

NORTHSTAR HEALTH CLINICS – EHR DISRUPTION SCENARIO

PREPARED FOR

ITSM FINAL PROJECT PART 2

PRESENTED BY

GROUP 3 - MLTI B



**KNOWLEDGE
MANAGEMENT
ASSIGNMENT**



DECEMBER 2025

servicenow

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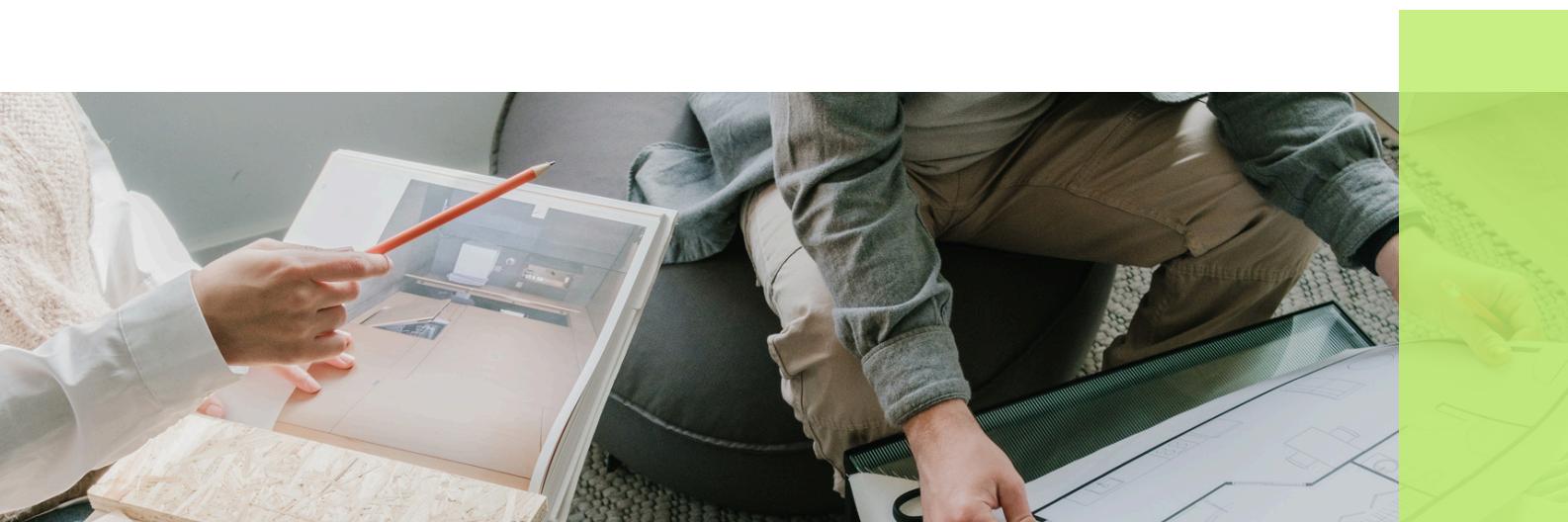
Transforming real EHR incidents into clear, reusable knowledge for clinical staff and IT support

INTRODUCTION

This section of the project focuses on converting the operational experience from Part 1 into reusable Knowledge Base articles for both clinical end users and IT support staff. After resolving EHR-related incidents using Incident, Problem, Change, and CMDB processes, the next step is to document these learnings in a clear, standardized format. By creating Knowledge Articles in ServiceNow, our group ensures that common EHR issues can be understood, prevented, and resolved more efficiently by doctors, nurses, clinic staff, Service Desk teams, and Application Support teams.

By completing this activity, we will be able to:

- 1.Create Standard Knowledge Articles for clinical end users using non-technical, easy-to-follow language.
- 2.Develop Known Error Articles for IT support teams that explain root causes, workarounds, and permanent fixes.
- 3.Translate real incidents from Part 1 into structured, reusable knowledge assets.
- 4.Apply correct ServiceNow templates and publish articles properly within the shared PDI.
- 5.Strengthen organizational knowledge sharing by documenting recurring EHR issues and their solutions.



Group Roles

To complete Part 2, our group collaborated without assigned ITIL-specific roles, focusing instead on jointly creating the required Knowledge Articles in ServiceNow. Each member contributed to drafting, structuring, and refining both Standard Knowledge Articles and Known Error Articles, ensuring that the content accurately reflected the incidents and problems analyzed in Part 1. We worked together to organize article templates, craft clear explanations, link related incidents and problems, and publish the final articles within the shared PDI.



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While responsibilities were shared, we coordinated closely throughout the process to maintain consistency in writing style, accuracy in technical details, and alignment with Knowledge Management best practices.

Through collective effort and collaborative editing, our team successfully produced a complete and coherent set of Knowledge Articles that can be reused by clinical staff and IT support.

Standard Knowledge Article



A standard knowledge article provides clear, structured guidance to help clinical staff quickly understand and resolve common issues related to the EHR system by using simple, non-technical language. It summarizes essential steps, best practices, and practical instructions that support doctors, nurses, and clinic personnel in navigating system errors, preventing recurring problems, and maintaining smooth clinical workflows. By presenting information in a concise and accessible format, a knowledge article ensures that staff can easily follow recommended actions during system slowdowns, login issues, or other incidents, ultimately improving efficiency, reducing downtime, and supporting consistent patient care.

Standard Knowledge Base Setting

The screenshot shows the 'New Record' screen for a 'Knowledge Base' in ServiceNow. The title is 'EHR Tips & Help for Clinical Staff'. The application is set to 'Global'. The owner is 'Alfonso Griglen', with a note indicating he will be assigned the 'knowledge_manager' role. The knowledge base is described as providing simple, easy-to-follow guidance for using the EHR in daily clinical work. It includes step-by-step instructions, tips, and best practices to help doctors, nurses, and other healthcare staff complete tasks efficiently. The description also notes that it is designed with non-technical language and supports smooth workflows and improves the overall EHR experience.

When setting up the Knowledge Base for Standard Knowledge Articles, ensure that all configurations support non-technical, end-user content by choosing a clear and relevant title that reflects practical **EHR tips for clinical staff**. Since Standard Knowledge is intended for doctors, nurses, and clinic teams, always select the Standard Template when creating each article, ensuring the format stays simple and easy to read.

During the Knowledge Base creation process, we will be asked to assign an owner, all articles must list **Alfonso Griglen** as the **owner**, as this role is required for consistent management and publishing oversight. In the Description field, provide a concise explanation of the Knowledge Base's purpose, highlighting that it contains straightforward, user-friendly guidance designed to help clinical staff navigate the EHR effectively without technical language, supporting smooth workflows and improving daily operations.

Selected Topic



3

HOW TO REPORT AN EHR SYSTEM ISSUE PROPERLY

Linked incidents : All incidents from Part 1

This topic is connected to all incidents because every issue in the EHR system—whether it involves slow pages, freezing, login failures, or short outages—requires proper reporting to ensure quick resolution. Clear reporting helps the support team identify what happened, when it occurred, and how it affected staff. Since every incident depends on accurate information from users, this topic teaches staff how to describe problems in a way that makes troubleshooting faster and more effective.

4

HOW TO AVOID SESSION TIMEOUTS IN THE EHR

Linked incidents :

- Incident 3 - Login failures
- Incident 4 - EHR freezing

This topic relates to login failures and freezing because both issues can cause or worsen session timeouts. When the system freezes or repeatedly fails to log in, users may be logged out automatically due to inactivity. The topic explains simple steps to reduce the chances of timeouts, such as staying active in the system, avoiding long idle periods, and recognizing early signs of freezing. By following these steps, staff can keep their sessions active and avoid losing progress.

5

HOW TO USE THE EHR DURING TEMPORARY SYSTEM SLOWNESS

Linked incidents:

- Incident 1 - Slow system/pages
- Incident 5 - Short outage

This topic is linked to incidents involving slowness and short outages because both situations require staff to continue working carefully while the system is unstable. The guidance helps users understand what they should do—such as being patient with loading times—and what they should avoid—such as clicking buttons repeatedly or refreshing too often. These behaviors help prevent additional system strain and reduce the risk of errors. The topic prepares staff to stay productive and protect patient information even during brief system disruptions.

Standard Article 3: How to Report an EHR System Issue Properly

Step 1 – Create New Record for Knowledge Article

Create a new Standard Knowledge Article record in the same EHR Support knowledge base used in Part 1, and fill in the basic information such as short description, template, and audience.

The screenshot shows the 'Knowledge New record' form. The top navigation bar includes a back arrow, a 'Knowledge' button, and a 'New record' button. On the right are 'Submit' and 'Search for Duplicates' buttons. The form fields include:

- Number: KB0010004
- * Knowledge base: EHR Tips & Help for Clinical Staff
- Category: Incident Reporting
- Scheduled publish date: (empty field)
- Valid to: 2025-12-31
- Version: (dropdown menu)
- Article type: HTML
- Workflow: Draft
- Source Task: (empty field)
- Attachment link: (checkbox)
- Display attachments: (checkbox)
- * Short description: How to Report an EHR System Issue Properly
- Article body: A rich text editor with a toolbar for font size, bold, italic, underline, etc. The text 'How to Properly Report an EHR System Issue' is entered into the editor.

Step 2 – Add Category and Sub-category

Assign the article to a clear category and sub-category (EHR Support → Incident Reporting) so clinical staff can easily find it in the Knowledge Portal.

The screenshot shows the 'Knowledge New record' form with a 'Category' field set to 'EHR'. A 'Category picker' dialog is open over the form, showing a tree structure with 'EHR Support' expanded and 'Incident Reporting' selected. The dialog has three buttons at the bottom: 'Cancel' and 'OK'. The rest of the form fields are identical to the previous screenshot.

Standard Article 3: How to Report an EHR System Issue Properly

Step 3 – Create Article Body Using Source Code

Build the full article body using the Source Code editor, formatting the content into simple, non-technical sections that guide end users step by step.

Source Code

```
1 <p>&nbsp;</p>
2 <style>
3   body { font-family: system-ui, -apple-system, "Segoe UI", Roboto, "Helvetica Neue", Arial; line-height: 1.6; color: #111; padding: 20px; max-width: 900px; margin: auto; }
4   h1 { font-size: 1.6rem; margin-bottom: 0.2rem; }
5   h2 { font-size: 1.15rem; margin-top: 1.2rem; }
6   p { margin: 0.6rem 0; }
7   ul, ol { margin: 0.4rem 0 0.8rem 1.2rem; }
8   li { margin: 0.35rem 0; }
9   .note { background:#fff8c4; border-left:4px solid #ffd24d; padding:10px 12px; margin:10px 0; }
10  .danger { background:#ffe6e6; border-left:4px solid #ff6b6b; padding:10px 12px; margin:10px 0; }
11  .example { background:#f4f7fb; border-left:4px solid #8aa4ff; padding:10px 12px; margin:10px 0; font-family: monospace; }
12  .footer { margin-top:1.2rem; font-size:0.9rem; color:#444; }
13 </style>
14 <article>
15 <h1>How to Properly Report an EHR System Issue</h1>
16 <p>Properly reporting an EHR system issue is a critical part of keeping clinical work running smoothly. When you see an error, unexpected behavior, or system malfunction, create an incident report through the official service portal rather than using informal channels. A clear, timely report helps the support team diagnose and fix problems faster, reduces downtime, and ensures incidents are tracked and escalated correctly.</p>
17 <section>
18 <h2>Quick reasons to report immediately</h2>
19 <ul>
20 <li><strong>Saves time:</strong> avoids back-and-forth clarification with support.</li>
21 <li><strong>Keeps things consistent:</strong> incidents are categorized and prioritized correctly.</li>
```

Ctrl-F Start search Ctrl-G Find next Shift-Ctrl-F Find previous
Shift-Ctrl-R Replace Shift-Ctrl-R Replace all

Cancel

Save

Step 4 – Link to Related Articles

Connect the new article to other relevant knowledge articles so users can quickly access additional background information, standards, or supporting guidance.

