

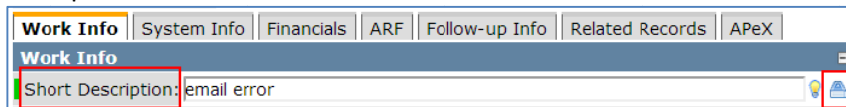
Knowledge Management Process Definition

The Knowledge Management process ensures that important information flows freely throughout the IT organization. This process enables the ability to gather and share available information about common problems and issues. The ServiceNow Knowledge Base application provides role-based tools to create, store, and publish this important information.

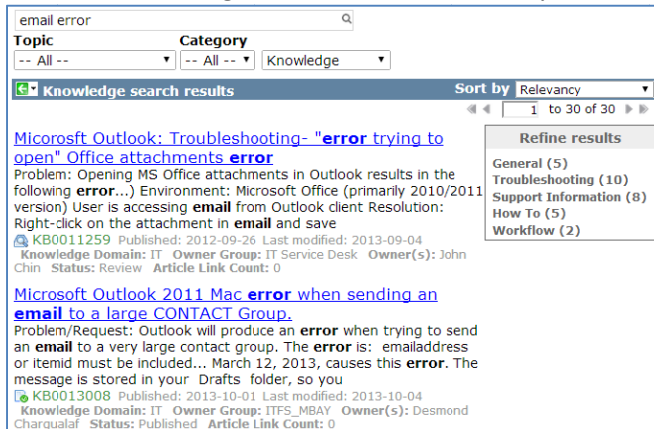
All users with an ITIL role can access Knowledge articles through the Incident module. Users with elevated role access of “knowledge” or “knowledge_admin” can create, review, and publish knowledge articles using the Knowledge Base module.

How to View a Knowledge Article from an Incident ticket (ITIL role)

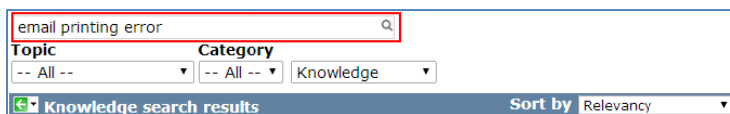
1. Open an open/active Incident or create a new Incident.
2. Enter keywords in the **Short Description** field.
3. Click the Book icon (“Search Knowledge”) to the far right of the Short Description field.



4. Available knowledge articles based on the keywords searched appear.

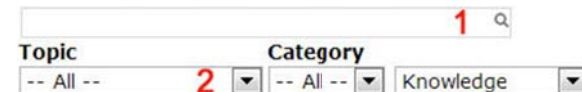


5. Click the hyper-linked article title to open and review the article.
6. To search alternate keywords, adjust the keywords in the search bar and click the search icon.

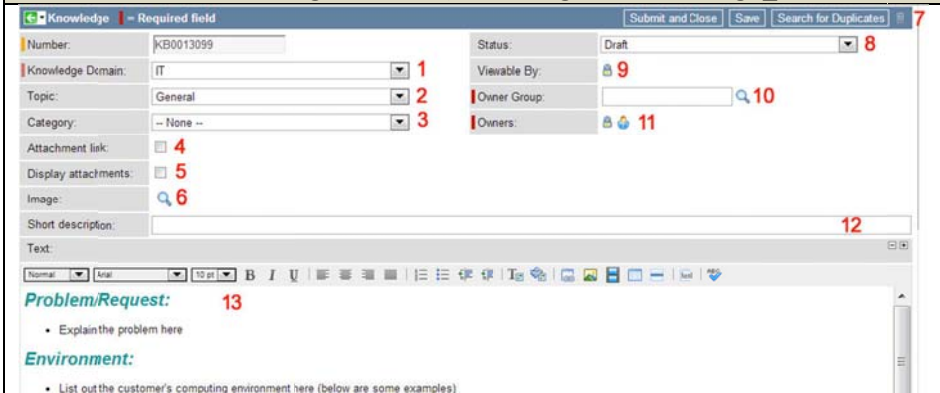


How to View a Knowledge Article from the Knowledge Base Module (Knowledge or Knowledge_Admin role)

1. From the Navigation Pane, locate Knowledge Base, and click the **View** link. Knowledge Base articles will automatically display the top 10 articles for each of 6 topics.
2. To search specific keywords, enter text in the **Search Bar (1)** and hit the Enter key. You may also select from the **Topic (2)** dropdown field (Defaults to ‘All’) to further filter results.



