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| Capstone Project Step-by-Step Solution | | | | | |  | Task |
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Populate the Knowledge Base with a new category that will contain two articles to support internal requesters and fulfillers. Additionally, you will apply company security protocols to ensure information is accessible only to the appropriate parties.

The publishing and retirement processes for a knowledge article are controlled by workflows defined for the knowledge base that the article belongs to. You will enable automatic publishing for the IT Knowledge Base.

**Refer to** Module 4: Configure Self-Service

1. Enable Automatic Publish
2. Navigate to **All > Knowledge > Administration > Knowledge Bases**.
3. Select the **IT** Knowledge Base.
4. Change the **Publish workflow** field to **Knowledge – Instant Publish**.
5. Click **Update**.
6. Create a New IT Knowledge Base Category
7. Navigate to **All > Knowledge > Articles > Create New**.
8. In the **Knowledge base** field, select IT.

Graphical user interface, application

Description automatically generated

1. Add a new **sFone** category:

* Click the **reference icon** next to the **Category** field. The Category picker will appear.
* Click the **+** that displays at the bottom of the first column in the Category picker

Graphical user interface, application, Word

Description automatically generated

* Type **sFone**

Chart

Description automatically generated with medium confidence

1. Click **OK**.
2. Create the Requester Article

Now you will create the first article from this Knowledge Base record.

1. Type a short description: **Requesting an sFone from the Service Catalog**
2. Type the following content into the **Text** field:  
     
   **To request an sFone, navigate to All > Self-Service > Service Catalog. Then, select the Mobile category and locate the Strawberry sFone item. You may also use the Service Catalog search field to locate the item.  
     
   Select the Strawberry sFone item name to open the ordering screen where you can customize your request. Once satisfied, click Order Now**.
3. Right-click the form header, then **Save** the article.
4. Click **Publish**.



**NOTE**: No roles were specified, so any user who has access to the IT Knowledge Base will be able to view this article.

1. Create the Fulfiller Article

Create another article to be used by the Strawberry Support group for troubleshooting Service Catalog requests.

1. Navigate to **All > Knowledge > Articles > Create New**.
2. In the Knowledge Base field, select **IT**.
3. In the Category field select **sFone**.
4. Type a short description: **Supporting sFone Service Catalog Requests**.
5. Type the following content into the **Text** field:

**If the requester has a question about requesting an sFone, redirect them to the Knowledge Base article: *Requesting an sFone from the Service Catalog*.  
  
If the requester has placed an order and would like to know about their request, direct them to Employee Center. From Employee Center, they can select My Requests to review the status.**

1. Right-click the form header, then **Save** the article.
2. Apply Role Security to the Fulfiller Article
3. From the Knowledge Base article record right-click on the form header, then select **Configure > Form Layout**.
4. Add the **Roles** field to the **Selected** column.
5. Place the **Roles** field under **Article type**.
6. Click **Save**.
7. Click the **edit icon** (pencil icon) next to the **Roles** field.

Graphical user interface, application

Description automatically generated

1. Add the **itil** role to the Selected column, then click **Done**.

Graphical user interface

Description automatically generated with medium confidence

1. Ensure the itil role appears under Roles in the Knowledge record, then click **Publish**.

Graphical user interface, application, Word

Description automatically generated

**NOTE**: Adding the itil role limits who can view the article. In this example, only those users with the itil role will see the article. The same result could be accomplished by creating User Criteria. With User Criteria, you would configure the article form to determine who **Can Read** or **Cannot Read** the article.

TASK VERIFICATION

1. Navigate to All > Knowledge > Articles > Published.
2. Use the Updated column to sort the articles in descending order. There are two published articles within the sFone category.