Add Filter Run filter

-- choose field -- -- oper -- -- value --

Collection

Related Articles List

Collection	Related Articles List
<input type="text" value="Q"/>	KB0010004 v0.01
<input type="button" value=">"/>	KB0000053 v1.0
<input type="button" value="<"/>	KB0000013 v1.0
<input type="button" value="^"/>	
<input type="button" value="v"/>	

Standard Article 3: How to Report an EHR System Issue Properly

Step 5 – Add Relevant Related Articles as Supporting References

Select and link two existing knowledge articles, one about IPv6-related IP address issues and another about handling unresponsive applications to provide end users with real examples of system behaviors that may require proper incident reporting.

The screenshot shows a software interface for managing knowledge articles. At the top, there are tabs: Affected Products, Feedback, Feedback Tasks, Approvals, Article Versions (1), Related Articles (2), and Related Catalog Items. The 'Related Articles (2)' tab is selected. Below the tabs is a search bar with a dropdown for 'Order' and a 'Search' button. To the right is a button for 'Actions on selected rows...' and an 'Edit...' button. The main area displays a table of related knowledge articles. The columns are: 'Related knowledge article' (with checkboxes and magnifying glass icons), 'Short description', 'Order ▲', and 'Active'. Two articles are listed: 'KB0000053 v1.0' with short description 'Switch to IPv6 causing IP address issues', 'Order 100', and 'Active true'; and 'KB0000013 v1.0' with short description 'How do I quit an application that isn't...', 'Order 200', and 'Active true'. At the bottom of the table is a navigation bar with arrows and the text '1 to 2 of 2'.

Step 6 – Link to Related Incidents (from Part 1)

On the Related Incidents section, link all relevant EHR incidents from Part 1 (slow system, short outage, login failures, database not responding, freezing during patient care) to show that this article is based on real cases.

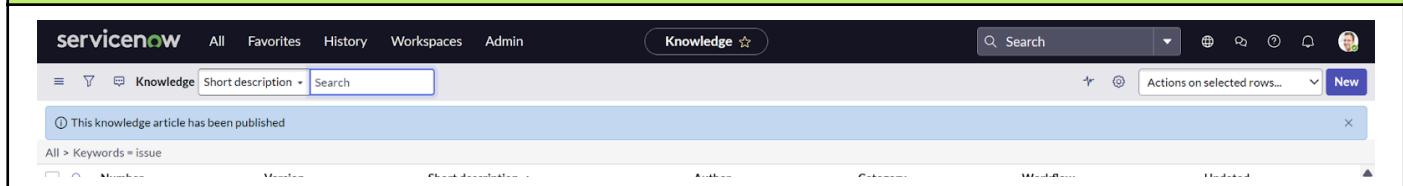
The screenshot shows a software interface for managing incidents. At the top, there are buttons for 'Add Filter' and 'Run filter'. Below is a search bar with dropdowns for 'choose field', 'oper', and 'value'. The main area has two sections: 'Collection' on the left and 'Attached to Task List' on the right. In the 'Collection' section, there is a search bar with 'INC001' and a list containing 'INC0010001'. In the 'Attached to Task List' section, there is a list containing 'INC0010004', 'INC0010006', 'INC0010007', 'INC0010008', and 'INC0010009'. Between these sections are two blue buttons with arrows: a right-pointing arrow above a left-pointing arrow. At the bottom are 'Cancel' and 'Save' buttons. Below the 'Collection' section, there is a summary: 'Number INC0010004', 'Assigned to', 'Assignment group Application Support - EHR', and 'Short description Login Failures (Escalation Required)'.

The screenshot shows a software interface for managing tasks. At the top, there are tabs: Affected Products, Feedback, Feedback Tasks, Approvals, Article Versions (3), Related Articles (2), Related Catalog Items, and Attached to Task (5). The 'Attached to Task (5)' tab is selected. Below the tabs is a search bar with a dropdown for 'Task' and a 'Search' button. To the right is a button for 'Actions on selected rows...' and an 'Edit...' button. The main area displays a table of tasks. The columns are: 'Task' (with checkboxes and magnifying glass icons), 'Short description', and 'Last modified'. Five tasks are listed: 'INC0010004', 'INC0010006', 'INC0010007', 'INC0010008', and 'INC0010009'. The last task, 'INC0010009', is highlighted with a blue background. At the bottom of the table is a navigation bar with arrows and the text '1 to 5 of 5'.

Standard Article 3: How to Report an EHR System Issue Properly

Step 7 – Publish Knowledge Article

Change the article state from Draft to Published and verify that it appears in the EHR Support knowledge base so clinical staff can reuse it when reporting new system issues.

A screenshot of the ServiceNow Knowledge base interface. The top navigation bar includes 'servicenow', 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. The main header says 'Knowledge' with a star icon. A search bar with 'Search' and a dropdown menu are on the right. Below the header, a message says '(1) This knowledge article has been published'. The main content area shows a table with one row, where the first column contains 'All > Keywords = issue'. The bottom of the screen shows a toolbar with various icons.

Link to Article

https://dev292954.service-now.com/kb/en/how-to-report-an-ehr-system-issue-properly?id=kb_article_view&sysparm_article=KB0010004

Incidents Linked (From part 1)

INC0010004 - Login Failures	↓
INC0010006 - Five-Minute Outage	↓
INC0010007 - EHR running very slow	↓
INC0010008 - Database not responding	↓
INC0010009 - EHR Freezes During Patient Care	↓

Articles Linked

KB0000053 v1.0 - Switch to IPv6 causing IP address issues	↓
KB0000013 v1.0 - How do I quit an application that isn't responding?	↓

Standard Article 4: How to Avoid Session Timeouts in the EHR

Step 1 – Create New Knowledge Article Record

Create a new Standard Knowledge Article titled “How to Avoid Session Timeouts in the EHR” using the Standard template, ensuring the article is written in simple, non-technical language for clinical staff.

The screenshot shows the ServiceNow Knowledge - New Record page. The article is titled "How to Avoid Session Timeouts in the EHR". The body contains two sections: "Understanding and Preventing EHR Session Timeouts" and "Why Session Timeouts Happen". The "Article body" section includes a rich text editor toolbar. The "Short description" field also contains the title of the article.

Step 2 – Add Category and Sub-category

Assign the article to a clear category such as EHR Support → Session & Login Issues so users can easily locate the guidance when they experience sudden logouts or inactivity warnings.

Category picker

The Category picker dialog box shows the following structure:

- EHR Support** (highlighted in purple)
- >**
- Incident Reporting**
- Performance Issues**
- Session & Login Issues** (highlighted in blue)

At the bottom right of the dialog box are **Cancel** and **OK** buttons.

Standard Article 4: How to Avoid Session Timeouts in the EHR

Step 3 – Create Article Body Using Source Code

Develop the article body in the Source Code editor by explaining, in plain language, what causes session timeouts and offering practical steps users can take to prevent them during patient care activities.

Source Code

```
1 <p>&nbsp;</p>
2 <style>
3   body { font-family: system-ui, -apple-system, "Segoe UI", Roboto, Arial; line-height: 1.6; color: #111; padding: 20px; max-width: 900px; margin: auto; }
4   h1 { font-size: 1.6rem; margin-bottom: 0.3rem; }
5   h2 { font-size: 1.15rem; margin-top: 1.2rem; }
6   p { margin: 0.6rem 0; }
7   ul, ol { margin: 0.4rem 0 0.8rem 1.2rem; }
8   li { margin: 0.35rem 0; }
9   .note { background:#fff8c4; border-left:4px solid #ffd24d; padding:10px 12px; margin:10px 0; }
10  .tips { background:#f4f7fb; border-left:4px solid #8aa4ff; padding:10px 12px; margin:10px 0; }
11  .warning { background:#ffe6e6; border-left:4px solid #ff6b6b; padding:10px 12px; margin:10px 0; }
12 </style>
13 <article>
14 <h1>Understanding and Preventing EHR Session Timeouts</h1>
15 <p>Session timeouts in the EHR system are designed to protect patient data by automatically logging out inactive users. This is especially important in clinical environments where workstations are shared. However, frequent or unexpected timeouts can interrupt workflows and slow down patient care. By understanding why timeouts occur and how to prevent them, users can reduce disruptions and maintain smoother operations.</p>
16 <section>
17 <h2>Why Session Timeouts Happen</h2>
18 <ul>
19 <li><strong>Idle Workstations:</strong> The most common cause&mdash;EHR logs users out after a period of inactivity.</li>
20 <li><strong>Unstable Network:</strong> Server connection loss may cause forced logout or freezing.</li>
21 <li><strong>Stale Sessions:</strong> Cached data or old sessions may conflict, especially after long use.</li>
22 <li><strong>Multiple Device Logins:</strong> Signing in on multiple devices can cause session collisions.</li>
23 </ul>
24 </section>
25 <section>
26 <h2>How to Reduce Session Timeouts</h2>
27 <ol>
28 <li><strong>Stay active in the system</strong> by navigating tabs, refreshing data, or saving drafts periodically.</li>
```

Ctrl-F Start search Ctrl-G Find next Shift-Ctrl-F Find previous
Shift-Ctrl-F Replace Shift-Ctrl-R Replace all

Cancel

Save

servicenow All Favorites History Workspaces Admin Knowledge - KB0010005 v0.01

Knowledge KB0010005 v0.01

Number KB0010005

* Knowledge base EHR Tips & Help for Clinical Staff

Category Session & Login Issues

Scheduled publish date

Valid to 2025-12-31

Version 0.01

Article type HTML

Workflow Draft

Source Task

Attachment link

Display attachments

* Short description How to Avoid Session Timeouts in the EHR

Article body

Understanding and Preventing EHR Session Timeouts

Session timeouts in the EHR system are designed to protect patient data by automatically logging out inactive users. This is especially important in clinical environments where workstations are shared. However, frequent or unexpected timeouts can interrupt workflows and slow down patient care. By understanding why timeouts occur and how to prevent them, users can reduce disruptions and maintain smoother operations.

521 words

Standard Article 4: How to Avoid Session Timeouts in the EHR

Step 4 – Link to Related Articles

Select and link the related knowledge articles KB0005001 v2.0 and KB0005012 v1.0 to provide users with additional guidance on workstation security and system stability, helping them understand conditions that may contribute to unexpected session timeouts.

The screenshot shows a user interface for linking related articles. On the left, a 'Collection' pane lists various knowledge articles from KB0000001 to KB0000017. On the right, a 'Related Articles List' pane shows two selected articles: KB0005001 v2.0 and KB0005012 v1.0. Between the panes are navigation buttons (>, <), and above the list is a search bar. At the bottom are 'Cancel' and 'Save' buttons. Below the interface, article details are displayed:

Display number: KB0005001 v2.0
Workflow: Published
Short description: Workstation Security Standard
Updated: 2017-02-24 05:16:27

Step 5 – Verify Related Articles Output

Review the Related Articles tab to confirm that the selected items (KB0005012 v1.0 and KB0005001 v2.0) appear correctly in the list, ensuring the article is properly linked to supporting guidance on lockout issues and workstation security.

The screenshot shows the 'Related Articles' tab in a larger application interface. The top navigation bar includes 'Affected Products', 'Feedback', 'Feedback Tasks', 'Approvals', 'Article Versions (1)', 'Related Articles (2)', and 'Related Catalog Items'. The main area displays a table of related articles:

Related knowledge article	Short description	Order	Active
KB0005012 v1.0	What to do when you are locked out of yo...	200	true
KB0005001 v2.0	Workstation Security Standard	100	true

Below the table, there are search fields for 'Related knowledge article', 'Short description', 'Order', and 'Active'. A message at the top states: 'Knowledge article = KB0010005 v0.01>Related knowledge article Short description >= session'.

Standard Article 4: How to Avoid Session Timeouts in the EHR

Step 6 – Link to Related Incidents

Select and attach the relevant EHR incidents (INC0010004 and INC0010009) to show that this article is based on real session timeout-related cases from Part 1, helping IT teams trace how knowledge is used to address recurring issues.

