

PROJECT DOCUMENT

Effective Knowledge Management: From Article Creation to Approval

1. Project Overview

This project involves creating a well-structured and accessible Knowledge Article in the ServiceNow platform to support effective knowledge management. By focusing on accuracy and clarity, the article aims to provide users with reliable guidance, reducing the need for support tickets. This initiative is designed to streamline information sharing, improve user experience, and enhance overall efficiency within the support process.

2. Objectives

To develop a clear, accurate, and user-friendly Knowledge Article within the ServiceNow platform that empowers users with effective solutions and guidance. This documentation aims to streamline the knowledge management process, enhance user experience, and reduce support ticket volumes by ensuring accessible, high-quality information is readily available.

3. Key Features and Concepts Utilized

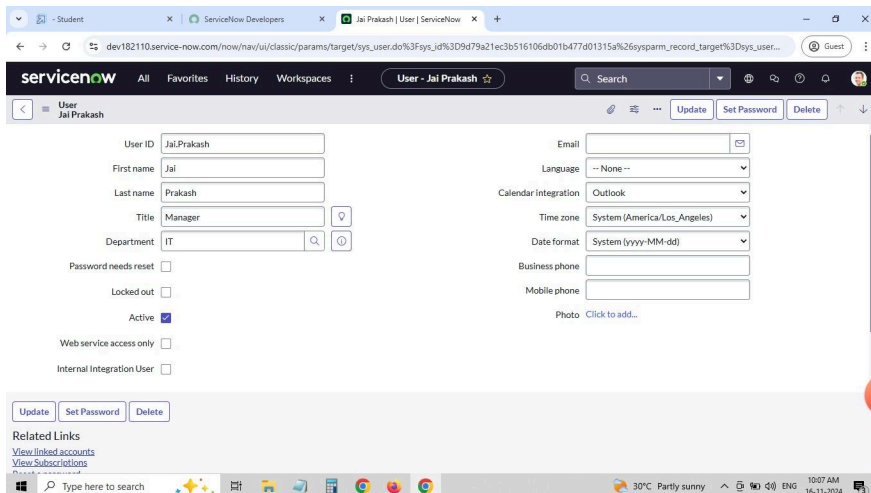
- Creation of a comprehensive Knowledge Article in ServiceNow.
- Accurate and concise information presentation for user accessibility.
- Search optimization for quick solutions.
- Streamlined workflows for approval and updates.
- User-friendly interface to enhance support and reduce ticket volumes.

4. Testing & Validation

1. Unit Testing: Validating individual components of the Knowledge Article for accuracy, functionality, and performance.
2. User Interface Testing: Ensuring the article's layout, navigation, and accessibility meet user experience standards and are error-free.

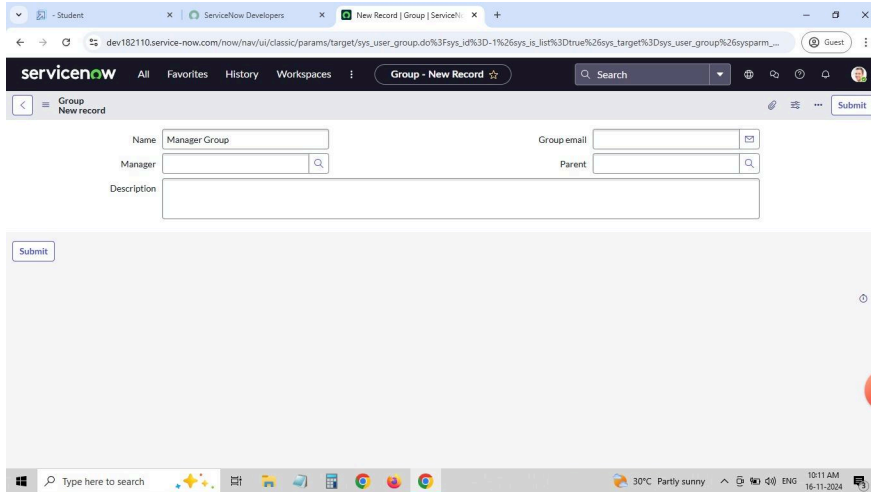
5. Detailed Steps to Solution Design

1. Create Users



The screenshot displays the ServiceNow user management interface for a user named 'Jai Prakash'. The form is divided into two main sections: user identification and profile details. The user identification section includes fields for User ID (Jai.Prakash), First name (Jai), Last name (Prakash), Title (Manager), and Department (IT). The profile details section includes fields for Email, Language (None), Calendar integration (Outlook), Time zone (System (America/Los Angeles)), Date format (System (yyyy-MM-dd)), Business phone, and Mobile phone. There are also checkboxes for 'Password needs reset', 'Locked out', 'Active' (checked), 'Web service access only', and 'Internal Integration User'. At the bottom, there are buttons for 'Update', 'Set Password', and 'Delete'. The interface is in a dark theme with a sidebar on the left and a top navigation bar.

2. Create Groups



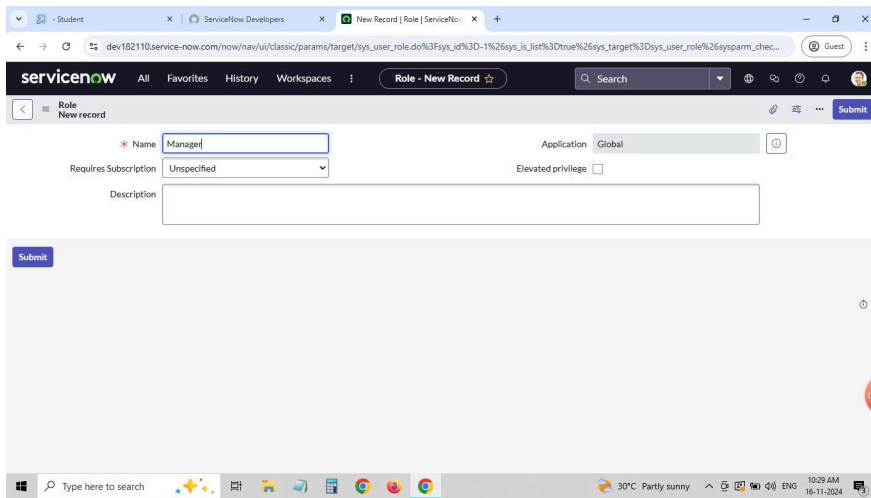
This screenshot shows the 'Group - New Record' form in ServiceNow. The form includes fields for Name (Manager Group), Group email, Manager, Parent, and Description. A 'Submit' button is located at the bottom left. The browser's address bar shows a URL with a long alphanumeric string. The Windows taskbar at the bottom indicates the time is 10:11 AM on 16-11-2024.

ServiceNow
Group - New Record

Name: Manager Group
Group email:
Manager:
Parent:
Description:

Submit

3. Create Roles



This screenshot shows the 'Role - New Record' form in ServiceNow. The form includes fields for Name (Manager), Application (Global), Requires Subscription (Unspecified), Elevated privilege (checkbox), and Description. A 'Submit' button is located at the bottom left. The browser's address bar shows a URL with a long alphanumeric string. The Windows taskbar at the bottom indicates the time is 10:29 AM on 16-11-2024.

ServiceNow
Role - New Record

Name: Manager
Application: Global
Requires Subscription: Unspecified
Elevated privilege: ☐
Description:

Submit

4. Changing the owner of Knowledge base

dev182110.service-now.com/now/nav/ui/classic/params/target/sys_user.do%3Fsys_id%3DDee826b403710200044e0bfc8bcb5de6

servicenow All Favorites History Workspaces Admin User - Jai Prakash Search

User Jai Prakash Update Set Password Delete

User ID Jai_Prakash Email jai_prakash@example.com

First name Jai Language -- None --

Last name Prakash Calendar integration Outlook

Title Time zone System (America/Los_Angeles)

Department IT Date format System (yyyy-MM-dd)

Password needs reset Locked out Business phone Mobile phone Photo Click to add...

Active Web service access only Internal Integration User

Update Set Password Delete

Related Links View linked accounts View subscriptions Reset a password

Entitled Custom Tables Roles (38) Groups (1) Delegates Subscriptions User Client Certificates

dev182110.service-now.com/now/nav/ui/classic/params/target/kb_knowledge_base_list.do%3Fsysparm_query%3Dactive%3Dtrue%255EEQ

servicenow All Favorites History Workspaces Knowledge Bases Search

Knowledge Bases Order Search Actions on selected rows... New

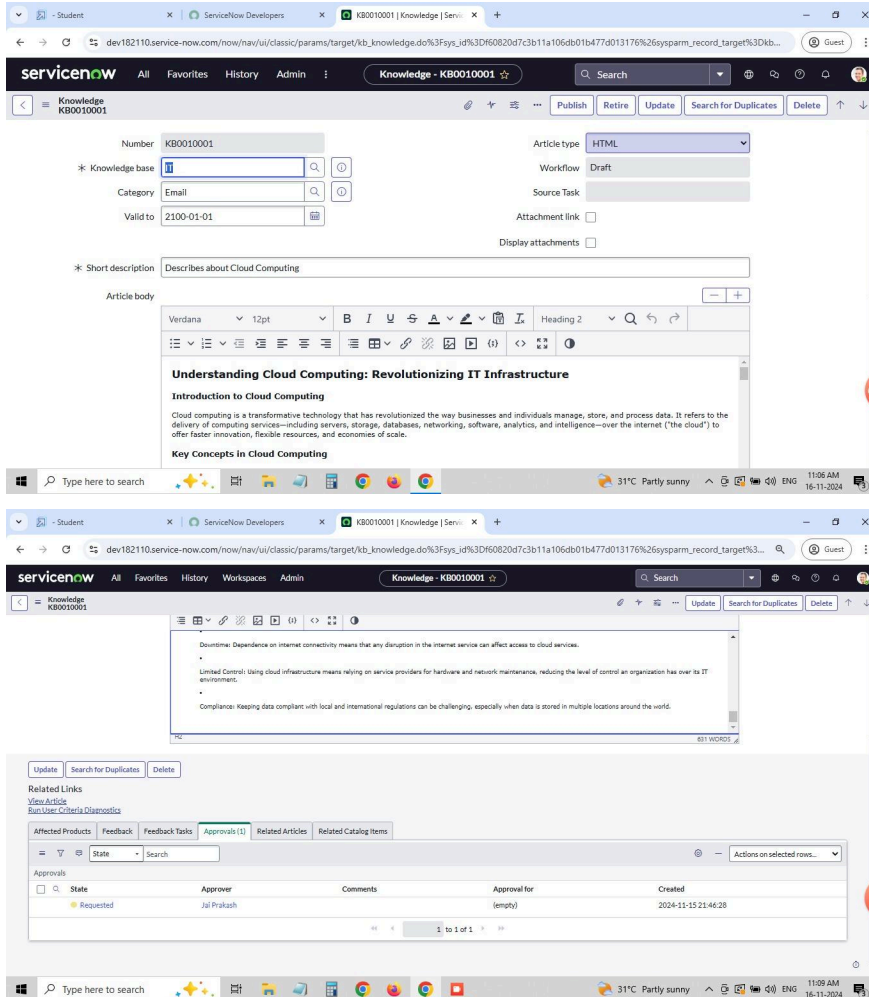
All > Active = true

Title	Description	Owner	Order
IT	The ACME North America IT Service Desk K...	Jai Prakash	100
Knowledge	Knowledge Base for 'Knowledge' users. An...	System Administrator	300

1 to 2 of 2

31°C Partly sunny 10:57 AM 16-11-2024

5. Creation of Knowledge Article



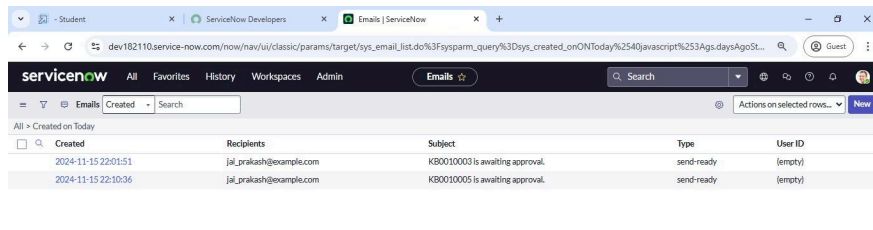
6. Key Scenarios Addressed by ServiceNow in the implementation Project

- Knowledge Management: Centralized storage and easy access to articles for users.
- Ticket Reduction: Enabling self-service solutions to minimize support requests.
- Approval Workflows: Streamlined processes for article creation and updates.
- Search Optimization: Enhanced search features for quick and relevant results.
- User Experience: Intuitive interface for seamless navigation and usability.

7. Results

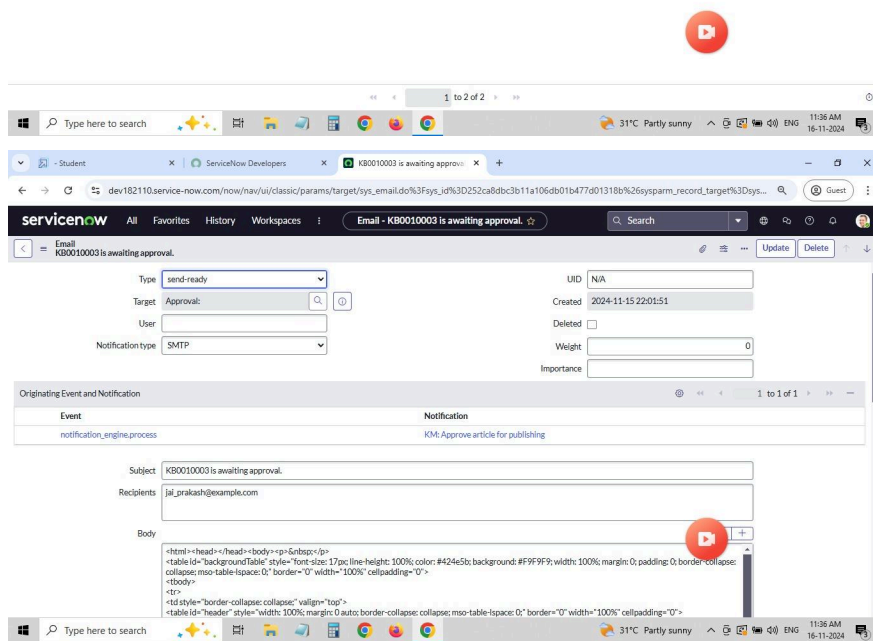
- To verify weather the email is send for approval or not.

- There you can see that the email has been sent.



The screenshot shows the ServiceNow 'Emails' list view. The table has columns: Created, Recipients, Subject, Type, and User ID. Two records are listed, both with a 'send-ready' type and 'empty' user ID.

Created	Recipients	Subject	Type	User ID
2024-11-15 22:01:51	jai_prakash@example.com	KB0010003 is awaiting approval.	send-ready	(empty)
2024-11-15 22:10:36	jai_prakash@example.com	KB0010005 is awaiting approval.	send-ready	(empty)



The screenshot shows the 'Email - KB0010003 is awaiting approval.' form. It includes fields for Type (send-ready), Target (Approval), User, Notification type (SMTP), UID (N/A), Created (2024-11-15 22:01:51), Deleted, Weight (0), and Importance. Below these is the 'Originating Event and Notification' section, which shows the event 'notification_engine.process' and the notification 'KM: Approve article for publishing'. The 'Subject' is 'KB0010003 is awaiting approval.' and the 'Recipients' is 'jai_prakash@example.com'. The 'Body' field contains HTML code for a table with a header and a body section.

Originating Event and Notification

Event	Notification
notification_engine.process	KM: Approve article for publishing

Subject: KB0010003 is awaiting approval.

Recipients: jai_prakash@example.com

Body:

```
<html><head></head><body><p><br></p>
<table id="backgroundTable" style="font-size: 17px; line-height: 100%; color: #424e5b; background: #f9f9f9; width: 100%; margin: 0; padding: 0; border-collapse: collapse; mso-table-lspace: 0;" border="0" width="100%" cellpadding="0">
<tbody>
<tr>
<td style="border-collapse: collapse;" valign="top">
<table id="header" style="width: 100%; margin: 0 auto; border-collapse: collapse; mso-table-lspace: 0;" border="0" width="100%" cellpadding="0">
```

8. Conclusion

This project successfully streamlined knowledge management by creating a comprehensive, user-friendly Knowledge Article in ServiceNow. It improved accessibility, reduced support tickets, and enhanced overall user experience, achieving a seamless and efficient self-service solution.