

Knowledge Management enables the sharing of information in knowledge bases. The knowledge bases contain articles that provide users with information such as self-help, troubleshooting and task resolution.

Knowledge Management

ServiceNow Manual

DTI ServiceNow Team

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What is Knowledge Management?

Knowledge Management enables the sharing of information in knowledge bases. The knowledge bases contain articles that provide users with information such as self-help, troubleshooting and task resolution.

The following processes are supported in Knowledge Management:

- Article Creation and categorization
- Article review and approval
- Search and browse
- Feedback
- Governance and administration

To support different groups within the organization, knowledge bases can:

- Be assigned to individual team. Each team will be responsible for defining the behavior and organization of their knowledge base.
- Use separate workflows for publishing and retiring articles
- Have separate access controls for reading and making contributions to the knowledge base.

New Features of Knowledge Management V3

Knowledge Management has the following features that will enhance your experience with the tool:

- Knowledge homepage and search – users can browse and search knowledge articles from the knowledge homepage or search for articles and social Q&A using the search bar at the top of the page
- Contextual search – use knowledge to deflect and resolve incidents for quicker service
- Social Q&A – can be activated for each knowledge base, to let users ask questions and respond to existing questions. Users can vote on helpful questions and answers
- Article Approvals – approvals can be configured at the knowledge base level meaning all articles submitted to that knowledge base need to be approved prior to being published or retired.
- Knowledge Manager – The Knowledge Manager performs administrative functions for the knowledge bases they manager, such as defining categories, pinning important articles, approving changes to articles. Multiple people can have this role.
- Knowledge Owner – the person responsible for the knowledge base. They have the same authority as the knowledge manager. One person has this role for the knowledge base.
- Knowledge can read and can contribute roles – users with the read role will only be able to read articles for the knowledge base they have access to. Users with the can contribute role will be able to read, edit and add new knowledge articles to the knowledge base they have access to.

How to use the Knowledge Base?

From the Service Now left nav, search on knowledge. You should see the following:



From the left nav, users will be able to see articles that have not yet been published by clicking unpublished. To see a list of published articles, select the published link.

By clicking the published link you will see all articles that have been published that you are authorized to read.

Articles that are deemed out dated can be retired by going into the article and clicking the retire button. Once an article is retired the workflow will be displayed as:



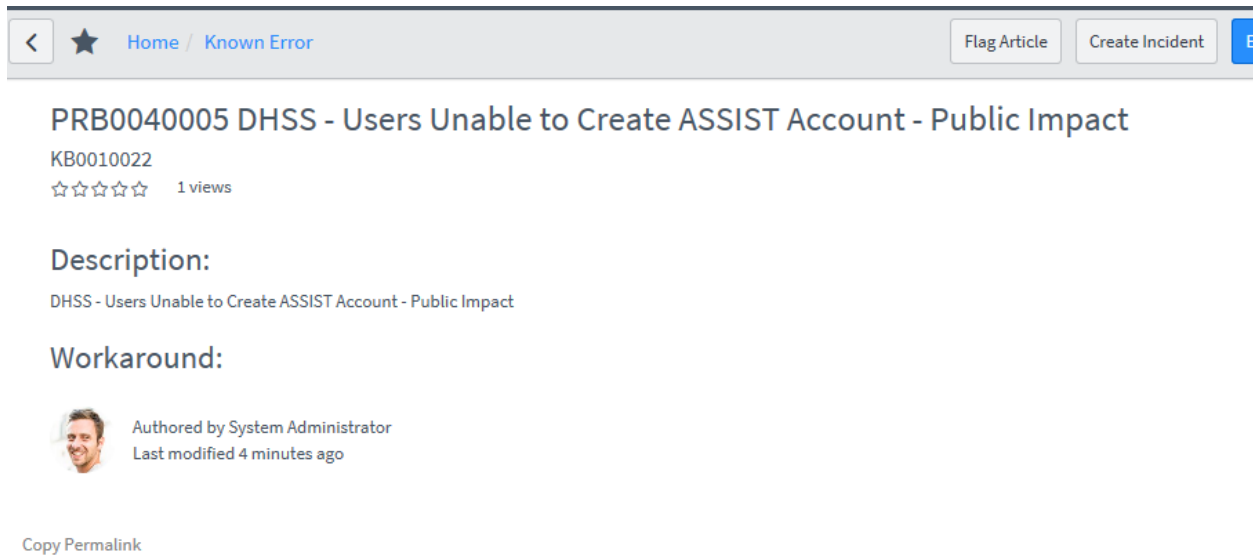
You can pin an article to appear at the top of knowledge search results and in the Featured content section of the knowledge homepage.