The screenshot shows a user interface for linking related incidents to a task. On the left, under 'Collection', there is a search bar with 'INC001' and a list of incidents: INC0010001, INC0010006, INC0010007, and INC0010008. On the right, under 'Attached to Task List', there is a list with 'KB0010005 v1.0' and two selected items: INC0010004 and INC0010009. Below these lists are 'Next' and 'Previous' navigation buttons. At the bottom are 'Cancel' and 'Save' buttons. Below the interface, specific incident details are listed:

Number INC0010004
Assigned to
Assignment group Application Support - EHR
Short description Login Failures (Escalation Required)

Step 7 – Verify Output of Related Incidents

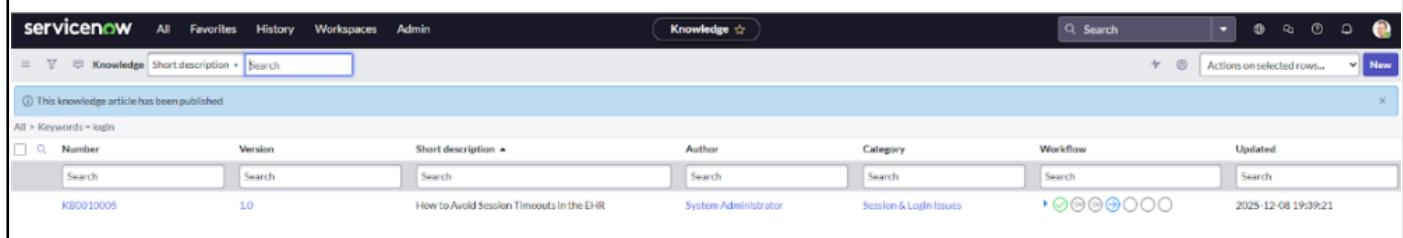
Review the Attached to Task tab to confirm that both incidents appear correctly in the list, ensuring the article is fully linked to the operational records that justify its creation.

The screenshot shows the 'Attached to Task' tab in a software application. The tab bar includes 'Affected Products', 'Feedback', 'Feedback Tasks', 'Approvals', 'Article Versions (2)', 'Related Articles (2)', 'Related Catalog Items', and 'Attached to Task (2)', with 'Attached to Task (2)' being the active tab. The main area displays a table with one row, showing the task 'INC0010004'. At the bottom, there are navigation buttons for page 1 of 2.

Standard Article 4: How to Avoid Session Timeouts in the EHR

Step 8 – Publish the Standard Knowledge Article

Set the article state to Published and verify that it appears in the Knowledge Base with the correct version, short description, category, and author, confirming that it is now available for clinical staff to use.



The screenshot shows the ServiceNow Knowledge base interface. At the top, there's a navigation bar with links for All, Favorites, History, Workspaces, Admin, and a Knowledge button. Below the navigation is a search bar with a dropdown menu set to 'Short description' and a search input field. To the right of the search bar are buttons for 'Search', 'Actions on selected rows...', and 'New'. A message box indicates 'This knowledge article has been published'. The main area is a table view with columns: Number, Version, Short description, Author, Category, Workflow, and Updated. The table contains one row for KB0010005, which has a version of 1.0, a short description of 'How to Avoid Session Timeouts in the EHR', an author of 'System Administrator', a category of 'Session & Login Issues', and was updated on 2025-12-08 19:39:21. There are also icons for edit, delete, and other actions.

Number	Version	Short description	Author	Category	Workflow	Updated
KB0010005	1.0	How to Avoid Session Timeouts in the EHR	System Administrator	Session & Login Issues		2025-12-08 19:39:21

Link to Article

https://dev292954.service-now.com/kb/en/how-to-avoid-session-timeouts-in-the-ehr?id=kb_article_view&sysparm_article=KB0010005

Incidents Linked (From part 1)

INC0010004 - Login Failures



INC0010009 - EHR Freezes During Patient Care



Articles Linked

KB0005001 v2.0 - Workstation Security Standard



KB0005012 v1.0 - What to do when you are locked out of your computer ?



Standard Article 5: How to Use the EHR During Temporary System Slowness

Step 1 – Create New Record for Knowledge Article

Create a new Standard Knowledge Article titled “How to Use the EHR During Temporary System Slowness,” ensuring the content is written in simple, non-technical language for clinical staff who may experience slow system response.

The screenshot shows the 'Knowledge New record' form. The article number is KB0010007. The knowledge base is set to 'EHR Tips & Help for Clinical Staff'. The category is 'Performance Issues'. The article type is 'HTML' and the workflow is 'Draft'. The short description is 'How to Use the EHR During Temporary System Slowness'. The article body contains the following content:

Managing Temporary EHR System Slowness

Temporary system slowness in the EHR can occur due to factors such as high server utilization, scheduled maintenance, network congestion, or temporary drops in infrastructure performance. Even during these events, users can remain productive by adjusting their workflow and prioritizing tasks that require minimal system processing.

What You Can Still Work on During Slowness

Step 2 – Add Category (EHR Support) and Sub-category (Performance Issues)

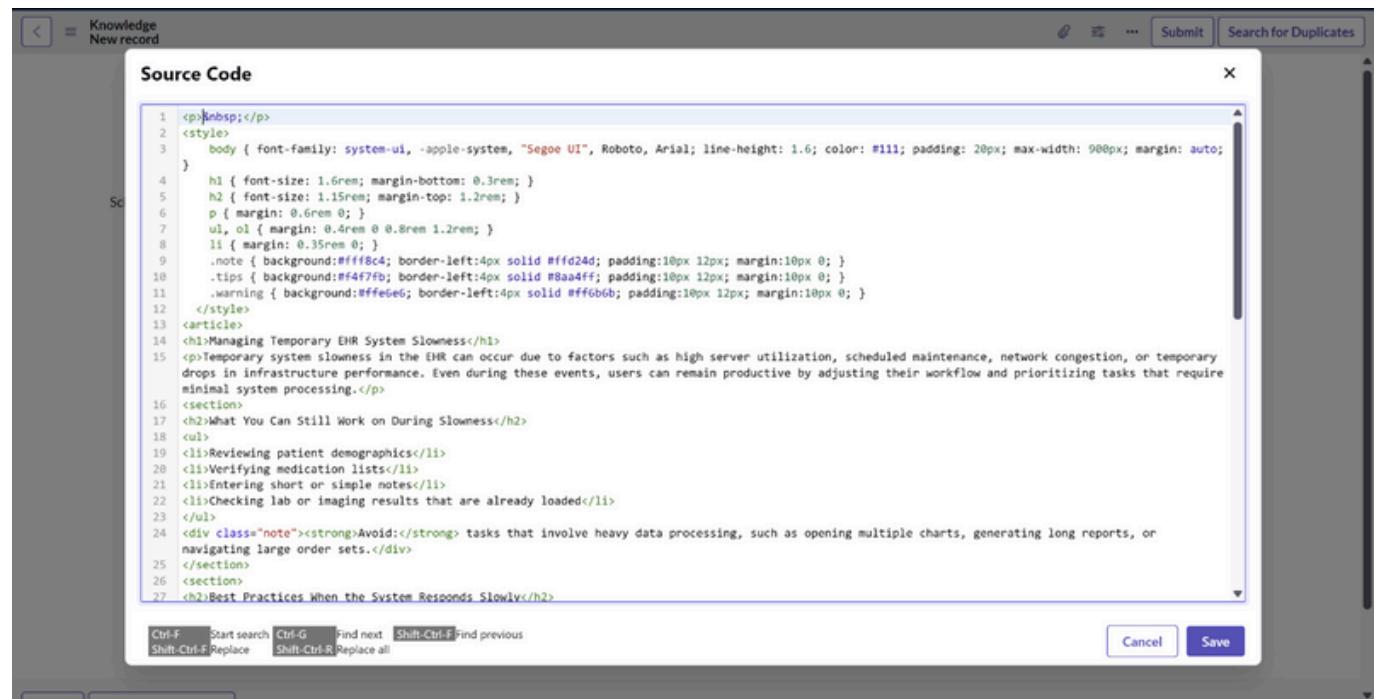
Assign the article to the EHR Support category and the Performance Issues sub-category so users can easily find guidance when they encounter slow loading pages or temporary system delays.

The screenshot shows the 'Knowledge New record' form with the category field populated with 'Performance Issues'. A 'Category picker' modal is open, showing the hierarchy: EHR Support > Incident Reporting > Session & Login Issues > Performance Issues. The 'Performance Issues' node is selected. The modal has 'Cancel' and 'OK' buttons at the bottom. The article body is empty with a placeholder '0 words'.

Standard Article 5: How to Use the EHR During Temporary System Slowness

Step 3 – Create Article Body Using Source Code

Write the article content in the Source Code editor by providing clear, non-technical instructions that help clinical staff understand what temporary system slowness looks like and how they can continue working safely while the EHR stabilizes.

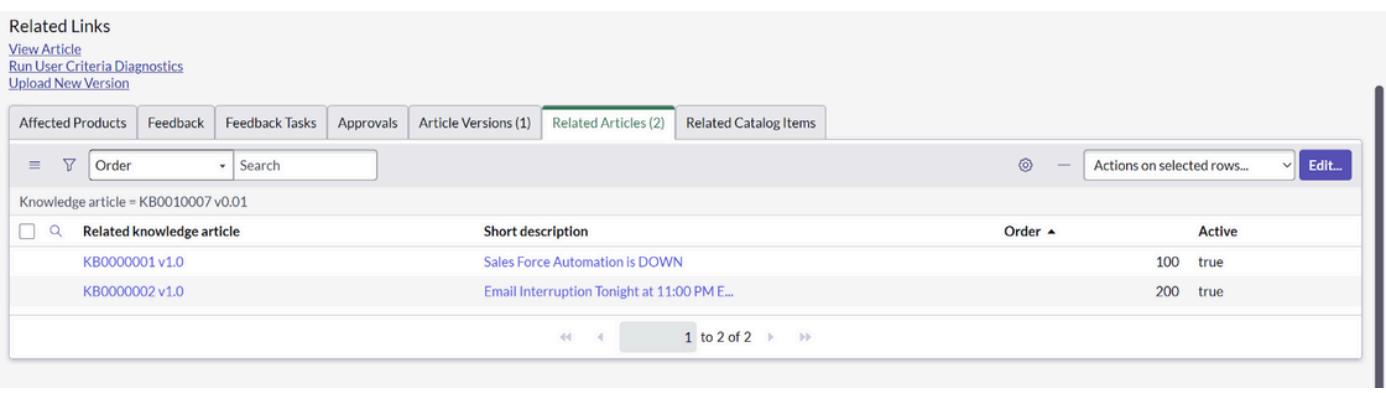


The screenshot shows a 'Source Code' editor window. The code is a combination of CSS styles and HTML content. The CSS includes rules for body, h1, h2, p, ul, li, .note, .tips, and .warning. The HTML content discusses temporary EHR system slowness, what can still be worked on, and best practices. At the bottom, there are keyboard shortcuts for search and replace, and buttons for 'Cancel' and 'Save'.

```
1 <p>&nbsp;</p>
2 <style>
3   body { font-family: system-ui, -apple-system, "Segoe UI", Roboto, Arial; line-height: 1.6; color: #111; padding: 20px; max-width: 900px; margin: auto; }
4   h1 { font-size: 1.6rem; margin-bottom: 0.3rem; }
5   h2 { font-size: 1.15rem; margin-top: 1.2rem; }
6   p { margin: 0.6rem 0; }
7   ul, ol { margin: 0.4rem 0 0.8rem 1.2rem; }
8   li { margin: 0.35rem 0; }
9   .note { background:#fff8b4; border-left:4px solid #ffd24d; padding:10px 12px; margin:10px 0; }
10  .tips { background:#f4f7fb; border-left:4px solid #8aaaff; padding:10px 12px; margin:10px 0; }
11  .warning { background:#ffe6e6; border-left:4px solid #ff6b6b; padding:10px 12px; margin:10px 0; }
12 </style>
13 <article>
14   <h1>Managing Temporary EHR System Slowness</h1>
15   <p>Temporary system slowness in the EHR can occur due to factors such as high server utilization, scheduled maintenance, network congestion, or temporary drops in infrastructure performance. Even during these events, users can remain productive by adjusting their workflow and prioritizing tasks that require minimal system processing.</p>
16   <section>
17     <h2>What You Can Still Work on During Slowness</h2>
18     <ul>
19       <li>Reviewing patient demographics</li>
20       <li>Verifying medication lists</li>
21       <li>Entering short or simple notes</li>
22       <li>Checking lab or imaging results that are already loaded</li>
23     </ul>
24     <div class="note"><strong>Avoid:</strong> tasks that involve heavy data processing, such as opening multiple charts, generating long reports, or navigating large order sets.</div>
25   </section>
26   <section>
27     <h2>Best Practices When the System Responds Slowly</h2>
```

Step 4 – Link to Related Articles

Add the related knowledge articles KB00000001 v1.0 and KB00000002 v1.0 to provide users with examples of broader system interruptions that may coincide with temporary EHR slowness, helping them understand when slowness is part of a larger performance issue.



