

ServiceNow – How to Submit a Knowledge Article for all users.

Article ID: KB0031699

Created: 2025-02-18 21:58:44

Updated: 2025-02-18 21:59:58

Author: {'link':

'https://fmcnadev.service-now.com/api/now/table/sys_user/234709da6fb2464070404a950d3ee44b',

'value': '234709da6fb2464070404a950d3ee44b'}

Category: {'link':

'https://fmcnadev.service-now.com/api/now/table/kb_category/bb7d0b0297a79e14130d33611153aff3',

'value': 'bb7d0b0297a79e14130d33611153aff3'}

Title

SNOW – How to Submit a Service Now Knowledge Article for all users.

Purpose:

Follow this procedure to submit a knowledge article.

Required Information to be included in each article:

Content Owner Name (This is the individual / group responsible for maintaining the knowledge article.)Service Now OrganizationContent Owner Contact NumberDetails/Scenarios/Notes (This is an optional field used to provide more descriptive information if needed.)Step by step troubleshooting process. Please put each step separately. (One step per row.) Please include any screen shots / visual aids that will assist in each process.Published by – group that will maintain knowledge.

Article Creation Process

Step 1.

Video Content - We encourage the use of video as a supplemental media to our knowledge library. Please email instructional video submissions to Charlotte.Weaver@FreseniusMedicalCare.com & Greg.Peterson@FreseniusMedicalCare.com). These will be added to our web site and a link sent in a reply email. Please insert the link into your article to accompany the process. Please ensure the video submitted follows the same process as the knowledge article.

Step 2.

From the Service Now Menu type in Knowledge then under Articles select Create New.

Step 3.

For articles to be used by all users submit articles into the IT Clinic Knowledge base. Enter IT Clinic in the Knowledge base search field.

Step 4.

Select IT Clinic.

Step 5.

This can also be found by scrolling through the Knowledge base list and selecting IT Clinic.

Step 6.

Select the IT Clinic article template and complete information for each section.

Step 7.

Select Next.

Step 8.

Follow the template and complete information for each section. Include any screen shots that will be useful.

Step 9.

Introduction – Make sure you fill information for

TitlePurpose

Use the following if you have a video illustrating the knowledge article.

Please select the link for a video illustration of this process. [insert link provided here]

Step 10.

Process - Please remove/delete any unused steps. If you need to add or remove a row, place your cursor in a cell and right click then select an option to insert a row or delete a row as needed.

Step 11.

Published by – This is the group that owns responsibility for the process and will be updating information as needed.

Step 12.

Search for duplicates before submitting. This is located in the upper right corner and helps to keep the process current.

Step 13.

Submit

Step 14.

The article will be approved for publication once it is reviewed. In the event there are any questions a Knowledge Management team member will reach out.

Need additional assistance?

Contact the Help Desk or submit a service now incident. Please let them know the steps you followed and the title of the article as well as any errors that may have occurred. The Help Desk is your partner in resolving this issue.

Published by

DTI-INF-Servicenow Knowledge Manager