



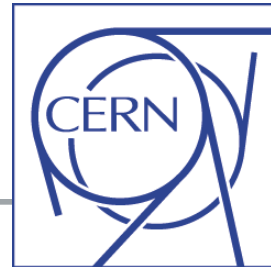
# **Knowledge Base Module in Service-Now**

## **Tutorial**

**CERN, September 2012**

**Nicole Crémel, IT Service Management**

# Agenda



- Basic concepts and demo in service portal (search KB articles)
- KB Process, Work-flow and Roles
- Functional Review, Layout Review and Publication
- Create or Revise a KB article – How to:
  - ✓ Create a new submission for a KB article
  - ✓ Review or correct a KB article
  - ✓ French Translation of KB articles
  - ✓ Un-publish a KB article
  - ✓ Quick edition (for Functional Managers)
  - ✓ Create KB article from a ticket (RQF or INC)
- Mail notifications
- When to review an article?
- Key role of Functional Manager
- Some useful “Tricks and Tips”
- Documentation
- Questions ?

# Knowledge Base – KB module in SNOW



## What is the Knowledge Base?

*“Collection of Tips and Tricks, Frequently Asked Questions, Recipes, etc..., whatever can help users and supporters in resolving a problem, or answering a question/request.”*

## Service-Now module “out-of-the-box”

+ Some CERN customization to fit our own needs (complete revision made in July 2012 to include many requests for changes)

KB module access from the tool (for supporters with ITIL role)

Welcome: Nicole Cremel

Type filter text

Self-Service

My Daily Work

Incident

Request Fulfillment

Business Services

Project

Service Catalog

**Knowledge Base**

Search

My Published Articles

My Expired Articles

My FEs Published Articles

Knowledge

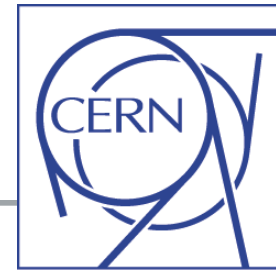
Go to Number

All > Original submitter = Nicole Cremel > Workflow = Published

Number	Title	Author
KB0000142	Access to CMS hypernews	Stephen Gowdy
KB0000143	Document	Nicole Cremel
KB0000145	backspace key	Nicole Cremel
KB0000146	ATLAS Computing Workbook	Steve Lloyd
KB0000151	ATLAS dashboard	Jaroslava Schovancova

**SNOW module = Knowledge Base**

# Quick demo in service portal



- Access to KB articles via CERN Service Portal (CERN Home page)

77777  
cern.ch/service-portal

Safety at CERN

## CERN European Organization for Nuclear Research

CERN Structure	Physics	Institute	Accelerators & Services	Communi
PH IT BE TE EN HR FP GS	<b>Experiments &amp; Research</b>	Organization Administration	<b>Accelerators &amp; technology sector</b> Accelerators, Machines & Technical Facilities	Media & Press Of Public W
DGU DGS	Library & Archives	Jobs Newcomer's guide		

<https://cern.service-now.com/service-portal/>

- Search and retrieve KB articles in the Service Portal

Describe your issue or search for a service:  
[Search Examples / Help](#)

[Report an issue](#)

Search  
"email"

### Search results for email

You can configure several aspects of the search results in your preferences. Cannot find what you are looking for? Look at the search tips or tell us with the Feedback form.

**Best matches (11)**

All matches, by type: (34)

- Actions (3)
- Services + Functions (6)
- Information (0)
- KB articles (25)
- All results (34)

**SB E-Mail Service**  
[Report an incident](#) [Submit a general request](#) [KB articles](#)  
Service. This service provides and supports email, electronic fax, SMS and call users including spam filtering, backup and restore services, definition and as  
Found keywords: email

**FE E-Mail Infrastructure**  
[Report an incident](#) [Submit a general request](#) [KB articles](#)  
Function. Provides Electronic Mail Services to all CERN Users. Service includes mails, storing them with safe backup/restore procedures, filtering spam and  
Found keywords: email, email

[Send an email to Printshop](#)  
External action. Click to perform an action outside the CERN Service Portal.

