ServiceNow – How to Submit a Knowledge Article for support team users.

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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 support team 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.Incident Classification

CategorySubcategoryService

Escalation group for additional assistance.Resolution Classification

Resolution CategoryResolution SubcategoryResolution Service

Article Creation Process

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, and a link sent in a reply email. Please insert into your article to accompany the process. Please ensure the article submitted and the video use the same process.

2.

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

3.

For articles to be used by support team members submit articles into the Help Desk Wiki Knowledge base.

4.

Enter Help Desk Wiki in the Knowledge base search field. Select Help Desk Wiki.

5.

This can also be found by scrolling through the Knowledge base list and selecting Help Desk Wiki.

6.

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

7.

Select Next.

8.

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

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]

Required information needed in each ticket.

Contact NameContact Phone NumberContact Facility / Clinic

10.

Trouble Shooting Process - Please ensure each step is on a separate line to make is clear for the users following the steps provided. Please remove/delete any unused steps.

11.

Incident Classification - Consistent and concise classifications allow the support teams to pull reports for future system enhancements.

CategorySubcategoryService

12.

Escalation groups – This is for additional assistance if needed. Even when thought unnecessary. Anticipate the unexpected.

13.

Resolution Classifications – Resolution Consistent and concise classifications allow the support teams to pull reports for future system enhancements.

Resolution CategoryResolution Subcategory

14.

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

15.

Search for duplicates before submitting. This helps to keep the process current.

16.

Submit

17.

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.

18.

For additional assistance follow the escalation process.

19.

Follow the Resolution process.

Incident Classification Requirements

Category

Software & Applications

Subcategory

Infrastructure Applications & Services

Service

ServiceNow – FMCNA PROD

Resolution Process

Please review/update Classification and provide customer with the Incident number for their reference prior to resolving.

Incident Resolution Categorization

Resolution Code

Solved (Permanently)

Resolution Category

Software & Applications

Resolution Subcategory

Infrastructure Applications & Services

Resolution Service

ServiceNow - FMCNA PROD

Escalation Process

Please review/update Classification and provide customer with the Incident number for their reference prior to escalating

Escalation Group

DTI-INF-Servicenow Knowledge Manager

Published by

DTI-INF-Servicenow Knowledge Manager