How to Create Knowledge Articles (Knowledge or Knowledge_Admin role)



1. From the Navigation Pane, under Knowledge Base, click the **Create New** link.
2. Set the **Knowledge Domain (1)** field (Defaults to ‘IT’).
3. Set the **Topic (2)** field (Defaults to ‘General’).
4. Skip and do not use **Category (3)**, **Attachment Link (4)** and **Image (6)** fields.
5. Set **Display Attachments (5)**, if checked, any **Attachments (7)** are visible as a link in an article.
6. Select **Status (8)** field (Defaults to ‘Draft’) *See Status grid on next page
7. Set **Viewable By (9)** field (Defaults to blank). “Blank” is public which allows the article to be viewed by any ITIL user. Adding one or more groups, restricts viewing to those groups.

8. Set **Owner Group (10)** field (Defaults to your Assignment Group). Members of the group can edit the article.
9. Set **Owners (11)** field (Defaults to your name). Additional Owners can edit the article.
10. Set **Short Description (12)** field. Used for keyword searching.
11. Complete the **Text (13)** field (Defaults with example text).
12. Enter additional keywords in the **Meta** field (scroll down). Meta words are additional keywords to help when searching for articles.
13. Click the **Save** button.

How to Edit Knowledge Articles (Knowledge or Knowledge_Admin role)

1. From the Navigation Pane, under Knowledge Base, click the **Edit** link. You may optionally click the **Edit – My Articles** or **Edit – My Team Articles** links.
2. Click the Article number link (ex. KB0010019) of the article you would like to edit. You can also search for your article using keywords:
 - Click the **Go to** drop down and select **Short description**
 - Enter keywords in **Search Bar** and hit the Enter key.
3. Edit all necessary fields then click the **Save** button. ***See Status grid below.**

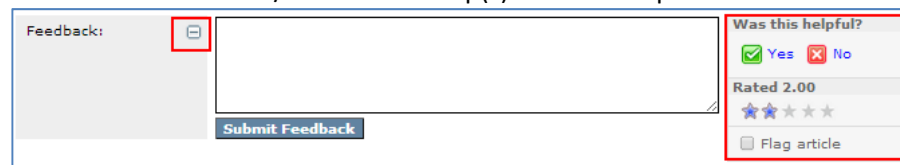
Knowledge Article Viewing and Actions Permissions by Status*

The Status of a Knowledge article dictates if the article is viewable from Incident. The following table also explains who can perform actions on articles based on the Status.

Status	Viewable in Incident	Action
Draft	No	Owner/Owner Group can view & edit
Review	Yes	Owner/Owner Group can view & edit
Published	Yes	Owner/Owner Group can view & edit
Retired	No	Owner can view & edit; Knowledge Admin can view, edit & delete

How to Manage Feedback, Flags, and Ratings of Knowledge Articles (Knowledge or Knowledge_Admin role)

When users view knowledge articles from within an Incident, they have the option to provide feedback by entering text, helpfulness, rating, or flagging. When an article is marked in any of these methods, an email notification is sent to the Owner and/or Owner Group(s) for follow-up.



As an Owner or member of Owner Group, to review these feedback comments:

1. From the Navigation Pane, under Knowledge Base, click the **Feedback – My Articles** or **Feedback – My Team Articles** links.
2. Click the “Created” date/time (ex. 2014-01-21 23:16:15) of the feedback record you would like to view. You can also search for feedback using keywords:
 - Click the **Go to** drop down and select **“for text”**
 - Enter keywords in **Search Bar** and hit the Enter key.
3. View all fields including **Created (1)** [date]; **Article (2)** [number]; **User (3)** [submitter]; **Useful (4)** [none, yes, no]; **Rating (5)** [number – empty or 1-low to 5-high]; **Flagged (6)** [checkbox] and **Comments (7)** [text].
4. Once you address the concerns of the feedback, enter information in the **Work notes (8)** [diary field], check the **Feedback Addressed? (9)** [checkbox], and then click the **Save (10)** button.