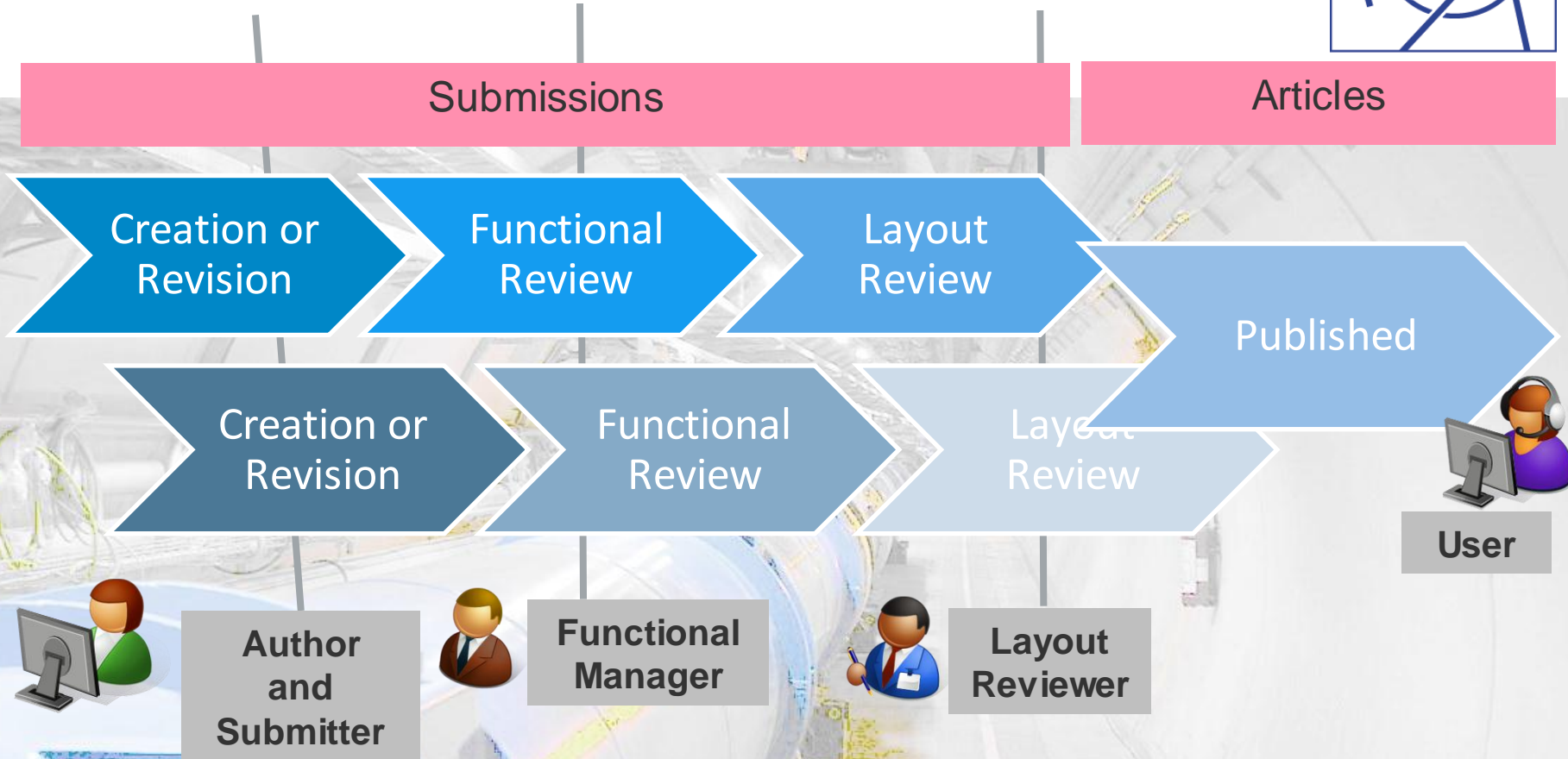
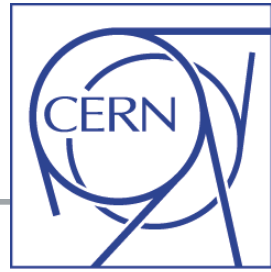
## ? Knowledge Base Articles for Service Element: E-Mail Service

This page lists all the Knowledge Base articles related to the Service Element E-Mail Service. There is currently 1 article available. Click on the article to read it.

