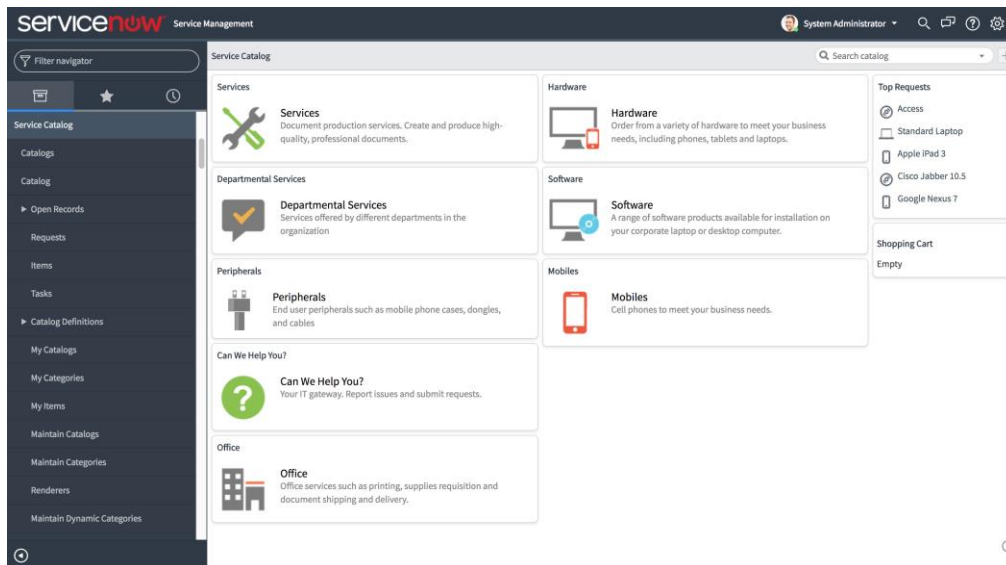
canRead: Users who can read all knowledge base articles

cantread: users who cannot read, create, or modify articles in the knowledge base.

canContribute: Users who can read, create, and modify articles in the knowledge base

cantcontribute: Users who cannot create or modify articles in the knowledge base.

Where would you go in ServiceNow to order services and products offered by various departments?



Service catalog is a robust ordering system for services and products offered by various departments for users.

What are the major components of the Service Catalog?

Items: The building blocks of the Service Catalog

Record Producers: A form that produce a task record.

Variables: Provide questions to help the requestor specify what item, option, or service to order.

Variable Sets: Are a modular unit of variables that can be shared between catalog items.

Workflows: run behind the scenes and communicate the stages of the approval process to the requestor, as well as drive the request fulfillment.

What is the difference between a record producer and a normal catalog item?

Record producer service catalog items result in records being added or modified in the database, while service catalog items result in request items.

What are the 5 progress states
of an item in the delivery
process?

·Waiting for approval, ·Approved, ·Pending, ·Fulfillment, ·Completed

What are the three catalog items that are created once an order is placed?

REQ# Request[sc_request]: A request number is generated to keep track of an order.

RITM# Requested Item [sc_req_item]:
Within a request generated from a catalog order, each discrete item order is given a specific "Requested Item Number" known as an RITM.

SCTASK# Catalog Task[sc_task]: In the Catalog Task section for an ordered item, the different tasks display for what has to be done to get the item ready for delivery to the user.

This screenshot shows the 'Requested Items' section of a ServiceNow interface. At the top, there are tabs for 'Tasks (1)' and 'Requested Items (1)'. Below the tabs, there is a search bar with a 'Go to' button and a 'Number' dropdown menu. A filter icon is present next to the text 'Request = REQ0010060'. Below this, there is a table with one row containing the RITM number 'RITM0010066' and a link 'Click Here: New Hire'. At the bottom, there is a section for 'Actions on selected rows...' with a dropdown menu.

This screenshot shows the 'Requested Item' detail page in ServiceNow. The page has a dark sidebar on the left with navigation links like 'Self-Service', 'Homepage', 'Dashboards', 'Service Catalog', 'Knowledge', 'Help the Help Desk', 'Visual Task Boards', 'Connect Chat', 'Incidents', 'Watched Incidents', and 'My Requests'. The main content area shows the 'Requested Item' RITM0010020. It includes an 'Activity' section with a log entry from 'svalabs admin' dated 2018-01-24 07:52:16. Below this, there are 'Related Links' for 'Show Workflow' and 'Workflow Content'. The 'Catalog Tasks (2)' section is active, showing a table with one task: 'SCTASK0010020' with a priority of '4 - Low' and a state of 'Open'. The task description is 'SvcLabs - Request vRA Catalog Item'.

