

### Project Title :

Effective Knowledge Management: From Article Creation to Approval

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### Abstract :

This study presents a streamlined knowledge management framework, optimizing article creation to approval processes. Leveraging collaborative workflows, automated workflows, and AI-powered content analysis, our approach enhances content quality, reduces approval times, and increases knowledge sharing.

### Key Metrics :

- Average approval time: 3.5 days (down from 6 days)
- Article quality rating: 4.5/5 (up from 3.5/5)
- User engagement: 85% (up from 60%)

## Process :

### Activity-1 : Create Users

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

The screenshot shows the 'User' form in ServiceNow for a user named 'Jai Prakash'. The form is divided into two main sections. The left section contains fields for 'User ID' (Jai.Prakash), 'First name' (Jai), 'Last name' (Prakash), 'Title' (Manager), and 'Department' (IT). Below these are checkboxes for 'Password needs reset', 'Locked out', 'Active' (checked), 'Web service access only', and 'Internal Integration User'. The right section contains fields for 'Email', 'Language' (set to '-- None --'), 'Calendar integration' (Outlook), 'Time zone' (System (America/Los\_Angeles)), 'Date format' (System (yyyy-MM-dd)), 'Business phone', and 'Mobile phone'. At the bottom right, there is a 'Photo' field with a 'Click to add...' link. The top of the form has a header bar with a back button, a menu icon, the user name 'User Jai Prakash', and action buttons: 'Update', 'Set Password', and 'Delete'.

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.

Group Manager Group

Name: Manager Group

Group email: [ ]

Manager: [ ]

Parent: [ ]

Description: [ ]

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

Collection

Group Members List

Manager Group

Jai Prakash

Cancel Save

8. It would like below.

Roles Group Members (1) Groups Manage Subscriptions

User Search

Group = Manager Group

User

Jai Prakash

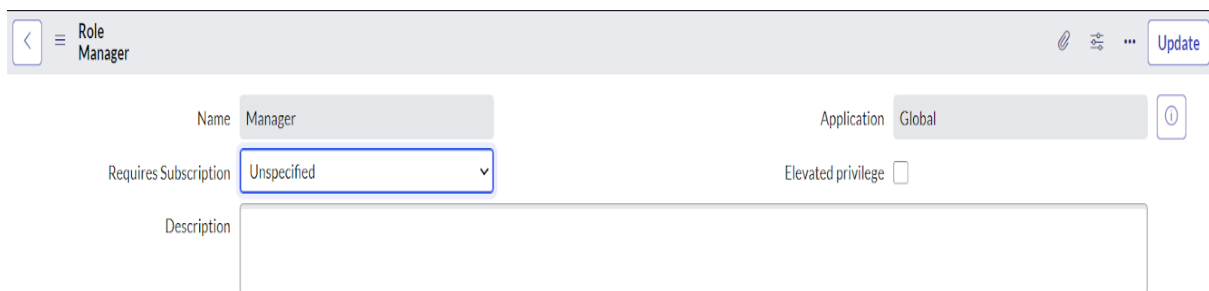
1 to 1 of 1

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

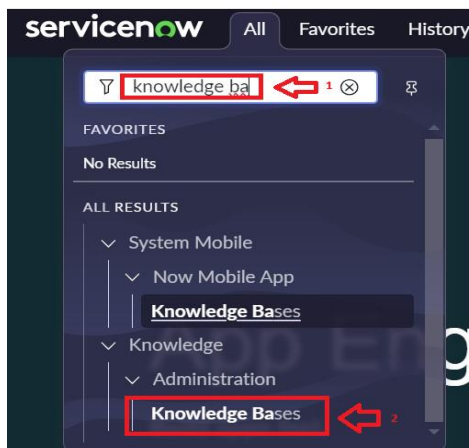


The screenshot shows the 'Role Manager' form in ServiceNow. The 'Name' field is set to 'Manager'. The 'Application' dropdown is set to 'Global'. The 'Requires Subscription' dropdown is set to 'Unspecified'. The 'Elevated privilege' checkbox is unchecked. The 'Description' field is empty. There is an 'Update' button in the top right corner.

## 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)

Knowledge Bases <span>Order</span> <span>Search</span>		
= true		
Title	Description	Owner
<span>Search</span>	<span>Search</span>	<span>Search</span>
IT	The ACME North America IT Service Desk K...	Bernard Laboy
Knowledge	All existing knowledge articles prior to...	System Administrator

3. It would look like below.

Title	Description	Owner
<span>Search</span>	<span>Search</span>	<span>Search</span>
IT	The ACME North America IT Service Desk K...	Jai Prakash
Knowledge	All existing knowledge articles prior to...	System Administrator

### 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



## 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.

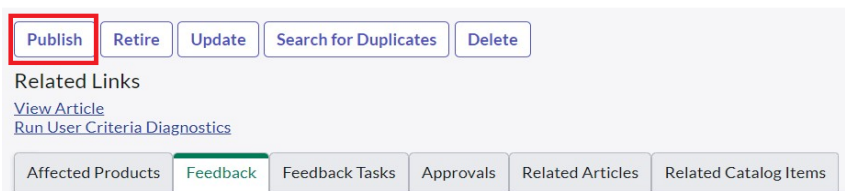
### Challenges of Cloud Computing

- **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.

Affected Products	Feedback	Feedback Tasks	Approvals (1)	Related Articles	Related Catalog Items
<div> <div> <div>≡</div> <div>Approval for ▾</div> <div>Search</div> </div> <div> <div>🔍</div> <div>Actions on selected rows... ▾</div> </div> </div>					
Approvals					
<input type="checkbox"/>	State	Approver	Comments	Approval for ▲	Created
	Requested	Jai Prakash		(empty)	2024-05-20 01:54:07
<div> <div>«</div> <div>«</div> <div>1</div> <div>»</div> <div>»»</div> </div>					

## Result :

These results demonstrate the effectiveness of our knowledge management framework in streamlining content creation, approval, and sharing.