Providing Feedback to an Article

Users can flag an article for incorrect or inappropriate content from within the knowledge article by doing to the knowledge feedback tab. In addition to flagging an article users can also rate articles. Articles are rated on a scale of 1 to 5. To flag or rate an article click the “View Article” link (under

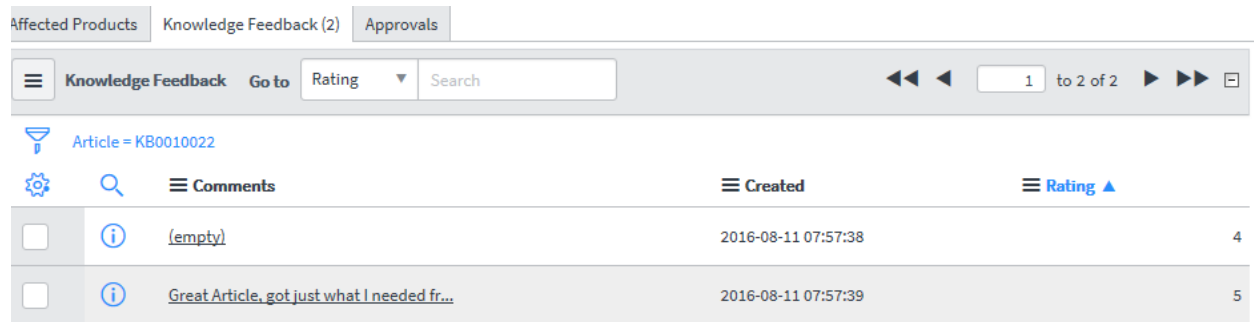
Related Links

related links) [View Article](#) you will see the below screenshot:



The screenshot shows a knowledge article interface. At the top, there is a navigation bar with a back arrow, a star icon, and the text "Home / Known Error". On the right side of the navigation bar, there are two buttons: "Flag Article" and "Create Incident". Below the navigation bar, the article title is "PRB0040005 DHSS - Users Unable to Create ASSIST Account - Public Impact". Underneath the title, the article ID "KB0010022" is displayed, followed by five stars and the text "1 views". The main content area has two sections: "Description:" with the text "DHSS - Users Unable to Create ASSIST Account - Public Impact" and "Workaround:". Below the "Workaround:" section, there is a profile picture of a man and the text "Authored by System Administrator" and "Last modified 4 minutes ago". At the bottom left of the article content, there is a "Copy Permalink" link.

Click the flag article button to indicate the article is incorrect or inappropriate. Indicate a rating for the article by clicking the stars located above under the article number (KB0010022). You can rate the article 1 to 5. The below screen shot is what is displayed on the article after feedback is provided:



The screenshot shows the "Knowledge Feedback" tab for article KB0010022. The interface includes tabs for "Affected Products", "Knowledge Feedback (2)", and "Approvals". Below the tabs, there is a "Knowledge Feedback" section with a "Go to" dropdown menu set to "Rating" and a search box. A pagination bar shows "1 to 2 of 2". Below the search bar, there is a table of feedback entries. The table has columns for "Comments", "Created", and "Rating".


	Comments	Created	Rating
<input type="checkbox"/>	(empty)	2016-08-11 07:57:38	4
<input type="checkbox"/>	Great Article, got just what I needed fr...	2016-08-11 07:57:39	5

Creating articles

To create new articles, click on the “Create New” link. See the above picture. After clicking create new the following screen will appear:

The screenshot shows a web form titled "Knowledge New record". The form is organized into two columns. The left column contains: "Number" (text input), "Knowledge base" (text input with a red asterisk and a search icon), "Category" (text input), "Published" (date input: 08/04/2016), "Valid to" (date input: 01/01/2020), "Image" (text input with a search icon), and "Short description" (text input with a red asterisk). The right column contains: "Article type" (dropdown menu: HTML), "Author" (text input: Karen Watson), "Source" (text input with a search icon), "Attachment link" (checkbox), "Display attachments" (checkbox), and "Roles" (text input with a pencil icon). Below the "Short description" field is a "Text" area with a rich text editor toolbar containing options for bold, italic, underline, undo, redo, font family, font sizes, text color, background color, link, unlink, image, table, code, bulleted list, numbered list, and indent. The text area contains the letter "p". At the bottom of the form are two buttons: "Submit" and "Search for Duplicates".

