

EFFECTIVE KNOWLEDGE MANAGEMENT: FROM ARTICLE CREATION TO APPROVAL

TEAM MEMBERS:

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USER STORY:-

As a Knowledge Manager, I want to create a standardized process for the creation and approval of knowledge articles within ServiceNow, so that we can ensure consistency, accuracy, and timeliness of information shared with end-users and support teams.

PRE-REQUISITES:-

1. Knowledge on Service Now Administration.
2. Knowledge on Knowledge Articles and Knowledge Bases.
3. Knowledge on creation of users, roles and groups.

Skills used to solve the problem statement:-

1. Service Now Administration.
2. Creation of Knowledge Article.
3. Providing Approval to Knowledge Article.

IMPLEMENTATION

Activity-1 : Create Users

1. Open service now.
2. Click on All >> search for users
3. Select Users under system security

4. Click on new
5. Fill the following details to create a new user

The screenshot shows the ServiceNow user management interface. The top navigation bar includes 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. The user profile 'User - JaiPrakash' is selected. The form contains the following fields:

- User ID:** JaiPrakash
- First name:** Jai
- Last name:** Prakash
- Title:** Manager
- Department:** IT
- Calendar integration:** Outlook
- Time zone:** System (America/Los_Angeles)
- Date format:** System (yyyy-MM-dd)
- Business phone:** (empty)
- Mobile phone:** (empty)
- Photo:** Click to add..
- Active:** ☒
- Web service access only:** ☐
- Internal Integration User:** ☐

Buttons at the bottom include 'Update', 'Set Password', and 'Delete'. Below the form, there are 'Related Links' and a 'Table' section with a search bar.

Activity - 2: Create Groups

1. Open service now.
2. Click on All >> search for groups
3. Select groups under system security
4. Click on new
5. Fill the following details to create a new group.

The screenshot shows the ServiceNow group management interface. The top navigation bar includes 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. The group profile 'Group - Manager Group' is selected. The form contains the following fields:

- Name:** Manager Group
- Group email:** (empty)
- Manager:** (empty)
- Parent:** (empty)
- Description:** (empty text area)

6. Under Group Members, click on edit.
7. Add the user(Jai Prakash) to the Manager Group and click on Save.

Collection

Abel Tuter

Abraham Lincoln

Adela Cervantsz

Aileen Mottern

Alejandra Prenatt

Alejandro Mascall

Alene Rabeck

Alfonso Griglen

Alissa Mountjoy

Allan Schwantd

Allie Pumphrey

Allyson Gillispie

Alva Pennigton

Alyssa Biasotti

Amelia Caputo

Amos Linnan

Andrew Jackson

Group Members List

Manager Group

Jai Prakash

>

<

Cancel

Save

8. It would like below.

Roles

Group Members (1)

Groups

Manage Subscriptions

≡

🔍

User

Search

⚙️

—

Actions on selected rows...

New

Edit...

Group = Manager Group

☐

🔍

User

Jai Prakash

⏪

⏩

1 to 1 of 1

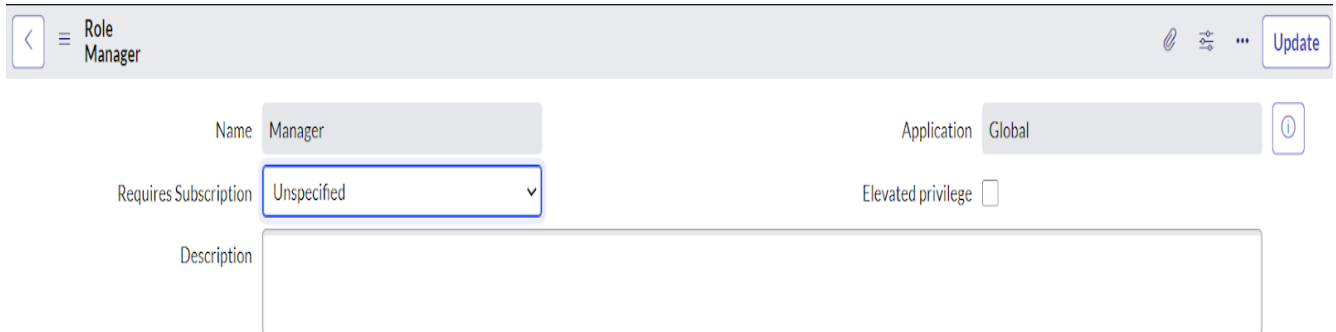
⏪

⏩

9. Click on save.

Activity - 3: Create Roles

1. Open service now.
2. Click on All >> search for roles
3. Select roles under system security
4. Click on new
5. Fill the following details to create a new role

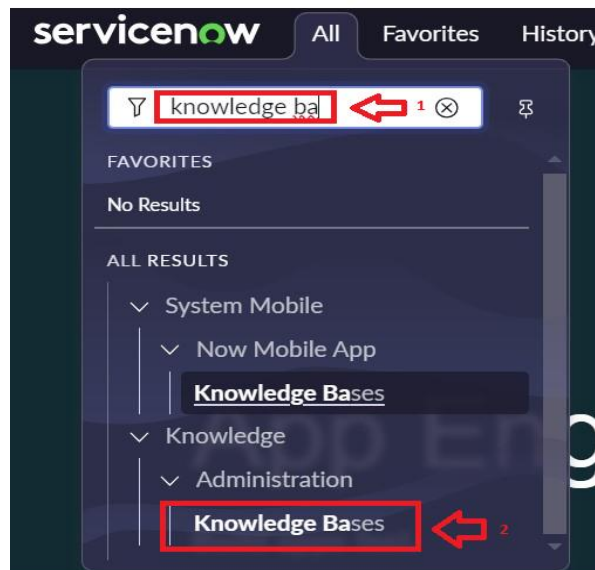


The screenshot shows the 'Role Manager' form in ServiceNow. The form has a header bar with a back arrow, a menu icon, the text 'Role Manager', and an 'Update' button. Below the header, there are several input fields: 'Name' with the value 'Manager', 'Application' with the value 'Global', 'Requires Subscription' with a dropdown menu showing 'Unspecified', and 'Elevated privilege' with a checkbox. There is also a large 'Description' text area.

6. Click on submit.

Activity - 4: Changing the Owner of the Knowledge Base

1. Go to All >> Search for Knowledge Bases.



2. Open Knowledge bases and change the of IT from Bernard Laboy to Jai Prakash(To change Owner click on the Name and change it)

Knowledge Bases

Order

Search

e = true

Title	Description	Owner
<div>Search</div>	<div>Search</div>	<div>Search</div>
IT	The ACME North America IT Service Desk K...	Bernard Laboy
Knowledge	All existing knowledge articles prior to...	System Administrator

3. It would look like below.

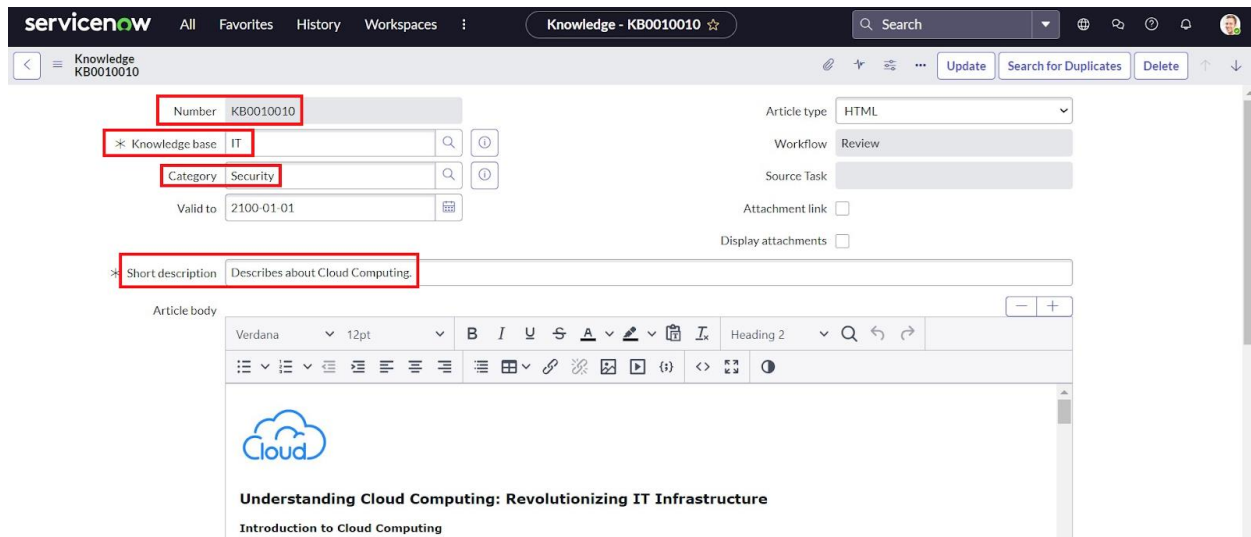
Title	Description	Owner
<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>
IT	The ACME North America IT Service Desk K...	Jai Prakash
Knowledge	All existing knowledge articles prior to...	System Administrator

Activity - 5: Creation of Knowledge Article.

1. Go to All >> Search for my knowledge Articles.



2. Open my knowledge Articles >> Click New.
3. Fill the details as below:
 - Number : Auto-generated.
 - Knowledge base : IT
 - Category : Select any category
 - Short description : Describes about Cloud Computing. (Give Short description as per your requirement)



The screenshot shows the ServiceNow Knowledge article creation interface. The form is titled "Knowledge - KB0010010". The fields are as follows:

- Number:** KB0010010 (highlighted with a red box)
- Knowledge base:** IT (highlighted with a red box)
- Category:** Security (highlighted with a red box)
- Valid to:** 2100-01-01
- Article type:** HTML
- Workflow:** Review
- Source Task:** (empty)
- Attachment link:** ☐
- Display attachments:** ☐
- Short description:** Describes about Cloud Computing. (highlighted with a red box)

The **Article body** section contains a rich text editor with the following content:

Verdana 12pt

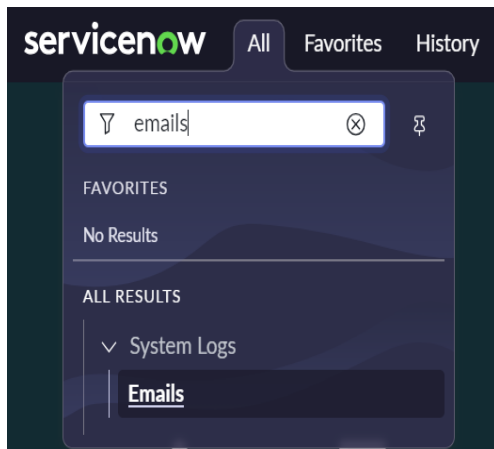
Cloud

Understanding Cloud Computing: Revolutionizing IT Infrastructure

Introduction to Cloud Computing

RESULT:

1. To verify weather the email is send for approval or not.
2. Go to All, search for emails.
3. Under System logs click on Emails.



4. There you can see that the email has been sent.

Emails				
Created	Recipients	Subject	Type	User ID
2024-05-20 01:54:17	JaiPrakash@example.com	KB0010011 is awaiting approval.	send-ready	(empty)