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.
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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 will 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) you will see the below screenshot:

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:
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:

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

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

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

After clicking All you will see the below screen:
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: