GSD. ServiceNow - How to create Knowledge Article from Incident

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General Information:

Possible symptoms/errors:

This article is of informative nature on how to create a knowledge article from incident.

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

The process is divided into 2 parts:1) Marking the Incident as a Knowledge Candidate

2) Processing KM Submission to Knowledge Article Creation

Part 1: Marking Incident as Knowledge Candidate

If an agent identified knowledge gap in Knowledge base, but Workaround for an incident was implemented, it should be documented in a Knowledge Article after Incident Closure. The agent needs to tick the Knowledge flag on the Incident.

Note: This flag cannot be set if Incident is in Status "Closed".

Once the Incident is closed a Knowledge Submission will be created containing the Short description, Description and Close Notes of the Incident.

Part 2: Processing KM Submission to Knowledge Article Creation

The following steps describe the process on how to create Knowledge Article from an incident.

Note: Before creating the knowledge article, the incident must have been marked as Knowledge Candidate by ticking the Knowledge Box on the Incident Form before resolving the incident.

Steps to process:

After the incident has been resolved and automatically closed, a submission task will be created for the Knowledge Manager. They will assign the Submission task to the respective Knowledge Ownership Group.

Member of the Ownership Group will receive a notification about the assigned submission.1. To open the Submission:a. Either click on the Link in the Notification.b. Login to the ServiceNow Backend

Search for submission and click on Assigned to me in Knowledge module.Click on the number.

2. The incident is always linked to the submission in the Parent field. To have a deeper look on the incident click on the Info Button next to the Parent Incident Number.

3. To open the Incident record, click Open record.

4. The incident form displays detailed information. Once you want to go back to the submission, click the Back button at the top of the page.

5. Decide on further handling of the Submission:a. Create an article out of a submission (proceed with step 6).b. Close a submission, because the submission was duplicate (proceed with process step 10).c. Close a submission, because the submission was invalid and/or an article already existed (proceed with process 12).

Create article

6. Click Create Article on the submission form.

A Knowledge Article will be created containing the assignment group, short description, description and close notes of the submission.

7. Continue creating the article by following the instructions in this article: GSD. – General – How to create Knowledge Articles in ServiceNow Backend (link TBA).

8. After completing the knowledge article, go back to the submission form and change the status to Closed, Article(s) created.

9.Type the article number in the Close notes field and click Save.

Submission duplicate

10. Change the status of a submission to Closed, Duplicate.

11. In the Close notes give more details about the already existing submission on the same issue.

Article already existing12. Change the status of a submission to Closed, Invalid.

13. In the Close notes field type in the already existing article number and click on Save.

If case of any questions to Knowledge Management, please do not hesitate to contact us via freseniusfme_km.global@capgemini.com

Assignment Group:

Ext_WW_Global-Service-Desk-KM_Capgemini

Ticket Creation:

Template: N/ACategorization: N/A

Configuration Item: N/ACategory: N/ASubcategory: N/A

Important Links:

N/A