Topic: None

[KB0001173: PROCEDURE pour le Service Desk: que faire avec les tickets SNOW Spam et phishing?](#) [Visibility: Specific groups]

# KB Process and Work-flow (picture 1)

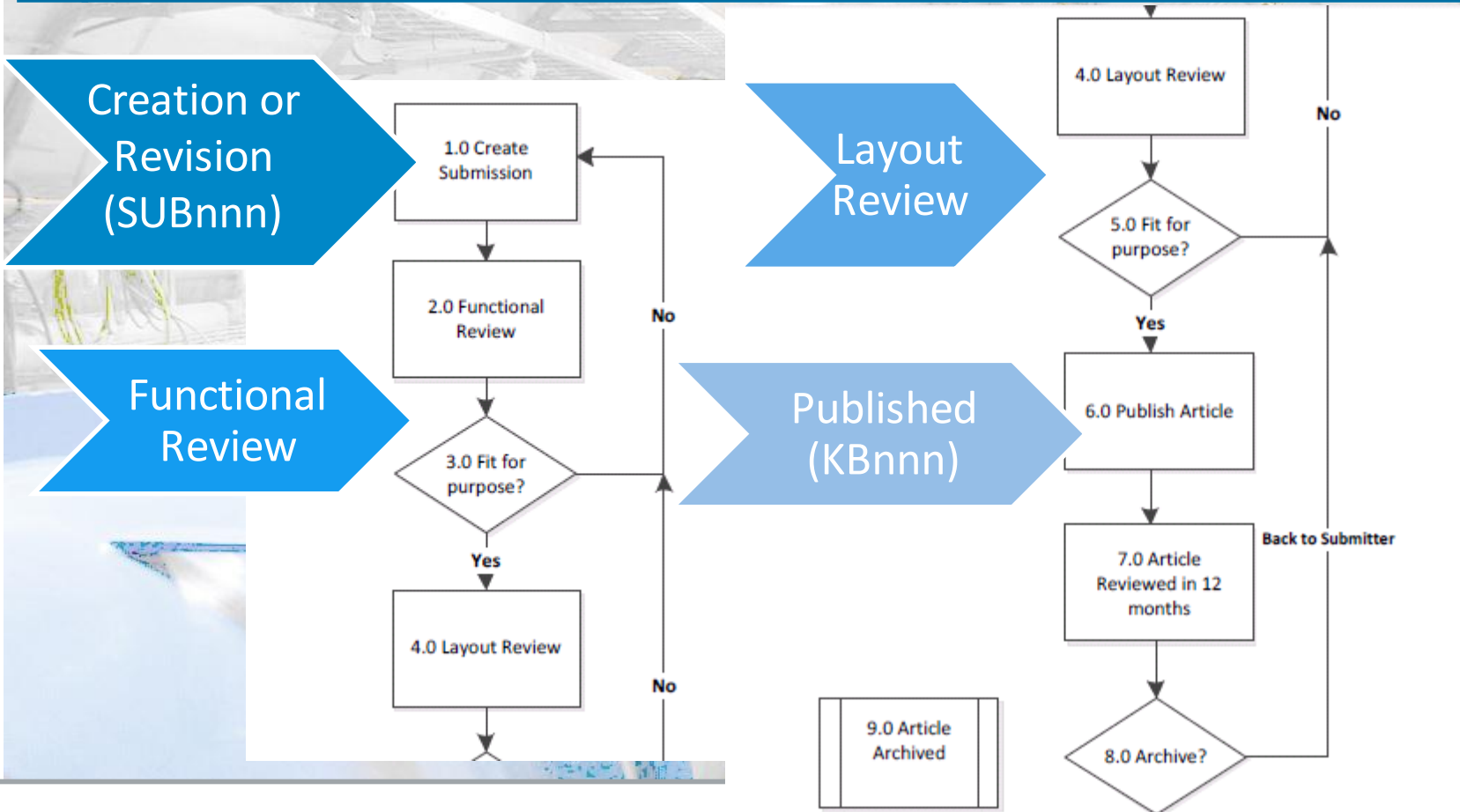


**Picture for the KB work-flow with the roles and stages defined inside the process**

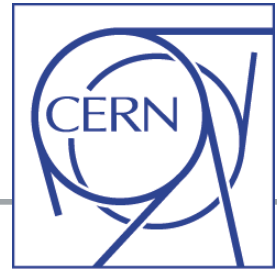
# KB Process and Work-flow (picture 2)



From « Detailed Process Documentation » (file [CERN Knowledge Management.pdf](https://services.web.cern.ch/wiki/detailed-process-documentation))  
<https://services.web.cern.ch/wiki/detailed-process-documentation>