Required fields are denoted by “*”. After completing the above screen hit the submit button to submit the article.

After filling out the screen hit the  button. After you hit the submit button you will see the below screen.

< Knowledge KB0010732

Publish
Retire
Update
Search for Duplicates
↑ ↓

Number

* Knowledge base

* Category

Published

Valid to

Image

* Short description

Article type

Author

Source

Attachment link

Display attachments

Roles

Text - +

B *I* U ↶ ↷
Font Family ▾ Font Sizes ▾

A ▾

test

p

Publish
Retire
Update
Search for Duplicates

Related Links

[New Article](#)

Affected Products
Knowledge Feedback
Approvals

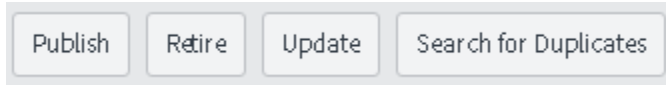
Affected Products
New
Edit...
Go to
Configuration item ▾

Knowledge article = KB0010732

Configuration Item

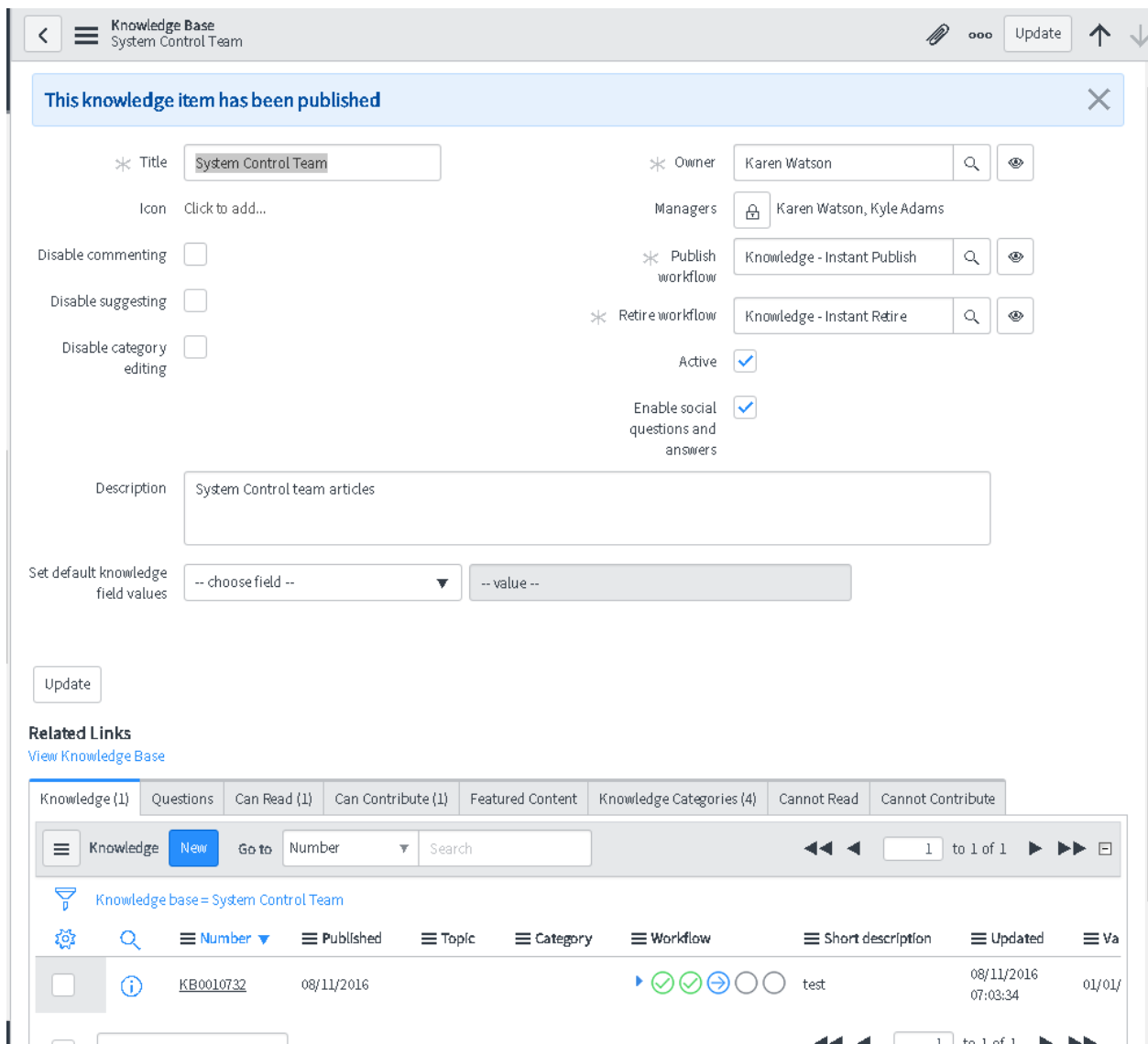
Publishing Articles

Once the article is created, reviewed and ready for publishing hit the publish button on the above screen. The publish button is located below the article text in the above screen shot and on the top of the screen.



Users will be able to publish, retire, update documents and search the database for duplicate articles.

Once an article is published you will see the below screen:



The screenshot shows a web interface for a Knowledge Base. At the top, there's a navigation bar with a back arrow, a hamburger menu, the text 'Knowledge Base System Control Team', and an 'Update' button. A blue notification banner at the top reads 'This knowledge item has been published'. Below this, the article details are shown in a form:

- Title:** System Control Team
- Owner:** Karen Watson
- Managers:** Karen Watson, Kyle Adams
- Publish workflow:** Knowledge - Instant Publish
- Retire workflow:** Knowledge - Instant Retire
- Active:**
- Enable social questions and answers:**
- Description:** System Control team articles
- Set default knowledge field values:** -- choose field -- and -- value --