The screenshot shows the 'Related Articles' section of the article editor. It lists two related knowledge articles: 'KB0000001 v1.0' and 'KB0000002 v1.0'. The table has columns for 'Related knowledge article', 'Short description', 'Order', and 'Active'. Both articles have an order of 100 and are marked as active. The table also includes a search bar and navigation buttons.

Affected Products	Feedback	Feedback Tasks	Approvals	Article Versions (1)	Related Articles (2)	Related Catalog Items

Knowledge article = KB0010007 v0.01

Related knowledge article	Short description	Order	Active
KB0000001 v1.0	Sales Force Automation is DOWN	100	true
KB0000002 v1.0	Email Interruption Tonight at 11:00 PM E...	200	true

Standard Article 5: How to Use the EHR During Temporary System Slowness

Step 5 – Link to Related Incidents

Select and attach incidents INC0010006 and INC0010007 to show that this article is based on real EHR performance issues from Part 1, such as short outages and temporary slowdowns.

Add Filter Run filter ✖

-- choose field -- -- oper -- -- value --

Collection Attached to Task List

KB0010007 v2.01

INC0010006
INC0010007

INC0000601
INC0001990
INC0007001
INC0007002
INC0008001
INC0008111
INC0008112
INC0009001
INC0009002
INC0009003
INC0009004
INC0009005
INC0009009
INC0010001
INC0010004
INC0010008
INC0010009

> <

Cancel Save

Number: INC0010006
Assigned to:
Assignment group:
Short description: Five-Minute Outage

Step 6 – Verify Output of Related Incidents

Review the Attached to Task tab to confirm that both related incidents appear correctly, ensuring the article is fully connected to the operational cases that justify its creation.

Affected Products	Feedback	Feedback Tasks	Approvals	Article Versions (5)	Related Articles (2)	Related Catalog Items	Attached to Task (2)	Action
								✖
Task	Search							✖

Knowledge article = KB0010007 v2.01

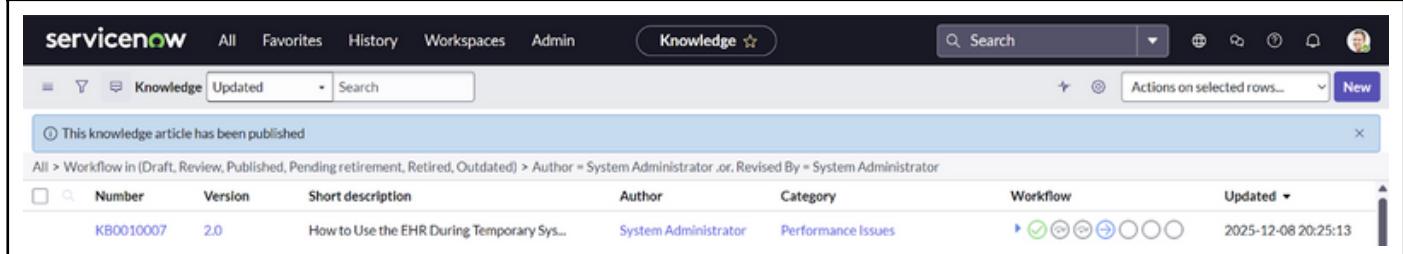
INC0010006
INC0010007

1 to 2 of 2

Standard Article 5: How to Use the EHR During Temporary System Slowness

Step 7 – Publish the Standard Knowledge Article

Set the article state to Published and verify that it appears in the Knowledge Base with the correct short description, category, workflow status, and version, confirming it is now available for clinical staff to use during periods of system slowness.



The screenshot shows the ServiceNow Knowledge base interface. At the top, there's a navigation bar with links for All, Favorites, History, Workspaces, Admin, and Knowledge. The Knowledge tab is selected. Below the navigation is a search bar with a magnifying glass icon and a dropdown menu labeled "Actions on selected rows...". A blue banner at the top of the main content area says "This knowledge article has been published". The main content area displays a table of knowledge articles. The table has columns for Number, Version, Short description, Author, Category, Workflow, and Updated. One row is visible, showing KB0010007, Version 2.0, "How to Use the EHR During Temporary Sys...", System Administrator, Performance Issues, a workflow status with several green checkmarks, and an updated date of 2025-12-08 20:25:13.

Link to Article

[https://dev292954.service-now.com/kb/en/how-to-use-the-ehr-during-temporary-system-slowness?
id=kb_article_view&sysparm_article=KB0010007](https://dev292954.service-now.com/kb/en/how-to-use-the-ehr-during-temporary-system-slowness?id=kb_article_view&sysparm_article=KB0010007)

Incidents Linked (From part 1)

INC0010006 - Five-Minute Outage



INC0010007 - EHR running very slow



Articles Linked

KB0000002 v1.0 - Email Interruption Tonight at 11:00 PM Eastern



KB0000001 v1.0 - Sales Force Automation is DOWN



Clear guidance to help clinical staff work confidently with everyday EHR issues.

The screenshot shows a web-based knowledge portal interface. At the top, there's a navigation bar with links for 'enow', 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. The title bar says 'Knowledge Search - Knowledge Portal'. A search bar with a magnifying glass icon is on the right. Below the title bar, the breadcrumb navigation shows 'Home > Knowledge Search'. The main content area has a search input field ('Search (minimum 3 characters)') and a 'Filters' button. It displays '3 Results' for the query 'EHR Tips & Help for Clinical Staff'. The results are listed in a table-like format with columns for the article title, author, date, and rating. The first result is 'How to Report an EHR System Issue Properly' by a System Administrator, posted 36m ago, rated 5 stars. The second is 'How to Avoid Session Timeouts in the EHR' by a System Administrator, posted 5m ago, rated 5 stars. The third is 'How to Use the EHR During Temporary System Slowness' by a System Administrator, posted 1m ago, rated 5 stars. At the bottom of the results list, it says 'No More Results'.

Result	Title	Author	Date	Views	Rating
1	How to Report an EHR System Issue Properly	System Administrator	36m ago	1 View	★★★★★
2	How to Avoid Session Timeouts in the EHR	System Administrator	5m ago	0 Views	★★★★★
3	How to Use the EHR During Temporary System Slowness	System Administrator	1m ago	0 Views	★★★★★

These articles aim to support clinical staff by providing simple, easy-to-understand guidance for addressing common EHR issues.

Known Error Knowledge Article



A Known Error knowledge article provides a detailed, technical explanation intended for Service Desk and IT Support teams to quickly identify, diagnose, and resolve recurring issues within the EHR system. Unlike standard articles written for clinical staff, Known Error articles use the Known Error Template and focus on documenting the root cause, technical conditions, and underlying system behavior that led to the failure. Each article must include a clear short description, a full description of the problem, the confirmed workaround that IT can apply immediately, and the verified technical cause gathered from incident trends, logs, or problem investigations. By presenting this information in a structured, technical format, a Known Error article helps IT teams resolve issues such as multi-user login failures, database non-responsiveness, or short outages more efficiently, reducing troubleshooting time and preventing repeated disruptions during high-impact EHR events.

Known Error Knowledge Base Setting

The screenshot shows the ServiceNow Knowledge Base setup page for creating a new record. The title is 'EHR IT Support Troubleshooting Guide'. Configuration options include Article Validity, Icon (Click to add...), Disable commenting, Disable suggesting, Disable category editing, Disable rating, and Disable mark as helpful. The Checklist field is empty. The Description field contains a note about the knowledge base being for IT teams to identify, diagnose, and resolve EHR-related issues. Workflow settings include Application (Global), Owner (Alfonso Griglen), Managers (empty), Publish workflow (Knowledge - Instant Publish), Retire workflow (Knowledge - Instant Retire), and Active (checked). A 'Set default knowledge field values' section is present. At the bottom is a 'Submit' button.

When setting up the Knowledge Base for Known Error Articles, ensure that all configurations support technical troubleshooting and problem-resolution workflows by selecting a title that clearly reflects its purpose as an **IT support resource**. Because Known Error content is designed for Service Desk analysts and system administrators, always use the Known Error Template when creating each article so that the required fields, Short Description, Description, Workaround, and Cause are consistently documented.

During the Knowledge Base setup, you will be asked to assign an owner, and all Known Error articles must list **Alfonso Griglen** as the **owner** to maintain centralized oversight and ensure that technical content is reviewed, updated, and published correctly. In the Description field, provide a clear statement explaining that this Knowledge Base contains technical references, root-cause documentation, system error explanations, and approved workarounds to help IT teams quickly diagnose and resolve recurring EHR issues, ensuring accuracy, consistency, and faster service restoration across the organization.

Selected Topic



2

EHR LOGIN FAILURES FOR MULTIPLE USERS

Linked Incidents & Problem:

- Incident 3 – Login failures
- Problem – Authentication impact

This Known Error focuses on recurring EHR login failures affecting multiple users, caused by authentication issues that prevent successful system access. By documenting the technical cause, workaround, and permanent fix, IT support can quickly recognize the pattern of symptoms and restore access for impacted users during future occurrences.

3

“DATABASE NOT RESPONDING” ERROR IN EHR

Linked Incidents:

- Incident 2 – Database error during scheduling

This Known Error documents the root cause behind the “Database Not Responding” message that appears during scheduling operations. The issue typically stems from underlying database latency or temporary unavailability. By capturing the error details, diagnostic steps, and recovery method, IT teams can rapidly respond when this error reappears and minimize downtime for clinical users.

4

SHORT EHR OUTAGE DURING HIGH LOAD

Linked Incidents:

- Incident 5 – Five-minute outage

This Known Error addresses short, high-load-related outages in the EHR system, such as the five-minute downtime captured in the linked incident. The article outlines the technical trigger behind the outage, provides immediate recovery actions, and documents long-term remediation to prevent recurrence during future peak load conditions.

Known Error Article 2: EHR Login Failures for Multiple Users

Step 1 – Create New Record Known Error Article

Create a new Known Error article using the Known Error template, enter a clear short description about multi-user EHR login failures, and ensure the article is stored in the EHR IT Support knowledge base for technical use.

The screenshot shows the 'Known Error article' creation form. The 'Number' field is set to KB0010006. The 'Knowledge base' is 'EHR IT Support Troubleshooting Guide'. The 'Category' is 'User Authentication / Login'. The 'Valid to' date is 2100-01-01. The 'Short description' is 'EHR Login Failures for Multiple Users'. The 'Description' field contains a detailed text about multiple users failing to log in simultaneously. The 'Workaround' section is expanded, showing a rich text editor with a title 'Workaround – EHR Login Failures for Multiple Users' and a numbered list of five steps: 1. Restart authentication connector or SSO service based on IT SOP!, 2. Ask users to log out fully, wait 1 minute, then retry, 3. Clear or refresh stuck SSO/LDAP sessions, 4. Redirect authentication traffic to secondary identity servers if available, 5. Monitor authentication load and temporarily limit retry bursts. The 'Cause' section is collapsed.

Step 2 – Add Category and Sub-Category (EHR Application → User Authentication / Login)

Assign the Known Error article to the EHR Application category and the User Authentication / Login sub-category so IT support teams can quickly locate technical guidance related to multi-user login failures and authentication issues.

The screenshot shows the same 'Known Error article' creation form. The 'Category' field is now 'User Authentication / Login'. A 'Category picker' dialog is open over the form, showing the hierarchy 'EHR Application > User Authentication / Login'. The 'OK' button of the dialog is highlighted. The rest of the form fields and the main interface are visible in the background.

Known Error Article 2: EHR Login Failures for Multiple Users

Step 3 – Create Cause Using Source Code

Document the confirmed technical causes in the Source Code editor, outlining factors such as high authentication server load, network latency between the authentication service and the EHR application, simultaneous login attempts, and stale authentication sessions from previous failures.