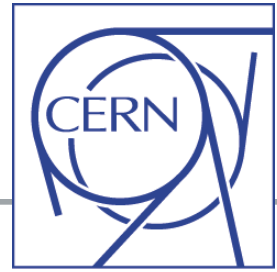
# KB Process and Roles



## Who is who in the Knowledge process? Author, Submitter, Functional Manager, Layout Reviewer

- **Creation or Revision:**  
create new KB draft or submit KB review via the SNOW tool
  - Any “*supporter*” (with *login* access to the SNOW tool) can create new submissions for new articles attached to *any FE* or *any SE* (submission is a “Draft” article)  
→ will be registered as **author** and **original submitter** for this KB article (see *next slide*)
  - The *FE Managers* or the “*original submitter*” can initiate the revision for a published KB article
- **Review and Approval** (before publication)
  - **First step: Functional Review** by the **FE Manager(s)**
  - **Final step: Layout Review** by a **restricted set of persons** from the **SM teams (IT or GS)** who will validate the publication

# KB Process and Roles



- **Original submitter**

Person who has initiated the creation of a new article (registered in KB and it never changes)  
Revision of articles can be “submitted by” the original submitter or the Functional Managers.

- **Author**

No active action in the process, it is just an information (person who has provided the “knowledge”)

Note: “Submitter” is not necessarily the same person as the “author” (but, by default, it is the same person and it often stays like that, unless “author” is changed manually).

- **Functional Review**

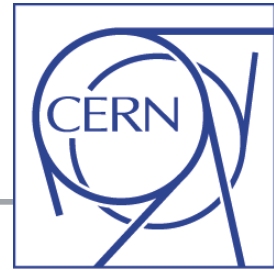
By “Functional managers” – for all articles attached to the FE they manage (well-defined support group): **first check and possible changes making sure the article is correct**

- **Layout Review**

By few people from SM teams (IT and GS): **last check from the “User point of view” before publication** (check for KB consistency, language, is it understandable?, etc.)  
**NO “crucial” changes will be made at this stage!**



# KB Process and Roles



## End users can only: (via the service portal)

- Access and read KB articles - depending on the “visibility” parameter (explained later)
- Provide feedback (per article)

*This page shows the contents of a Knowledge Base Article.  
These articles might help you when trying to find a solution to your issue.*

### EDMS Account at CERN

KB0000517 - Published on 31 August 2009  
Functional Element: EDMS Support & Consultancy  
Topic: None  
Visibility: CERN  
◆ Back to KB articles

Last revised on 06 June 2012  
Portal permalink

#### Question:

How to Obtain an EDMS Account ?

#### Answer:

Please find the information in the CERN EDMS FAQ web site available [here](#).

#### Please provide feedback about this article:

Your feedback will be sent only to people responsible for this article. It will not be published in the CERN Service Portal. No email notification will be sent to you.

Submit

#### Was this helpful?

Yes  No

Not rated



# Functional Review



- By the Functional Manager(s) for the FE defined in the article
- Can be for:
  - ✓ a new article submission,
  - ✓ or to review a published KB article (submission for revision)

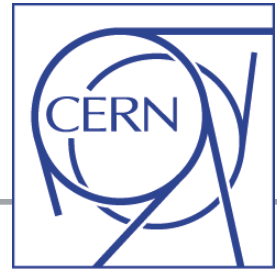
Example: Submission SUB12440 for the KB article KB0001186

This article will be reviewed by the Functional Manager of ServiceNow

Manage Attachments (1): Visibility.png [rename] [view]

Number:	<input type="text" value="SUB12440"/>	
Status:	<input type="text" value="Functional Review"/>	
Service Element:	<input type="text" value="Process Application Support"/>	
SE <-> FE Relation:	<input type="text" value="A+: Process Application Support &lt;-&gt; ServiceNow"/>	
Functional Element:	<input type="text" value="ServiceNow"/>	
Generated Article:	<input type="text" value="KB0001186"/>	
Submitted by:	<input type="text" value="Nicole Cremel"/>	
Author:	<input type="text" value="Nicole Cremel"/>	
Assignment group:	<input type="text" value="ServiceNow Functional Manage"/>	
Visibility:	<input type="text" value="CERN"/>	

# Functional Review



## Possible actions:

- **Back to Submitter:** return submission back to the person who made it requesting some changes (please write some explanations in the work notes!)
- **Back to KB article (Cancel Submission):** refuse the new submission and go back to the original KB article (or cancel a new article if not valid)

SUB12440 - Ticket visibility in Service-now

Home Feeds (1) Read Mail Print Page Safety Tools Help

KB Submission | = Required field

Update Save **Back To Submitter** Submit for Layout Review

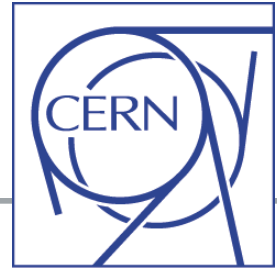
**Back to KB Article (Cancel Submission)**

