EFFECTIVE KNOWLEDGE MANAGEMENT: FROM ARTICLE CREATION TO APPROVAL

TEAM MEMBERS:

SUMITHRA S (Team Leader)

HARINI T

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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

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.

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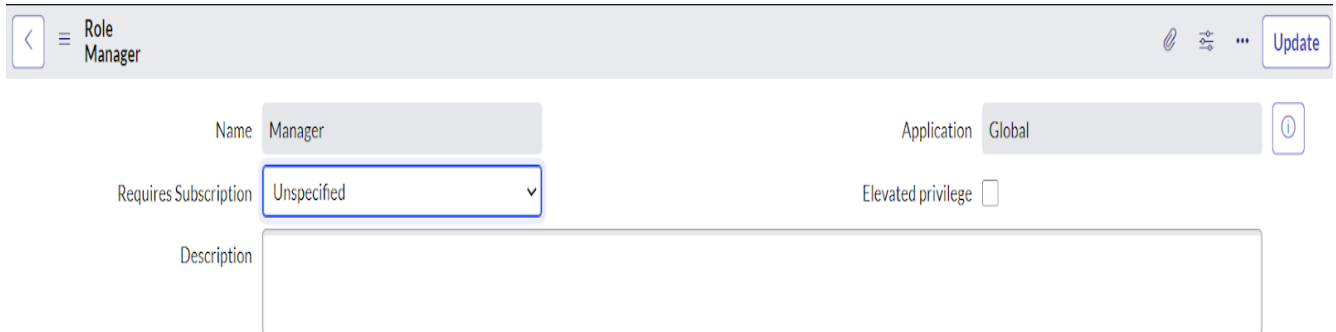

8. It would like below.

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
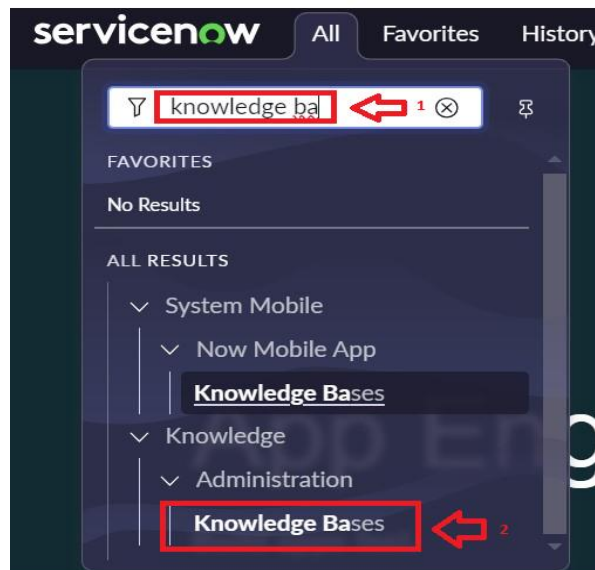5. Fill the following details to create a new role

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)

3.   It would look like below.

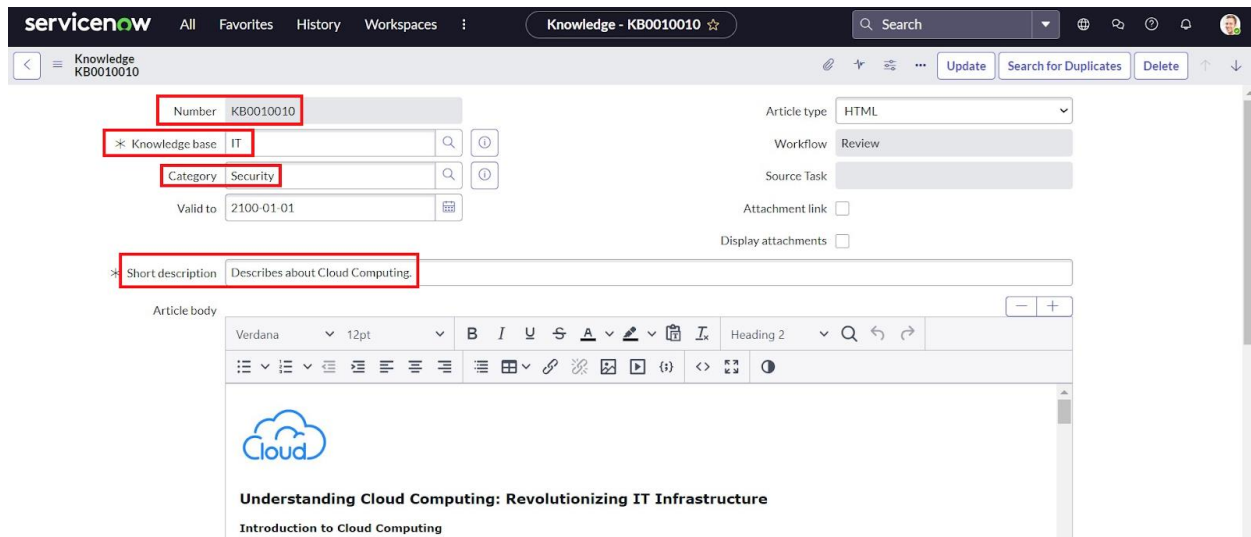| Title	Description	Owner
Search	Search	Search
IT	The ACME North America IT Service Desk K...	Jai Prakash
Knowledge	All existing knowledge articles prior to...	System Administrator

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)

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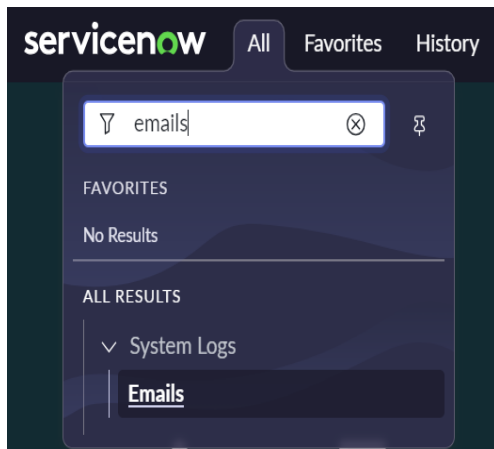
4. There you can see that the email has been sent.