Source Code

```
1 <style>
2   body { font-family: Arial, sans-serif; padding: 20px; line-height: 1.6; }
3   h1 { color: #0070C0; }
4   ul { margin-left: 20px; }
5 </style>
6 <h1>Cause &ndash; EHR Login Failures for Multiple Users</h1>
7 <ul>
8 <li>Authentication server experiencing high load or degraded performance.</li>
9 <li>Network latency or interruptions between authentication server and EHR application.</li>
10 <li>High volume of simultaneous login attempts causing request queueing.</li>
11 <li>Stale or corrupted authentication sessions from previous failures.</li>
12 </ul>
```

Ctrl-F Start search Ctrl-G Find next Shift-Ctrl-F Find previous
Shift-Ctrl-R Replace all

Step 4 – Create Workaround Using Source Code

Write the immediate workaround steps in the Source Code editor, including restarting the authentication connector or SSO service, instructing users to fully log out before retrying, clearing stuck sessions, redirecting authentication to secondary servers, and temporarily limiting retry bursts to reduce system strain.

Source Code

```
1 <style>
2   body { font-family: Arial, sans-serif; padding: 20px; line-height: 1.6; }
3   h1 { color: #0070C0; }
4   ol { margin-left: 20px; }
5 </style>
6 <h1>Workaround &ndash; EHR Login Failures for Multiple Users</h1>
7 <ol>
8 <li>Restart authentication connector or SSO service based on IT SOP.</li>
9 <li>Ask users to log out fully, wait 1 minute, then retry.</li>
10 <li>Clear or refresh stuck SSO/LDAP sessions.</li>
11 <li>Redirect authentication traffic to secondary identity servers if available.</li>
12 <li>Monitor authentication load and temporarily limit retry bursts.</li>
13 </ol>
```

Ctrl-F Start search Ctrl-G Find next Shift-Ctrl-F Find previous
Shift-Ctrl-R Replace all

Known Error Article 2: EHR Login Failures for Multiple Users

Step 5 – Link to Related Articles

Select and attach the related knowledge articles KB0010005 v1.0, KB0005001 v2.0, and KB0000015 v1.0 to provide IT support with additional references on EHR timeouts, workstation security, and account management procedures that may influence login failures.

Add Filter Run filter (

-- choose field -- () -- oper -- () -- value --

Collection

Related Articles List

KB0010006 v0.01

KB0010005 v1.0
KB0005001 v2.0
KB0000015 v1.0

Cancel Save

Step 6 – Verify Output of Related Articles

Review the Related Articles tab to confirm that all three selected items appear correctly, ensuring the Known Error is fully connected to supporting technical documentation for troubleshooting authentication issues.

Related Links

[View Article](#)
[Run User Criteria Diagnostics](#)

Affected Products Feedback Feedback Tasks Approvals Article Versions (1) Completed AQIs Related Articles (3) Related Catalog Items

Order Search Actions on selected rows... New Edit...

Knowledge article = KB0010006 v0.01

Related knowledge article	Short description	Order	Active
KB0010005 v1.0	How to Avoid Session Timeouts in the EHR	100	true
KB0005001 v2.0	Workstation Security Standard	200	true
KB0000015 v1.0	How do I create and delete users?	300	true

1 to 3 of 3

Known Error Article 2: EHR Login Failures for Multiple Users

Step 7 – Link to Related Configuration Items

Attach the relevant EHR Configuration Items EHR Application Server, EHR Database Server, and EHR Service to identify which technical components are impacted during multi-user login failures and to guide IT support during root-cause analysis.

Add Filter Run filter ⓘ

-- choose field -- -- oper -- -- value --

Collection

Q EHR

--None--

Affected Products List

KB0010006 v0.01

EHR Application Server
EHR Database Server
EHR Service

> <

Name EHR Service
Manufacturer Class Configuration Item
Location Assigned to Model ID

Cancel Save

Step 8 – Verify Output of Related Configuration Items

Review the Affected Products/Configuration Items tab to ensure all three CIs appear correctly, confirming that the Known Error is fully mapped to the infrastructure components involved in authentication issues.

Related Links

[View Article](#)
[Run User Criteria Diagnostics](#)

Affected Products (3) Feedback Approvals Article Versions (1) Completed AQIs Related Articles (3) Related Catalog Items

Configuration item Search

Knowledge article = KB0010006 v0.01

Configuration item

EHR Application Server
EHR Service
EHR Database Server

Actions on selected rows... New Edit...

Known Error Article 2: EHR Login Failures for Multiple Users

Step 9 – Link to Related Problem

Attach the underlying Problem record PRB0040003 to show that the multi-user login failures stem from a recurring issue involving EHR slowness and authentication errors, ensuring future incidents can be traced back to the same root cause.

Add Filter | Run filter |

-- choose field -- ▾ -- oper -- ▾ -- value --

Collection Attached to Task List

Q PRB004 KB0010006 v1.0

PRB0040001
PRB0040006

PRB0040003

> <

Cancel Save

Number PRB0040003
Problem statement Recurring EHR slowness and login failures

Step 10 – Link to Related Incident

Link the primary incident INC0010004 to document the real case that exposed the login failure pattern, giving IT support a concrete reference for how this Known Error appears operationally.

Add Filter | Run filter |

-- choose field -- ▾ -- oper -- ▾ -- value --

Collection Attached to Task List

Q INC001 KB0010006 v1.0

INC0010001
INC0010006
INC0010007
INC0010008
INC0010009

INC0010004
PRB0040003

> <

Cancel Save

Number INC0010004
Assigned to
Assignment group Application Support - EHR
Short description Login Failures (Escalation Required)

Known Error Article 2: EHR Login Failures for Multiple Users

Step 11 – Link to Related Task (Problem and Incident)

Verify in the Attached to Task tab that both the related Incident (INC0010004) and the related Problem (PRB0040003) are correctly linked, ensuring the Known Error is fully integrated into the incident–problem resolution workflow.

A screenshot of the ServiceNow Knowledge article interface. The top navigation bar includes tabs for Affected Products (3), Feedback, Feedback Tasks, Approvals, Article Versions (2), Completed AQIs, Related Articles (3), Related Catalog Items, Attached to Task (2), and Actions on selected rows... New Edit... Below the navigation is a search bar with 'Knowledge article = KB0010006 v1.0'. A dropdown menu shows 'Task' is selected. Under the 'Attached to Task' tab, there is a list of two items: 'INC0010004' and 'PRB0040003'. At the bottom right of the list area, there are navigation buttons: <<, <, >, >>, and '1 to 2 of 2'.

Step 12 – Publish Article

Set the workflow state to Published and confirm the article appears in the Knowledge Base with the correct version, short description, and category, making it available for IT support teams to reference during future login failure events.

A screenshot of the ServiceNow Knowledge base search results. The top navigation bar includes All, Favorites, History, Workspaces, Admin, and Knowledge. The search bar shows 'Search' and 'Actions on selected rows...'. A message says 'This knowledge article has been published'. The search results table has columns: Number, Version, Short description, Author, Category, Workflow, and Updated. There are search input fields for each column. The results show one item: 'All > Keywords - database'.

Link to Article

https://dev292954.service-now.com/kb/en/ehr-login-failures-for-multiple-users_id=kb_article_view&sysparm_article=KB0010006

Incident & Problem Linked (From part 1)

INC0010004 - Login Failures



PRB004003 - Recurring EHR slowness and login failures



CI Linked (From part 1)

EHR Application Server



EHR Database Server



EHR Service



Articles Linked

KB0000015 v1.0 - How do I create and delete users?



KB0010005 v1.0 - How to Avoid Session Timeouts in the EHR



KB0005001 v2.0 - Workstation Security Standard



Known Error Article 3: “Database Not Responding” Error in EHR

Step 1 – Create New Record for Known Error Article (KB0010009)

Create a new Known Error article and enter the key details including short description, category, and validity date to document recurring “Database Not Responding” errors observed during scheduling or patient data loading in the EHR system.

The screenshot shows a web-based form for creating a new Known Error article. The top navigation bar includes links for Items, History, Workspaces, Admin, and a title bar for "Known Error article - New Record". The main form fields are:

- Number: KB0010009
- * Knowledge base: EHR IT Support Troubleshooting Guide (with search and info icons)
- Category: Database Connectivity (with search and info icons)
- Valid to: 2025-12-31 (with calendar icon)
- Version: (empty field)
- Workflow: Draft
- Source Task: (empty field)
- Attachment link: (checkbox)
- Display attachments: (checkbox)
- * Short description: "Database Not Responding" Error in EHR
- Description: Users receive a "Database not responding" message when accessing the scheduling module or loading patient data. The system becomes slow or unresponsive during these periods.

Step 2 – Add Knowledge Base (EHR IT Support Troubleshooting Guide)

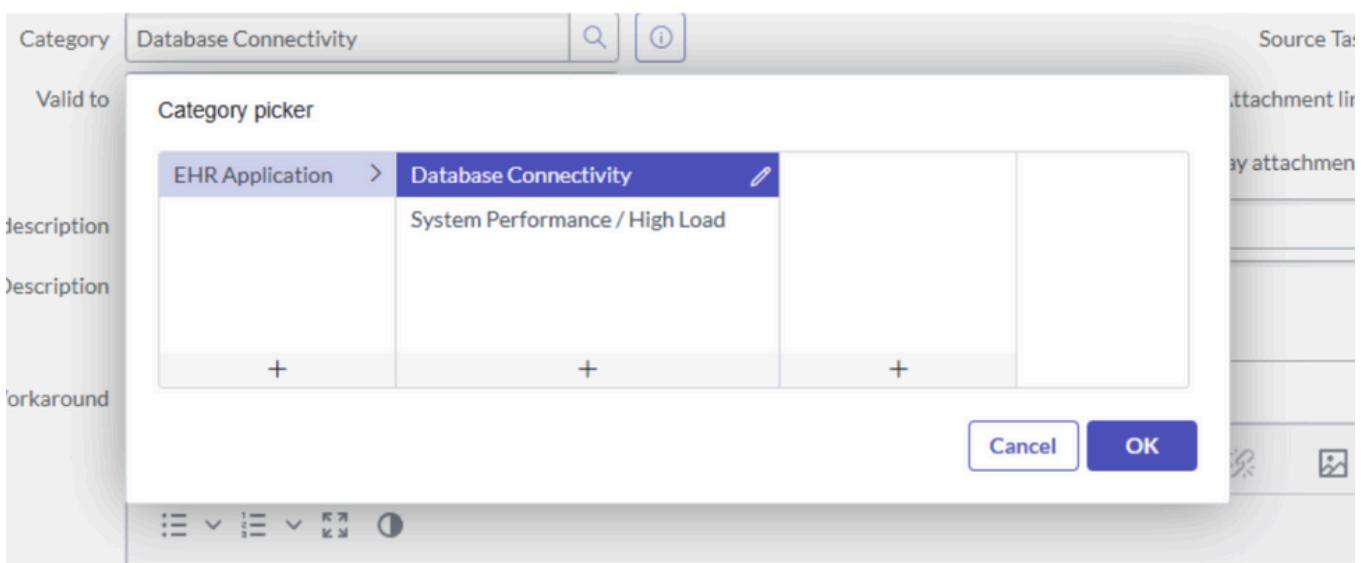
Assign the article to the EHR IT Support Troubleshooting Guide knowledge base so that technical teams can access the root cause, workaround steps, and resolution guidance specific to EHR backend and database-related failures.

The screenshot shows the continuation of the Known Error article creation form. The "Knowledge base" field is expanded to show a list of knowledge bases. The "EHR IT Support Troubleshooting Guide" option is selected and highlighted in blue. Other options visible in the list include "KCS Knowledge Base (demo data)", "EHR Tips & Help for Clinical Staff", and "Known Error".

Known Error Article 3: “Database Not Responding” Error in EHR

Step 3 – Add Category (EHR Application) & Sub-Category (Database Connectivity)

Assign the Known Error article to the EHR Application category and the Database Connectivity sub-category so IT support teams can quickly identify that this issue relates to backend database communication and system performance during high load.