This article will be reviewed by the Functional Manager of ServiceNow

Manage Attachments (1): [rename] [view]

Number:	SUB12440	Generated Article:	KB0001186
Status:	Functional Review	Submitted by:	Nicole Cremel
Service Element:	Process Application Support	Author:	Nicole Cremel
SE <-> FE Relation:	A+: Process Application Support <-> ServiceNow	Assignment group:	ServiceNow Functional Manage
Functional Element:	ServiceNow	Visibility:	CERN
Functional Category:		Portal preview:	<a href="https://cern.service-now.com/se">https://cern.service-now.com/se</a>
Language:	English	Article guidelines:	<a href="https://cern.service-now.com/se">https://cern.service-now.com/se</a>
Next Review Date:	17-08-2013		
Valid to:	01-01-2020		

# Functional Review



- The Functional Manager can also edit the submission and complete it.
- Finally, to validate the submission (changes are made and SUBnnn is OK):

**Submit for layout Review**

Sub12440 - Ticket visibility in Service-now

Home Feeds (J) Read Mail Print Page Safety Tools Help

KB Submission = Required field

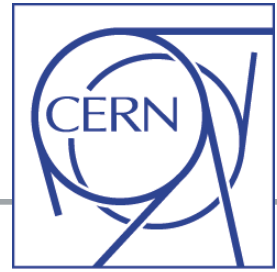
Update Save Back To Submitter **Submit for Layout Review** Back to KB Article (Cancel Submission)

This article will be reviewed by the Functional Manager of ServiceNow

Manage Attachments (1): Visibility.png [rename] [view]

Number:	SUB12440	Generated Article:	KB0001186
Status:	Functional Review	Submitted by:	Nicole Cremel
Service Element:	Process Application Support	Author:	Nicole Cremel
SE <-> FE Relation:	A+: Process Application Support <-> ServiceNow	Assignment group:	ServiceNow Functional Manage
Functional Element:	ServiceNow	Visibility:	CERN
Functional Category:		Portal preview:	<a href="https://cern.service-now.com/sr">https://cern.service-now.com/sr</a>
Language:	English	Article guidelines:	<a href="https://cern.service-now.com/sr">https://cern.service-now.com/sr</a>
Next Review Date:	17-08-2013		
Valid to:	01-01-2020		
Title:	Ticket visibility in Service-now		
Text:			

# Layout Review and Publication



- **Only few people in the SNOW group = “Knowledge Layout Review”**  
- members of SM teams (IT and GS) – can make the “Layout Review”  
and can therefore **“Publish” a KB article**  
(They are the “moderators” for KB article publication in the service portal)

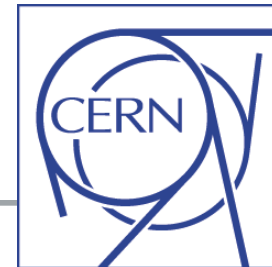
→ SUBnnnn will become KBnnnn

A screenshot of a web-based group configuration interface. The title bar says "Group". The form contains the following fields:

- Name: Knowledge Layout Review
- Active:
- Types: Knowledge Layout Reviewer
- Main type: Knowledge Layout Review
- Number of members: 9
- Description: Member of this group are able to publish knowledge submission to KB knowledge

- **Special case (exception in the work-flow):**  
When “Visibility” is restricted to “Specific Groups”,  
**NO “Layout Review”**  
→ The FE manager(s) will have the last word for publishing the KB article and  
to make it visible in the portal for a restricted group of users.

# Create or Revise a KB article



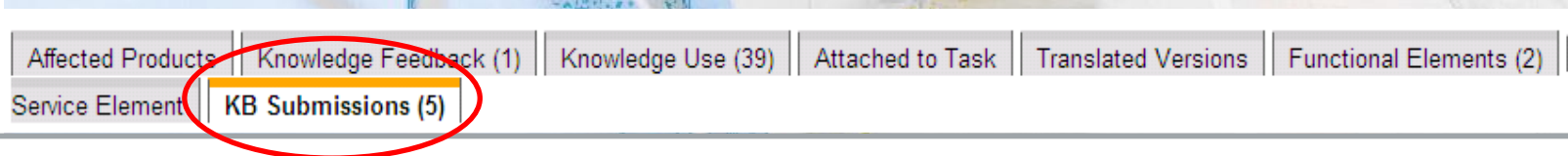
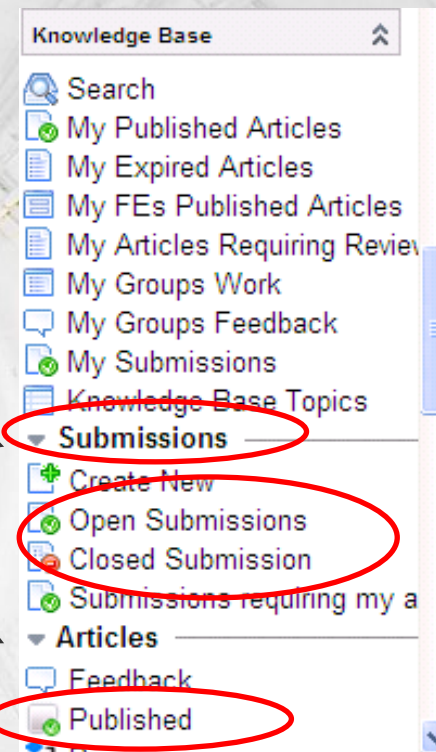
- **Creation or Revision:**

→ “Draft” knowledge items are referred as **‘Submissions’ (SUBnnn)**

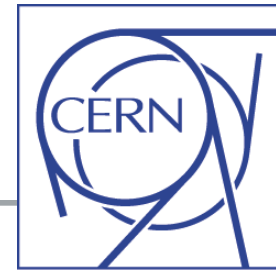
- A **SUB** becomes a **“KB Article” (KBnnn)** ONLY after publication

→ Article state = “Published”

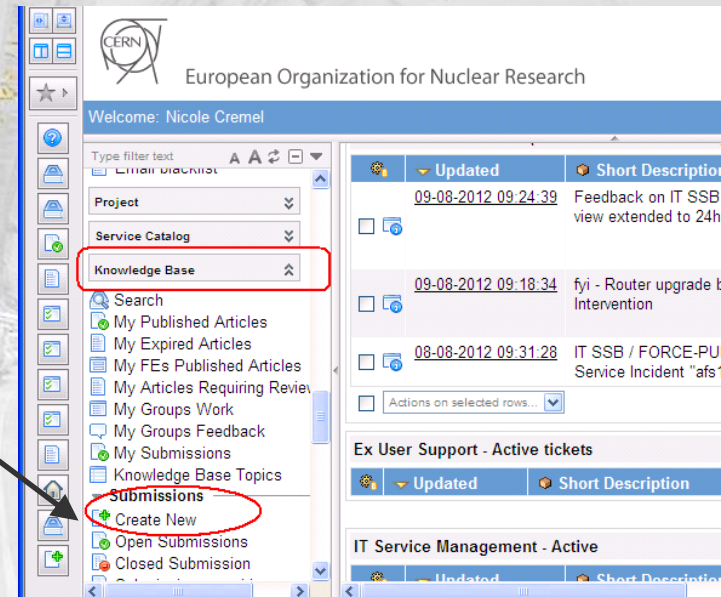
→ Each time the article is revised a submission (SUBnnn) is “attached” to the history of the KB article (KBnnn) (See the Tab = “KB Submission” at the bottom)



# Create a new submission for a KB article



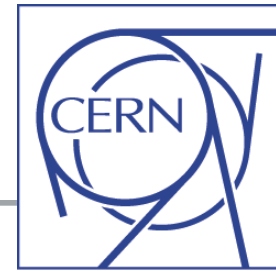
- Any “supporter” (login access to the SNOW TOOL) can create new submissions for articles attached to any FE and SE
- Submissions / Create New  
Number: SUBnnnn (Status: Draft)
- Mandatory parameters:  
Service Element  
Functional Element  
Title



The screenshot shows the 'KB Submission' form. The 'Number' field is highlighted with a red circle and contains the value 'SUB12431'. The 'Status' field is set to 'Draft'. The 'Service Element' is 'Service Management Service'. The 'SE <-> FE Relation' is 'A: Service Management Service <-> IT Service Management Support'. The 'Functional Element' is 'IT Service Management Support'. The 'Submitted by' field is 'Nicole Cremel'. The 'Author' field is highlighted with a red circle and contains 'Nicole Cremel'. The 'Visibility' field is 'CERN'. The 'Article guidelines' field contains the URL 'https://cern.service-now.com/'. The 'Submit for Functional Review' button is highlighted with a red circle.

To validate:  
**Submit for Functional Review**

# Create a new submission for a KB article



## Optional parameters:

- **Visibility:** to define access to this KB

Possible values:

CERN / Public / Supporters / Specific groups  
(default = CERN, i.e. logged-in users)

A screenshot of a web form. The "Visibility:" field has a dropdown menu open, showing the following options: "CERN" (selected), "Public", "Supporters", and "Specific groups". The "Portal preview:" and "Article guidelines:" fields are also visible but not selected.

Visibility:	<input type="text" value="CERN"/>
Portal preview:	<input type="text" value="CERN"/>
Article guidelines:	<input type="text" value="CERN"/>

- **Next Review Date:** date when the article shall be revised  
(default = 1 year after creation or last review)

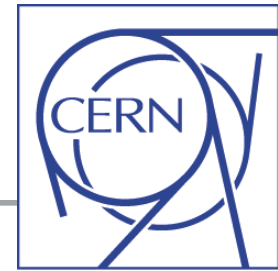
A screenshot of a web form. The "Next Review Date:" field contains the date "15-08-2013" and has a calendar icon to its right. The "Valid to:" field contains the date "01-01-2020" and also has a calendar icon to its right.

Next Review Date:	<input type="text" value="15-08-2013"/>
Valid to:	<input type="text" value="01-01-2020"/>

- **Valid to:** expiration date (article will be unpublished and archived)  
(default = 01-01-20)





# Create a new submission for a KB article



## Optional parameters:




- **Text:** “body” (content) of the KB article  
☺ Can include pictures and attachments !
- **Metadata:** list of “keywords” to be used by the portal “Search” engine

Metadata:  
tutorial, SNOW KB, service-now, SNOW, Service Management, ITIL

Knowledge Base Topic:   


Title:

Text:

Normal   **B** *I* U |   

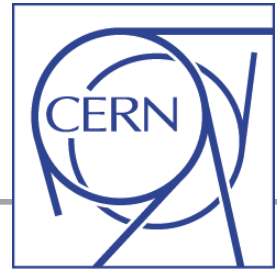
Details ... Text for the article (optional, only title is mandatory)

You can include picture in the text ...

| 

- **Knowledge Base topic:** give possibility to group articles according to “topics” (in the list or “New” topic to be defined )  
Example, topic = “Knowledge base (KB)”:  
[https://cern.service-now.com/service-portal/topic.do?topic=Knowledge Base \(KB\)](https://cern.service-now.com/service-portal/topic.do?topic=Knowledge Base (KB))

# Create a new submission for a KB article

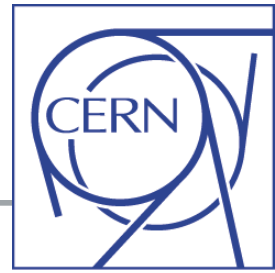


On-line demo (in “training” version):

<https://cerntraining.service-now.com>

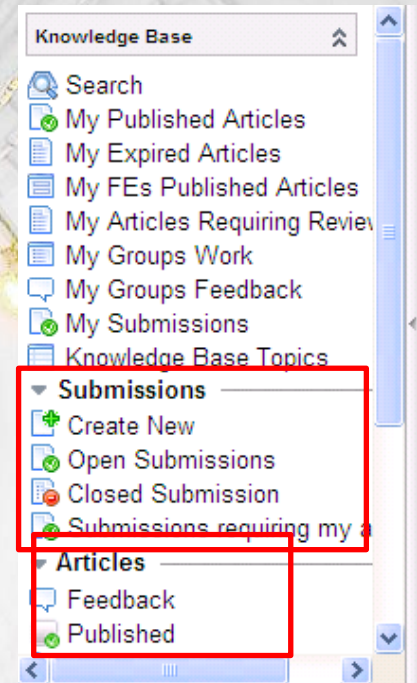
- Create a new submission for a KB article
- Fill-in mandatory parameters
- Show optional parameters
- Save / Submit for Functional Review

# Create a new submission for a KB article



## Important to understand (Submissions versus Articles):

- Only a “submission” (SUBnnn) is created so far
- SUBnnn becomes KBnnn after “Publish”
  - For a new KB submission you do NOT know yet the “KB number” (KBnnn) of the future article published
  - The KB number is given after the 1<sup>st</sup> publication (usually after the layout review)

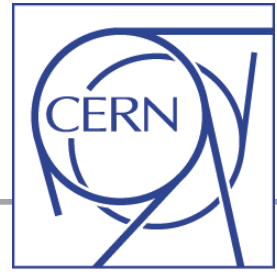


## Different for the “Review” of a Published KB article :

The KB article number (KBnnn) is known and kept independently of the associated new and future submissions (SUBnnn) generated at each revision.