What are the two things you
can do to maintain an item
(Complete with variables and a
delivery workflow)?

- Publish the item to the Service Catalog, allowing users to order that item.
 - Group with other items into an order guide.


What is the purpose of using an Order guide?

The purpose of an Order guide is to assist users in determining what items they need.

← → 🔍 Secure | https://service-now.com/glideapp/servicecatalog_cat_item_guide.view.do?sysparm_initial=true&sysparm_guide=66907504f7b4200086eed18110c761

Apps • AnyDesk - Download • 5 easy steps to check • SERVICE-NOW • Controlling record • API | ServiceNow Docs • Custom Field Styles • Change the Size of • Service Portal - Service • List of postcode area

New Hire Order Guide



Service Overview:

The New Hire package includes all necessary tasks to enable your new employee to be productive on day one such as, hardware provisioning, software access receive the standard package detailed below.

Services Include:

- Email account creation
- Lenovo Carbon x1
- One external monitor
- MS Office Suite:
 - Outlook
 - Word
 - PowerPoint
 - Excel
 - OneNote

Is a Hire Manager?

Yes

⚙ Hiring Manager

System Administrator 🔍 ⓘ

✳ What group is this person joining?

🔍

⚙ Will this be a remote employee?

No

What office will they report to?



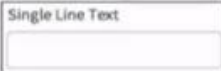


🔍

✳ Will your employee need anything non-standard?










No

Variables define the questions to ask the end user ordering the catalog items.

Common Service Catalog Variable Types

	Multiple Choice Creates radio buttons for user-defined question choices
	Select Box Creates a choice list of user-defined question choices
	Single Line Text Creates a single-line text input field
	Reference Specifies a record in another table, similar to a reference field
	Checkbox Creates a checkbox that may be selected or cleared; list checkboxes in order under a label to create an options question

Question Choices define the available options.

 Question Choices New Go to Order ▼ <input type="text" value="Search"/>		
 Question = Employee Type		
	  Text	 Value
<input type="checkbox"/>	 New Hire	New Hire
<input type="checkbox"/>	 Employee	Employee
<input type="checkbox"/>	 Non-Employee	Non-Employee
<input type="checkbox"/>	Actions on selected rows... ▼	

A Variable Set is a modular unit of variables that can be shared between catalog items.

Variables (11)

Variable Sets (5)

Catalog Client Scripts (3)

Catalog UI Policies (3)

Included Items (4)

Item Options

Workflow SC Variables

Variable Sets

New

Edit...

Go to

Order

Search

1

to 5 of 5

Catalog Item = New User (Account Request Form)

Variable set

Order

<input type="checkbox"/>	<div><div></div><div></div></div>	<div><div></div><div></div></div> Employment Type
--------------------------	-----------------------------------	---

 50 || ☐ | | User Info | 200 |
☐		Work Address	400
☐		Country	425
☐		Email Info	460

What is a SLA?

A **Service Level Agreement** is a record in the SLA[contract_sla] table which defines a set amount of time for a Task to reach a certain condition, the table(s) to access, and what type of SLA is being evaluated.

What are the key SLA Components?

SLA Definition: The record which defines the conditions that trigger the SLA.

Task SLA: The individual instances of the SLAs associated with particular tasks.

SLA workflow: Workflow powers events or actions based on the SLA definition.

SLA Automation: The Business Rule and Scheduled Job that automate the SLA.

SLA Conditions and **Script Include:** A script include and reference record that can be used to customize the transitions between different SLA states.



SLA: Allow an IT service desk to track if their representatives are providing a specific level of service, and run reports on the success rates of the SLA actions.

OLA: defines how departments work together to meet the service level requirements documented in an SLA.

UC: defines and monitors the guarantees established with an outside supplier; it is a tool for the supplier management.

What is the purpose of the Retroactive Start?

When activated, works with the 'Set start to' field and calculates the SLA Start time.

