Introduction to Knowledge Management portal: Welcome to Common Ground. This wiki is managed by the Knowledge Management team. This page is intended to give you an overview of the latest news .

What is the procedure to create Runbook: Please find below link for the Runbook creation procedure [Click here](https://kiki.com/display/6TO/Runbooks.)

Request Access to GitHub Enterprise: Request access to the US GitHub Enterprise Organization by submitting a GitHub Enterprise User Provisioning Request. The requested user's PML will need to approve the RITM in Service now before the automated process adds them to the GitHub Security Group.  
**NOTE:** If the listed Approver is incorrect, you should select a different user to approve the requested access. Only Manager/Lead I and above may be listed as approvers . [link to GitHub Enterprise User Provisioning Request](<https://www.servicenow.com/>)

Service Request (RITM) Queue Management: The team receives three major types of tickets : Incidents, Changes, and RITMs(short for Requested Item). Under each category, we also receive subtasks that the tickets comprise of: Incident tasks, Catalog tasks for RITMs, and Change tasks. The ITIL definitions for each type of ticket are outlined below. Please find below link [Click here](<https://www.servicenow.com/>)

What are my Closed Tickets in Service Now/ Status of my Tickets: You can check your service now tickets by logging into your account and viewing the closed tickets tab. [Click here to login](<https://www.servicenow.com/>)

SME for Apptio application: Please reach out to Mr Singh (singh@abc.com) for any quires related to Apptio Application

API Application Programming Interface: API stands for Application Programming Interface. It is a set of rules and tools that allows different software applications to communicate with each other. APIs define the methods and data formats that applications can use to request and exchange information. They enable developers to access the functionality of a software component, service, or platform without needing to understand its internal workings

What is RestAPI: REST, which stands for Representational State Transfer, is an architectural style for designing networked applications. A REST API (Application Programming Interface) is a set of rules and conventions for building and interacting with web services that adhere to the principles of REST

What is RESTful APIs: RESTful APIs are widely used in web development for building scalable and interoperable systems. They are commonly employed in combination with JSON or XML for data representation and HTTP for communication. Restful APIs are widely used in web development for building scalable and interoperable systems. They are commonly employed in combination with JSON or XML for data representation and HTTP for communication

Response code in API: HTTP response codes, also known as status codes, are three-digit numbers returned by a server in response to a client's request made to the server. They provide information about the status of the request and the server's response

List of HTTP status codes and their meanings: 200 OK - The request has succeeded   
301 Moved Permanently - The requested resource has been moved to a new   
URL 400 Bad Request - The request was invalid or cannot be fulfilled   
401 Unauthorized - The request requires authentication   
403 Forbidden - The server refuses to fulfill the request   
404 Not Found - The requested resource could not be found   
500 Internal Server Error - An error has occurred in the server

Frequently Asked Question or FAQ for Azure Active Directory: Please find below link for the Frequently Asked Question on Azure Active Directory [Click here](<https://samplekiki.atlassian.net/l/cp/nYLBPnAH>)