Step 4 – Create Workaround Using Source Code

Document the immediate workaround steps in the Source Code editor, including restarting EHR application services, terminating or clearing blocked database sessions, redirecting read-only queries, delaying batch jobs until after peak hours, and instructing users to retry after load decreases.

```
1 <!doctype html>
2 <html lang="en">
3 <head>
4   <meta charset="utf-8" />
5   <title>Workaround - "Database Not Responding" Error</title>
6   <style>
7     body { font-family: Arial, sans-serif; padding: 20px; line-height: 1.6; }
8     h1 { color: #2563eb; }
9     ol { margin-left: 20px; }
10    </style>
11  </head>
12  <body>
13
14  <h1>Workaround - "Database Not Responding" Error</h1>
15
16  <ol>
17    <li>Recycle or restart the EHR application services using the approved SOP.</li>
18    <li>Terminate or clear blocking database sessions and long-running queries.</li>
19    <li>Redirect read-only queries to replica or reporting databases.</li>
20    <li>Pause heavy batch jobs until after system peak hours.</li>
21    <li>Advise users to retry after 2-5 minutes while load decreases.</li>
22  </ol>
23
24  </body>
25  </html>
```

Ctrl-F Start search Ctrl-G Find next Shift-Ctrl-F Find previous
Shift-Ctrl-F Replace Shift-Ctrl-R Replace all

Cancel Save

Known Error Article 3: “Database Not Responding” Error in EHR

Step 5 – Verify Output of Workaround

Review the Workaround field to ensure that all documented steps appear correctly in the formatted output, confirming that IT support can clearly follow the immediate actions required when the database becomes unresponsive.

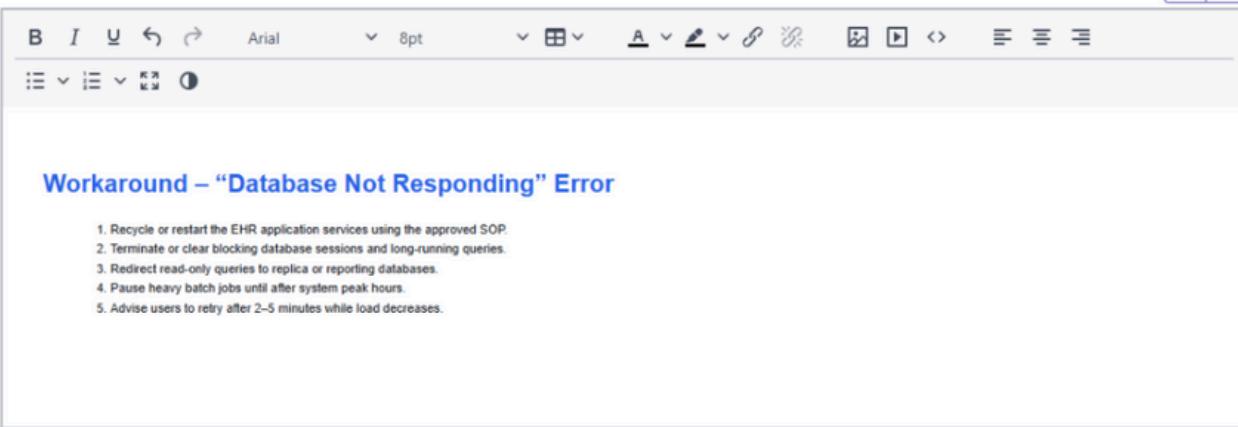
Workaround

B I U ⌛ ⌚ Arial 8pt

Workaround – “Database Not Responding” Error

1. Recycle or restart the EHR application services using the approved SOP.
2. Terminate or clear blocking database sessions and long-running queries.
3. Redirect read-only queries to replica or reporting databases.
4. Pause heavy batch jobs until after system peak hours.
5. Advise users to retry after 2-5 minutes while load decreases.

p > style



Step 6 – Create Cause Using Source Code

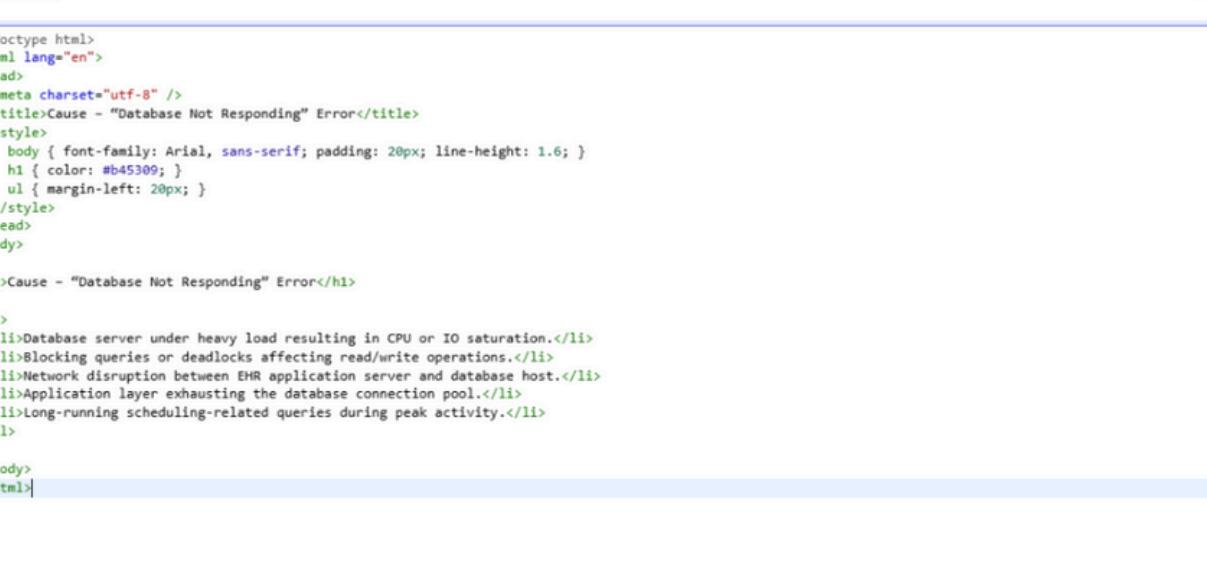
Document the underlying technical causes in the Source Code editor, including heavy database load, blocking queries, network disruptions, connection pool exhaustion, and long-running scheduling queries that typically trigger the “Database Not Responding” error.

Source Code

```
1 <!doctype html>
2 <html lang="en">
3 <head>
4   <meta charset="utf-8" />
5   <title>Cause - "Database Not Responding" Error</title>
6   <style>
7     body { font-family: Arial, sans-serif; padding: 20px; line-height: 1.6; }
8     h1 { color: #b45309; }
9     ul { margin-left: 20px; }
10    </style>
11  </head>
12  <body>
13
14  <h1>Cause - "Database Not Responding" Error</h1>
15
16  <ul>
17    <li>Database server under heavy load resulting in CPU or IO saturation.</li>
18    <li>Blocking queries or deadlocks affecting read/write operations.</li>
19    <li>Network disruption between EHR application server and database host.</li>
20    <li>Application layer exhausting the database connection pool.</li>
21    <li>Long-running scheduling-related queries during peak activity.</li>
22  </ul>
23
24  </body>
25 </html>
```

Ctrl-F Start search Ctrl-G Find next Shift-Ctrl-F Find previous
Shift-Ctrl-E Replace Shift-Ctrl-R Replace all

Cancel Save



Known Error Article 3: “Database Not Responding” Error in EHR

Step 7 – Verify Output of Cause

Review the Cause field to ensure the documented root causes are displayed clearly and formatted correctly, allowing IT support to quickly understand the technical factors that trigger the “Database Not Responding” error.

The screenshot shows a rich text editor interface with a toolbar at the top. Below the toolbar, the text "Cause – ‘Database Not Responding’ Error" is displayed in bold. A bulleted list follows, detailing common causes:

- Database server under heavy load resulting in CPU or IO saturation.
- Blocking queries or deadlocks affecting read/write operations.
- Network disruption between EHR application server and database host.
- Application layer exhausting the database connection pool.
- Long-running scheduling-related queries during peak activity.

At the bottom of the editor, there is a status bar with the text "p > style".

Step 8 – Submit Known Error Article

Finalize the Known Error article by submitting the record, ensuring that the short description, workaround, cause, and category fields are complete so the article can move forward for publication and technical review.

The screenshot shows the ServiceNow interface for creating a new Known Error article. The top navigation bar includes links for All, Favorites, History, Workspaces, and Admin. The current page is "Known Error article - New Record".

Form fields include:

- Number: KB0030009
- * Knowledge base: EHR IT Support Troubleshooting Guide
- Category: Database Connectivity
- Valid to: 2025-12-31
- Version: (empty)
- Workflow: Draft
- Source Task: (empty)
- Attachment link: (checkbox)
- Display attachments: (checkbox)

Description:

* Short description: “Database Not Responding” Error in EHR

Description: Users receive a “Database not responding” message when accessing the scheduling module or loading patient data. The system becomes slow or unresponsive during these periods.

Workaround:

The workarounds listed are:

1. Recycle or restart the EHR application services using the approved SOP.
2. Terminate or clear blocking database sessions and long-running queries.
3. Redirect read-only queries to replica or reporting databases.
4. Pause heavy batch jobs until after system peak hours.
5. Advise users to retry after 2-5 minutes while load decreases.

Cause:

The cause section lists the same bullet points as the "Cause" section in Step 7.

Known Error Article 3: “Database Not Responding” Error in EHR

Step 9 – Link to Related Configuration Items

Attach the relevant EHR Configuration Items EHR Application Server, EHR Database Server, and EHR Service to clearly identify which system components contribute to or are impacted by the recurring database connectivity failures.

Collection

--None--

Affected Products List

KB0010009 v.0.01

- EHR Application Server
- EHR Database Server
- EHR Service**

>
<

Cancel
Save

Name EHR Service

Step 10 – Verify Output of Related Configuration Items

Review the Affected Products/Configuration Items tab to ensure all selected CIs appear correctly, confirming that the Known Error is fully mapped to the backend infrastructure involved in the “Database Not Responding” issue.

Knowledge article = KB0010009 v0.01>Configuration Item Name >= EHR

Configuration item
EHR Application Server
EHR Database Server
EHR Service

Known Error Article 3: “Database Not Responding” Error in EHR

Step 11 – Link to Related Articles

Associate this Known Error with other relevant knowledge articles—including login issues, performance degradation, and reporting errors—to help IT staff quickly access context and supporting information that may relate to or contribute to the database connectivity failure.

Add Filter Run filter (1)

Keywords are database AND OR X

Collection

Related Articles List

KB0010009 v0.01

KB0000001 v1.0
KB0000028 v1.0
KB0010004 v1.0

Display number KB0010004 v1.0

Cancel Save

Step 12 – Verify Output of Related Articles

Review the Related Articles tab to confirm that all selected articles appear correctly, ensuring complete cross-reference coverage for troubleshooting and escalation workflows.

Related Articles (3)			
Related knowledge article		Short description	Order
<input type="checkbox"/>	KB0010004 v1.0	How to Report an EHR System Issue Properly	300
<input type="checkbox"/>	KB0000001 v1.0	Sales Force Automation is DOWN	100
<input type="checkbox"/>	KB0000028 v1.0	What are phishing scams and how can I av...	200

Known Error Article 3: “Database Not Responding” Error in EHR

Step 13 – Link to Related Incident

Attach the incident record INC0010008 to the Known Error to establish a direct relationship between the documented database failure and the real operational event where users encountered the “Database not responding” issue.

Collection

INC001

INC0010001
INC0010004
INC0010006
INC0010007
INC0010009

Attached to Task List

KB0010009 v1.0

INC0010008



Number INC0010008

Assigned to

Assignment group

Short description Database not responding

Step 14 – Verify Output of Related Incident

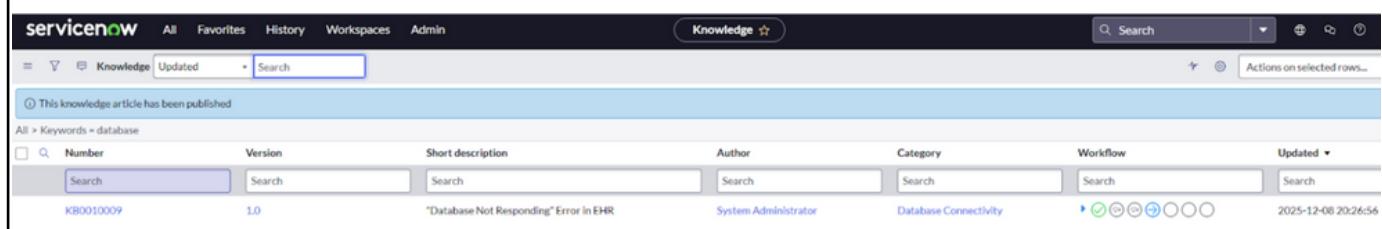
Review the Attached to Task tab to confirm that the linked incident appears correctly, ensuring the Known Error is fully connected to the supporting operational evidence for troubleshooting and root cause tracking.