There are also checkboxes for 'Disable commenting', 'Disable suggesting', and 'Disable category editing'. An 'Update' button is located below the form. Below the form is a 'Related Links' section with a link to 'View Knowledge Base'. At the bottom, there's a table with columns for 'Knowledge (1)', 'Questions', 'Can Read (1)', 'Can Contribute (1)', 'Featured Content', 'Knowledge Categories (4)', 'Cannot Read', and 'Cannot Contribute'. The table shows one row with the following data:

Knowledge (1)	Questions	Can Read (1)	Can Contribute (1)	Featured Content	Knowledge Categories (4)	Cannot Read	Cannot Contribute
KB0010732							

Viewing Articles

To search for an article from the left nav click the “All” button:



After clicking All you will see the below screen:

Knowledge		New	Go to	Number	Search					
All										
		Number	Published	Topic	Category	Workflow	Short description	Updated	Valid to	
<input type="checkbox"/>	KB0010732		08/11/2016			▶ ✓ ✓ → ○ ○	test	08/11/2016 07:03:34	01/01/2020	
<input type="checkbox"/>	KB0010731		08/01/2016			▶ → ○ ○ ○ ○ ○	OMB - Users Unable to Connect to FleetPr...	08/01/2016 16:41:23	01/01/2020	
<input type="checkbox"/>	KB0010730		07/31/2016			▶ → ○ ○ ○ ○ ○	DTI - Forensic Advantage Portal	08/01/2016 16:41:31	01/01/2020	
<input type="checkbox"/>	KB0010729		07/30/2016			▶ → ○ ○ ○ ○ ○	A service call has been placed on the MI...	08/01/2016 16:41:28	01/01/2020	
<input type="checkbox"/>	KB0010728		07/27/2016	Known Error		▶ → ○ ○ ○ ○ ○	Learning Center Modules Hanging on Launch	08/01/2016 16:41:31	01/01/2020	
<input type="checkbox"/>	KB0010727		07/26/2016	Software		▶ → ○ ○ ○ ○ ○	Enabling Salesforce to Export Reports to...	08/01/2016 16:41:30	01/01/2020	
<input type="checkbox"/>	KB0010726		07/25/2016	Software	Installation instructions	▶ ✓ → ○ ○ ○ ○ ○	Installation And User Access To UPK (Ora...	08/04/2016 09:43:40	01/01/2020	
<input type="checkbox"/>	KB0010725		07/23/2016			▶ → ○ ○ ○ ○ ○	Job B45Z1706 failed with an RC=256.	08/01/2016 16:41:33	01/01/2020	

Searching for Articles:

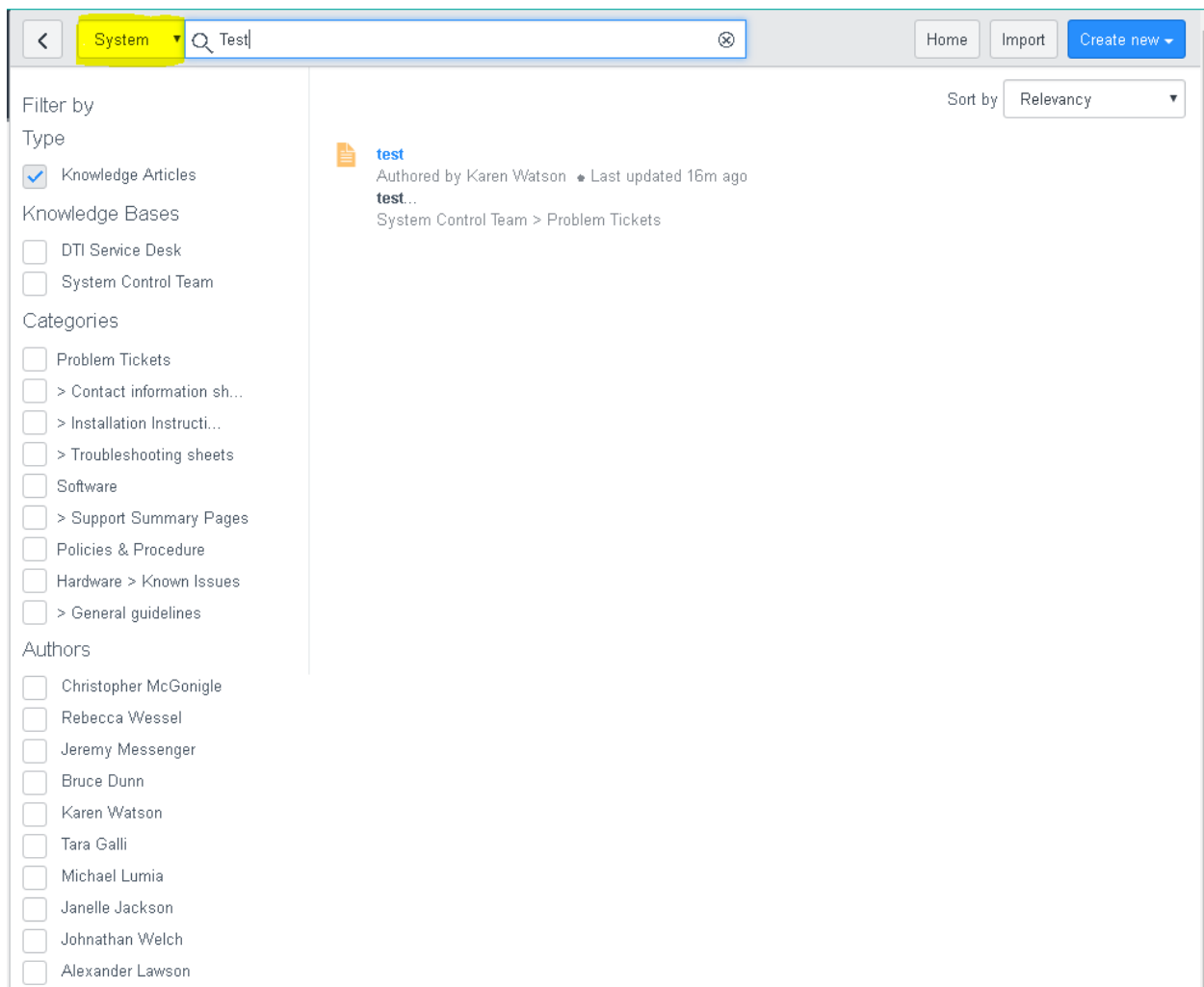
You can search for knowledge articles from the knowledge homepage using the search bar at the top of the page.

Search results include only articles you are authorized to read. Documents that are attached to articles are also listed in the search results.

You can sort knowledge content by relevancy, most recent update or number of views.

Knowledge articles can also be filtered using the checkboxes that appear. Filtering options appear depending on the search text.

The search feature is below; the highlighted field is the name of the knowledge base you are searching.



Searches can be filtered by checking the checkboxes.

For more information on knowledge management click on the below link:

https://docs.servicenow.com/bundle/geneva-servicenow-platform/page/product/knowledge_management/topic/c_KnowledgeManagment.html