<

≡

SLA - Database group response (P1 only)

Update

Name

Database group response (P1 only)

Application

Global

Type

OLA

▼

Duration type

User specified duration

▼

Table

Incident [incident]

▼

* Duration

Days

0

Workflow

Default SLA workflow

▼

Hours

01

00

00

Retroactive start

☒

Schedule

-- None --

▼

Timezone

System (America/Los_Angeles)

▼

* Set start to

Opened

▼

Task SLAs (2)

Child Incidents

Incident Tasks

Approvers (1)

Tasks

Group Incidents (32)

Incidents by Same Caller (39)

Task SLAs

Go to

SLA definition

▼

Search

1 to 2 of 2

Task = INC0010333

	SLA definition	Created	Stage	Start time	Stop time	Business time left	Actual elapsed time	Actual time left	Business elapsed time	Business pause
<input type="checkbox"/>	Regular SLA[No Retroactive start]-NET	06-25 17:22	Cancelled	06-25 17:22	06-25 17:23	23 Hours 58 Minutes	1 Minute	23 Hours 58 Minutes	1 Minute	
<input type="checkbox"/>	SLA[With Retroactive start]-DB	06-25 17:23	In progress	06-25 03:14	(empty)	9 Hours 48 Minutes	14 Hours 11 Minutes	9 Hours 48 Minutes	14 Hours 11 Minutes	

Actions on selected rows...

1 to 2 of 2

When discussing SLAs, what is the difference between duration type and the duration?

SLA Definition

Name: IT

Type: SLA

Application: Global

Duration type: End of Current Month

Relative duration works on: Task record

Schedule source: No schedule

Timezone source: The caller's time zone

Active: ☒

Enable logging: ☒

Start condition: Pause condition: Stop condition: Reset condition

The conditions under which the new SLA will be attached and canceled

Start condition: Add Filter Condition Add "OR" Clause

All of these conditions must be met

Active is true AND OR X

Category is AND OR X

Retroactive start: ☐

When to cancel: Never

Service Offering SLA - Required field

Name: IBM Cloud Computing

Type: SLA

Workflow: Default SLA workflow

Table: Incident [incident]

Retroactive start: ☒

Duration type: User specified duration

Duration: Days 0 Hours 08:00:00

Schedule: -- None --

Timezone: System (America/Los Angeles)

Set start to: Vendor open

Vendor: IBM

Start condition: Advanced

Active is true AND OR X

State is Awaiting Vendor AND OR X

Stop condition: Advanced

State is not Awaiting Vendor AND OR X

Pause condition: Advanced

State is Awaiting Vendor AND OR X

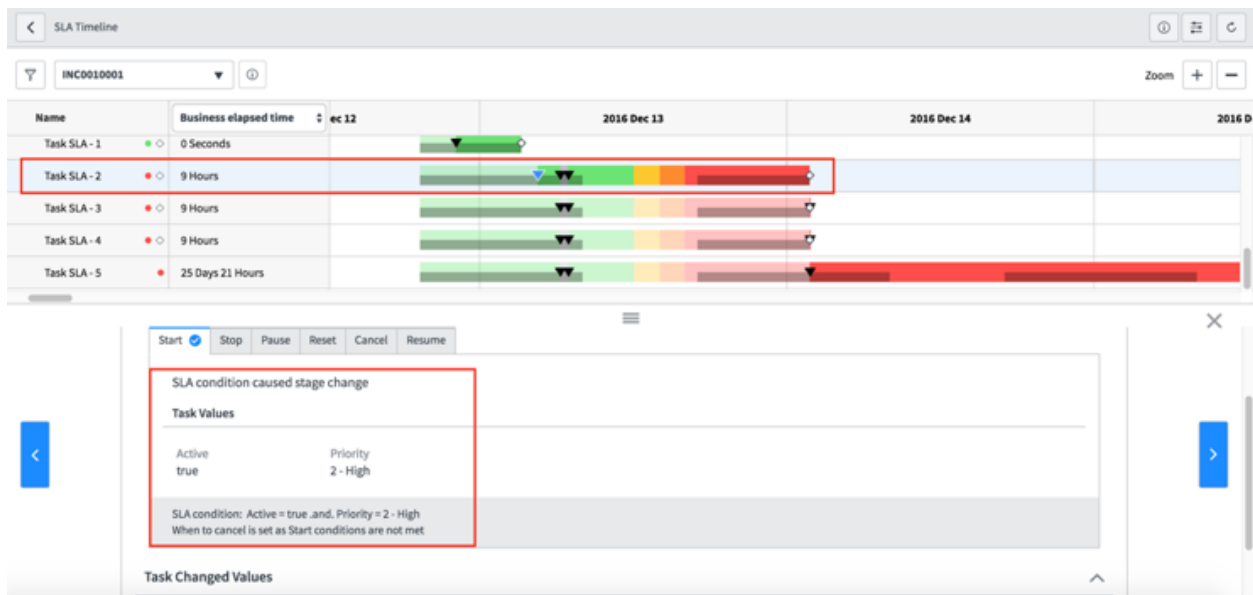
Update Delete

Duration type: The SLA performs the calculations and set a day and time as the deadline for the SLA.