A screenshot of a software interface showing the 'Attached to Task' tab selected in a navigation bar. The bar also includes links for 'Affected Products (3)', 'Feedback', 'Feedback Tasks', 'Approvals', 'Article Versions (2)', 'Completed AQIs', 'Related Articles (3)', 'Related Catalog Items', and 'Attached to Task (1)'. Below the bar, there is a search bar with the placeholder 'Knowledge article = KB0010009 v1.0'. A table lists one item: 'INC0010008'. At the bottom of the screen, there is a pagination control with arrows and the text '1 to 1 of 1'.

Known Error Article 3: “Database Not Responding” Error in EHR

Step 15 – Publish Known Error Article

Submit and publish the Known Error article to make it officially available for IT Support teams. This ensures the workaround, cause analysis, and related records (CI, Problem, Incident, and related articles) are accessible for future troubleshooting and faster resolution of similar database connectivity issues.



The screenshot shows the ServiceNow Knowledge base interface. At the top, there's a navigation bar with links for All, Favorites, History, Workspaces, Admin, and Knowledge. The Knowledge tab is selected. A search bar is also present. Below the navigation, a message says "This knowledge article has been published". The main area displays a table of articles. The first article in the list is titled "Database Not Responding" Error in EHR, with the number KB0010009, version 1.0, and author System Administrator. The category is Database Connectivity. The table includes columns for Number, Version, Short description, Author, Category, Workflow, and Updated. The "Updated" column shows the date as 2025-12-08 20:26:56. There are also icons for actions like edit, delete, and share.

Link to Article

https://dev292954.service-now.com/kb/en/database-not-responding-error-in-ehr?id=kb_article_view&sysparm_article=KB0010009

Incident Linked (From part 1)

INC0010008 - Database Not Responding



CI Linked (From part 1)

EHR Application Server



EHR Database Server



EHR Service



Articles Linked

KB0010004 v1.0 - How to report an EHR System Issue Properly



KB0000001 v1.0 - Sales Force Automation is DOWN



KB0000028 v1.0 - What are phishing scams and how can I avoid them?



Known Error Article 4: Short EHR Outage During High Load

Step 1 – Create New Record for the Known Error Article

Create a new Known Error article using the Known Error template. Fill in the required fields such as the Knowledge Base, Category, Valid To date, short description, and initial explanation of the outage.

The screenshot shows the ServiceNow interface for creating a new Known Error article. The top navigation bar includes 'servicenow', 'All', 'Favorites', 'History', 'Admin', and a search bar. The main area is titled 'Known Error article - KB0010010 v....'. The form fields include:

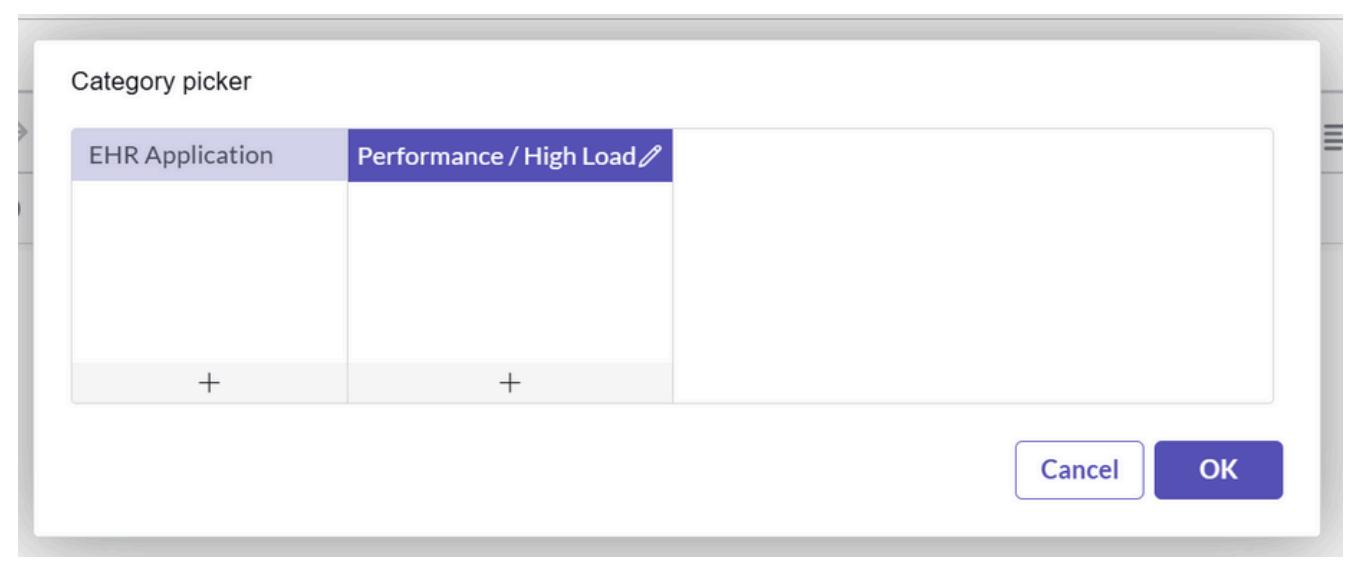
- Number:** KB0010010
- Knowledge base:** EHR IT Support Troubleshooting Guide
- Category:** System Performance / High Load
- Valid to:** 2100-01-01
- Version:** 1.01
- Workflow:** Draft
- Source Task:** (empty)
- Attachment link:** (checkbox)
- Display attachments:** (checkbox)
- Short description:** Short EHR Outage During High Load
- Description:** The EHR system experiences short outages (around 5 minutes) during sudden spikes in user traffic. The system becomes unavailable, pages fail to load, and transactions time out.
- Workaround:** (rich text editor)

Below the rich text editor, there is a section titled "Cause – Short EHR Outage During High Load" with a bulleted list of causes:

- Sudden spikes in user volume exceeding system processing capacity.
- CPU or memory saturation on the EHR application server nodes.
- Load balancer misrouting or failing to distribute traffic evenly.
- Slow response from autoscaling mechanisms during demand peaks.
- Background processes consuming resources at peak activity periods.

Step 2 – Add Category and Sub-Category

Assign the article to the EHR Application category and the Performance / High Load sub-category so IT support teams can quickly find it when troubleshooting short outages caused by heavy system load.



Known Error Article 4: Short EHR Outage During High Load

Step 3 – Create Workaround Using Source Code

Add a workaround section that provides temporary actions IT support can perform such as routing traffic, adjusting load-balancer settings, or advising users to retry so clinical operations can continue during short high-load outages.

The screenshot shows a code editor window titled "Source Code". The code is an HTML document with a title and a list of items under a `` tag. The items describe temporary actions like manually routing traffic or increasing worker threads. At the bottom of the editor are standard keyboard shortcuts for search and replace, and buttons for "Cancel" and "Save".

```
1 <!doctype html>
2 <html lang="en">
3 <head>
4   <meta charset="utf-8" />
5   <title>Workaround - Short EHR Outage During High Load</title>
6   <style>
7     body { font-family: Arial, sans-serif; padding: 20px; line-height: 1.6; }
8     h1 { color: #2563eb; }
9     ol { margin-left: 20px; }
10    </style>
11  </head>
12  <body>
13
14 <h1>Workaround - Short EHR Outage During High Load</h1>
15
16 <ol>
17   <li>Manually route traffic to healthy nodes from the load balancer dashboard.</li>
18   <li>Pause or disable non-critical scheduled jobs running during peak load.</li>
19   <li>Temporarily increase worker threads or API concurrency limits.</li>
20   <li>Trigger manual system scale-out if supported by infrastructure.</li>
21   <li>Inform users to retry after a short interval while stability is restored.</li>
22 </ol>
23
24 </body>
25 </html>
```

Ctrl-F Start search Ctrl-G Find next Shift-Ctrl-F Find previous
Shift-Ctrl-F Replace Shift-Ctrl-R Replace all Cancel Save

Step 4 – Create Cause Using Source Code

Document the technical root cause of the outage by describing conditions like sudden traffic spikes, CPU or memory saturation, misbehaving load balancers, or background processes overwhelming system resources during peak periods.

The screenshot shows a code editor window titled "Source Code". The code is an HTML document with a title and a list of causes under a `` tag. The causes listed include sudden spikes in user volume, CPU or memory saturation, and misrouting by the load balancer. At the bottom of the editor are standard keyboard shortcuts for search and replace, and buttons for "Cancel" and "Save".

```
1 <!doctype html>
2 <html lang="en">
3 <head>
4   <meta charset="utf-8" />
5   <title>Cause - Short EHR Outage During High Load</title>
6   <style>
7     body { font-family: Arial, sans-serif; padding: 20px; line-height: 1.6; }
8     h1 { color: #4b4d6a; }
9     ul { margin-left: 20px; }
10    </style>
11  </head>
12  <body>
13
14 <h1>Cause - Short EHR Outage During High Load</h1>
15
16 <ul>
17   <li>Sudden spikes in user volume exceeding system processing capacity.</li>
18   <li>CPU or memory saturation on the EHR application server nodes.</li>
19   <li>Load balancer misrouting or failing to distribute traffic evenly.</li>
20   <li>Slow response from autoscaling mechanisms during demand peaks.</li>
21   <li>Background processes consuming resources at peak activity periods.</li>
22 </ul>
23
24 </body>
25 </html>
```

Ctrl-F Start search Ctrl-G Find next Shift-Ctrl-F Find previous
Shift-Ctrl-F Replace Shift-Ctrl-R Replace all Cancel Save

Known Error Article 4: Short EHR Outage During High Load

Step 5 – Link to Related Articles

Link the Known Error article KB0010010 v3.0 to the two selected knowledge articles KB0000020 v1.0 and KB0000052 v1.0 so IT support staff can quickly access supporting information related to outage handling and similar system performance issues.

Add Filter Run filter ⚙

-- choose field -- -- oper -- -- value --

Collection

Related Articles List

KB0010010 v3.0

KB0000001 v1.0
KB0000002 v1.0
KB0000003 v1.0
KB0000005 v1.0
KB0000006 v1.0
KB0000007 v1.0
KB0000008 v1.0
KB0000009 v1.0
KB0000010 v1.0
KB0000011 v1.0
KB0000012 v1.0
KB0000013 v1.0
KB0000014 v1.0
KB0000015 v1.0
KB0000016 v1.0
KB0000017 v1.0

Cancel Save

Step 6 – Linked Related Articles

The system now displays both linked articles KB0000052 v1.0 and KB0000020 v1.0 under the Related Articles tab for KB0010010 v0.01, confirming that the Known Error article is correctly associated with the supporting knowledge resources.

Publish Update Search for Duplicates Delete

Related Links

View Article Run User Criteria Diagnostics

Affected Products (3) Feedback Feedback Tasks Approvals Article Versions (1) Completed AQIs Related Articles (2) Related Catalog Items

Related knowledge : Search Actions on selected rows... New Edit...

Knowledge article = KB0010010 v0.01

Related knowledge article	Short description	Order	Active
KB0000052 v1.0	Cisco WebEx Meetings Server does not boo...	200	true
KB0000020 v1.0	Windows: Should I upgrade to Windows 8.x...	100	true

1 to 2 of 2

Known Error Article 4: Short EHR Outage During High Load

Step 7 – Link to Related Configuration Items

Link the Known Error article to the relevant configuration items EHR Application Server, EHR Database Server, and EHR Service so the technical dependencies behind the short high-load outage are clearly documented for future troubleshooting.

The screenshot shows a ServiceNow interface for managing configuration items. At the top, there's a navigation bar with 'servicenow' and various links like 'All', 'Favorites', 'History', 'Admin'. The main title is 'Knowledge Related to Products - Ed...'. Below the title is a search bar and some icons. The main content area has a header 'Affected Products List' with a reference 'KB0010010 v0.01'. On the left, there's a 'Collection' section with a search bar and a dropdown menu. On the right, there's a list titled 'Affected Products List' containing three items: 'EHR Application Server', 'EHR Database Server', and 'EHR Service'. There are also 'Cancel' and 'Save' buttons at the bottom.

Step 8 – Linked Configuration Items

The Related Configuration Items section now shows the three linked components EHR Application Server, EHR Database Server, and EHR Service confirming that the Known Error article is properly associated with all affected backend systems.

The screenshot shows a ServiceNow interface for managing configuration items. At the top, there's a navigation bar with 'Affected Products (3)', 'Feedback', 'Feedback Tasks', 'Approvals', 'Article Versions (1)', 'Completed AQIs', 'Related Articles', and 'Related Catalog Items'. Below the navigation is a search bar and a dropdown menu. The main content area has a header 'Affected Products (3)' and a sub-header 'Knowledge article = KB0010010 v0.01>Configuration item Name >= EHR'. It lists three configuration items: 'EHR Application Server', 'EHR Database Server', and 'EHR Service'. There are also 'New' and 'Edit...' buttons at the top right.

Known Error Article 4: Short EHR Outage During High Load

Step 9 – Link to Related Incident

Link the Known Error article to the corresponding outage record by selecting INC0010006 from the incident list, ensuring the short high-load outage is tied to the actual five-minute outage incident.

Add Filter Run filter ?

-- choose field -- -- oper -- -- value --

Collection

Attached to Task List

KB0010010 v3.0

Number INC0010006
Assigned to
Assignment group
Short description Five-Minute Outage

Step 10 – Output of Related Incident

The incident INC0010006 now appears under the Attached to Task section, confirming that the Known Error article is properly associated with the related operational incident.

Affected Products (3)	Feedback	Feedback Tasks	Approvals	Article Versions (6)	Completed AQIs	Related Articles (2)	Related Catalog Items	Attached to Task (1)			

Knowledge article = KB0010010 v3.0

Task INC0010006

1 to 1 of 1

Known Error Article 4: Short EHR Outage During High Load

Step 11 – Publish Article

Publish the Known Error article to make it officially available in the knowledge base, ensuring that IT support teams can reference the documented outage behavior, causes, and workarounds during future high-load incidents.

The screenshot shows the ServiceNow Knowledge base interface. At the top, there's a navigation bar with 'servicenow' logo, 'All', 'Favorites', 'History', 'Workspaces', 'Admin', 'Knowledge' (with a star icon), 'Search' bar, and various system icons. Below the navigation is a breadcrumb trail: 'All > Workflow in (Draft, Review, Published, Pending retirement, Retired, Outdated) > Author = System Administrator .or. Revised By = System Administrator'. A search bar and a 'New' button are also present. The main area is a table view with columns: Number, Version, Short description, Author, Category, Workflow, and Updated. One row is visible: KB0010010, 2.0, 'Short EHR Outage During High Load', System Administrator, 'System Performance / High Load', and '2025-12-08 20:22:30'.

Link to Article

https://dev292954.service-now.com/kb/en/short-ehr-outage-during-high-load?id=kb_article_view&sysparm_article=KB0010010

Incident & Problem Linked (From part 1)

IINC0010006 - Five-Minute Outage



CI Linked (From part 1)

EHR Application Server



EHR Database Server



EHR Service



Articles Linked

KB0000052 v1.0 - Cisco WebEx Meetings Server doesn't boot up after deployment



KB0000020 v1.0 - Windows: Should I upgrade to Windows 8.x?



Clear guidance to help IT support teams resolve recurring EHR system issues efficiently.

vicenow

System Admin

Home > Knowledge Search

3 Results

Sort by | Views ▾ Newest Alphabetical

Applied Filters EHR IT Support Troubleshooting Guide ✖ Clear All

 [EHR Login Failures for Multiple Users](#)
EHR IT Support Troubleshooting Guide | EHR Application > User Authentication / Login
Multiple users (doctors, nurses, staff) are unable to log in to the EHR at the same time. The system shows invalid credentials or gets stuck during the authentication process. The issue occurs across several users simultaneously. Workaround – EHR Login Failures for Multiple Users Restart authentication...
System Administrator • 5 Views • 3d ago • ★★★★★

 ["Database Not Responding" Error in EHR](#)
EHR IT Support Troubleshooting Guide | EHR Application > Database Connectivity
Users receive a "Database not responding" message when accessing the scheduling module or loading patient data. The system becomes slow or unresponsive during these periods. Workaround – "Database Not Responding" Error Recycle or restart the EHR application services using the approved SOP. Terminate or...
System Administrator • 2 Views • 3d ago • ★★★★★

 [Short EHR Outage During High Load](#)
EHR IT Support Troubleshooting Guide | EHR Application > System Performance / High Load
The EHR system experiences short outages (around 5 minutes) during sudden spikes in user traffic. The system becomes unavailable, pages fail to load, and transactions time out. Cause – Short EHR Outage During High Load Sudden spikes in user volume exceeding system processing capacity. CPU or memory...
System Administrator • 1 View • 3h ago • ★★★★★

No More Results

These Known Error articles provide Service Desk and IT Support teams with clear, technical explanations of root causes and proven resolution steps for common EHR-related issues.

Explanation of how the articles connect to incidents & problems in Final Project Part 1.

All Knowledge Articles created in Part 2 are directly derived from real operational issues documented in Final Project Part 1. Each article is explicitly linked to one or more incidents to ensure alignment between incident resolution and knowledge creation.

The Standard Knowledge Articles are connected to incidents such as:

- Login failures
- EHR system slowness
- Short outages
- Database unresponsiveness
- System freezing during patient care

These incidents demonstrated recurring user-facing issues that required clearer guidance for clinical staff.

The Known Error Knowledge Articles are linked to specific high-impact incidents and, where applicable, to a Problem record from Part 1. For example:

- The EHR Login Failures for Multiple Users Known Error is linked to INC0010004 and PRB0040003, documenting a recurring authentication issue.
- The Database Not Responding Known Error is linked to INC0010008, capturing backend database connectivity failures.
- The Short EHR Outage During High Load Known Error is linked to INC0010006, documenting short outages caused by peak system load.

In addition, each Known Error article is linked to relevant Configuration Items (CIs), such as the EHR Application Server, EHR Database Server, and EHR Service. This ensures that incidents, problems, and technical components are fully traceable within the ITSM process.



Explanation of how Knowledge helps End users and IT support staff



For end users, particularly clinical staff, Knowledge Management provides clear and accessible guidance for handling common EHR issues. The Standard Knowledge Articles help users:

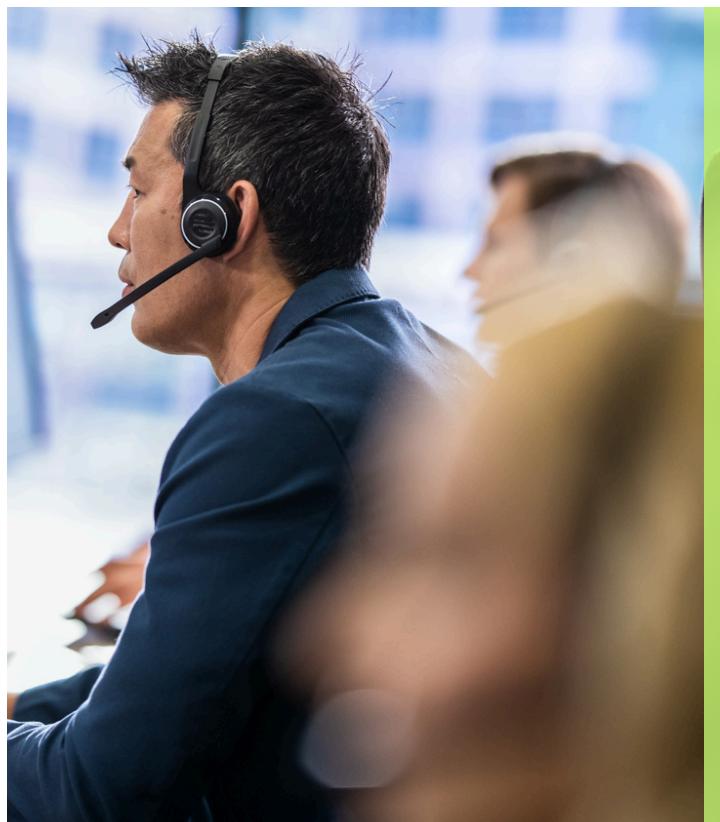
- Understand how to properly report system issues
- Avoid behaviors that worsen system performance
- Reduce session timeouts and data loss
- Continue working safely during temporary system disruptions

By using non-technical language and step-by-step instructions, these articles reduce confusion, minimize repeated incidents, and support uninterrupted patient care.

For IT Support teams, Knowledge Management plays a critical role in improving efficiency and consistency. The Known Error Articles:

- Provide documented root causes for recurring issues
- Offer verified workarounds that can be applied immediately
- Reduce troubleshooting time during high-impact incidents
- Enable faster service restoration during outages
- Support proactive problem management and continuous improvement

By linking incidents, problems, configuration items, and related knowledge articles, IT support teams can resolve future incidents more effectively without repeating investigation efforts.



Description of Advanced Features Used (A Grade Criteria)

To achieve an A grade, our group implemented multiple advanced Knowledge Management features in ServiceNow that go beyond basic article creation. These features demonstrate a deeper understanding of how Knowledge integrates with Incident, Problem, and Configuration Management within IT Service Management (ITSM).

1. Linking Configuration Items (CIs) to Known Error Articles

All Known Error Knowledge Articles were explicitly linked to relevant Configuration Items (CIs), including:

- EHR Application Server
- EHR Database Server
- EHR Service

This linkage allows IT support teams to quickly identify which technical components are impacted when a recurring issue occurs. By associating Known Errors with specific CIs, troubleshooting becomes more targeted, enabling faster root-cause analysis and more efficient incident resolution. This approach also supports impact analysis by showing which services and infrastructure elements are affected by each Known Error.

2. Linking Known Error Articles to Incidents and Problems from Part 1

Each Known Error article is directly connected to real operational records from Final Project Part 1. For example:

- The EHR Login Failures for Multiple Users Known Error is linked to INC0010004 and Problem PRB0040003.
- Other Known Error articles are linked to relevant incidents such as database failures and short system outages.

This linkage demonstrates how recurring incidents are transformed into structured Known Errors. By connecting incidents and problems to knowledge records, IT teams can trace current issues back to previously identified root causes and apply proven workarounds without repeating full investigations.

3. Use of Related Articles Between Knowledge Records

Our group utilized the Related Articles feature to link knowledge records with other relevant Standard and Known Error articles. This creates a connected knowledge network that allows users and IT support staff to easily navigate between related guidance.

For example, Standard Knowledge Articles related to session timeouts are linked to Known Error articles addressing login failures. This ensures that both end users and IT staff can access additional context and supporting information when troubleshooting or reporting issues, improving knowledge reuse and consistency across the organization.

4. Accurate Use of Categories and Subcategories

All Knowledge Articles were assigned appropriate Categories and Subcategories based on their purpose and target audience. Examples include:

- EHR Support → Incident Reporting
- EHR Support → Session & Login Issues
- EHR Application → Database Connectivity
- Performance / High Load

This accurate categorization improves article discoverability within the Knowledge Base and ensures that users and IT support staff can quickly locate relevant information. Proper classification also supports long-term maintainability as the Knowledge Base grows.

Collaborative ITIL practices successfully improved overall EHR performance.

CONCLUSION

In this second phase, our team created and published three complete Known Error Articles in ServiceNow, applying ITIL Problem Management and Knowledge Management practices. We identified technical causes, documented accurate workarounds, assigned proper categories and configuration items, and linked each Known Error to its related incidents and articles. This process strengthened our understanding of how structured knowledge documentation supports faster troubleshooting, reduces repeated EHR disruptions, and improves overall service reliability. Through this activity, we gained practical experience in producing high-quality technical knowledge that directly supports Service Desk and IT operations.



PDI Link and Youtube Link



PDI Link: <https://dev292954.service-now.com/>
Username: Admin
Password: @cj*XVn0lI3C

Youtube Link :
<https://youtu.be/O5lgT6GGzUs>

THANKS



**KNOWLEDGE MANAGEMENT
ASSIGNMENT**