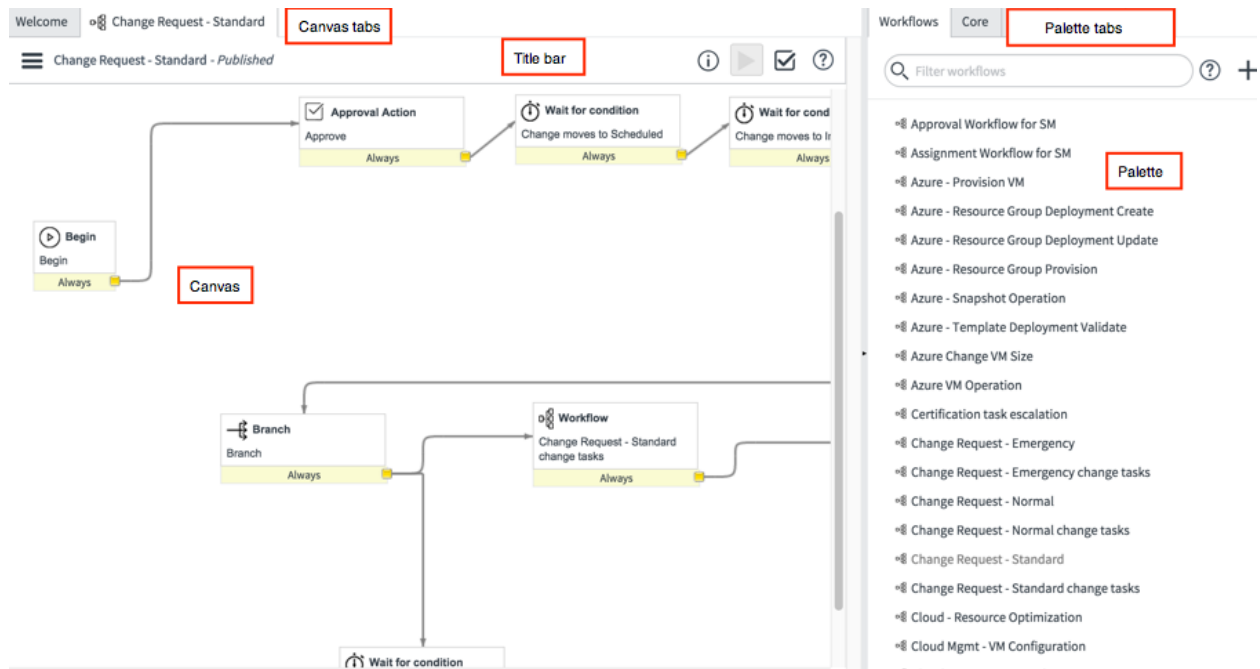
Duration: When 'User Specified duration' is selected from the 'Duration type list', an administrator can define the number of days and hours of the timer for the SLA.

What are the 6 conditions for SLAs?

Start, Pause, Stop, Cancel, Resume, Reset.



The areas of the Workflow Editor:



Canvas Tabs: Contains tabs for accessing workflows being edited or created.

Title Bar: Displays the workflow name and status. Provides a menu and controls for configuring, testing, and validating workflows.

Canvas: Provides the working surface for creating new workflows or editing existing ones.

Palette Tabs: Contains all available workflow activities and existing workflows you can use as subflows displayed in the palette.

Workflows have automation blocks called **Activities** that are connected by **Transitions** (lines) that establish possible processing paths.

What are the three states for Workflows?

Checked out: The workflow is available to run only for the user who has it checked out.

Unpublished: Workflow version that is no longer available for new contexts, but may be required for already running contexts (Published = false).

Published: Workflow version that is available to all users and the platform that meet the conditions of the Workflow.