(Continue the demo until publication)

# Review or correct a KB article



New articles can be submitted by **any supporter**, but the **revision** of a published article **can be initiated ONLY** by:

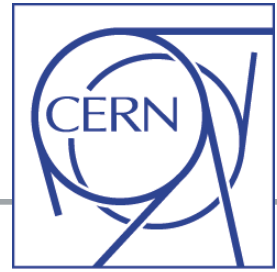
- one **Functional Manager** OR by
- the “**original submitter**” OR by
- one **Layout reviewer** (few people with special privileges)

In addition, the SNOW tool will **invite Functional Managers** to perform a revision as soon as the “**Next Review Date**” registered in the KB article has **expired** (Email sent to Functional Managers)

A screenshot of a web form with three rows. The first row is 'Language: English' with a dropdown arrow. The second row is 'Next Review Date: 24-08-2013' with a calendar icon; this row is circled in red. The third row is 'Valid to: 01-01-2016' with a calendar icon.

Language:	English
Next Review Date:	24-08-2013
Valid to:	01-01-2016

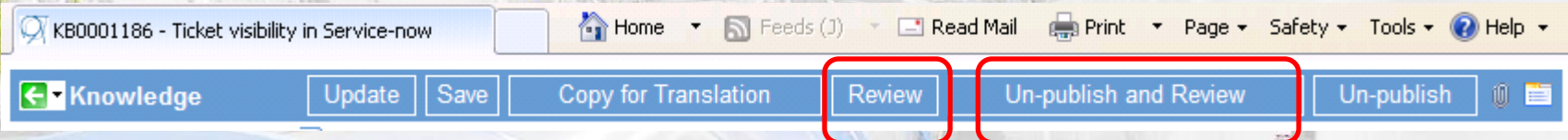
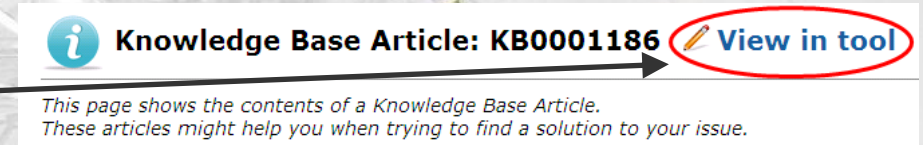
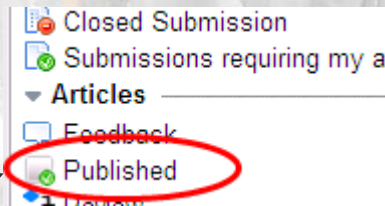
# Review or correct a KB article



On-line demo:

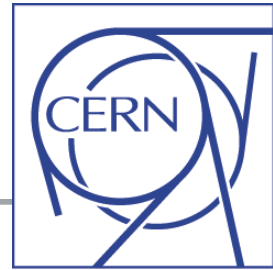
<https://cern.service-now.com>

- Articles - Published (in the tool)
- or “View in tool” (in the portal)



- Review:** launch a new “submission” (draft) for this KB article and start the process (-> Functional Review -> Layout Review -> Publish)  
*The initial KB article (before re-publication of the new submission) is still visible to end-users via the portal*
- Un-publish and Review:** idem BUT  
*The initial KB article is NO LONGER visible to end-users via the portal*

# French Translation of KB articles



- Possibility to provide “French” version for each article with “**Copy for Translation**”
- The “French” version is implemented as a “child” of the “English” version :
  - Parent = English
  - Child = French
- Example: <https://cern.service-now.com/service-portal/article.do?n=KB0000759>

**Knowledge Base Article: KB0000759** [View in tool](#)

*This page shows the contents of a Knowledge Base Article. These articles might help you when trying to find a solution to your issue.*

**Installation ou déménagement d'une imprimante locale**

KB0000759 - Published on 14 April 2011  
Functional Element: Print Device Support  
Topic: None  
Visibility: Public  
[Back to KB articles](#)

Last revised on 08 June 2012  
[Portal permalink](#)

**Question Details**  
J'ai reçu une nouvelle imprimante pour installation en locale - que dois-je faire?  
Ou je veux déménager une imprimante locale - que dois-je faire?

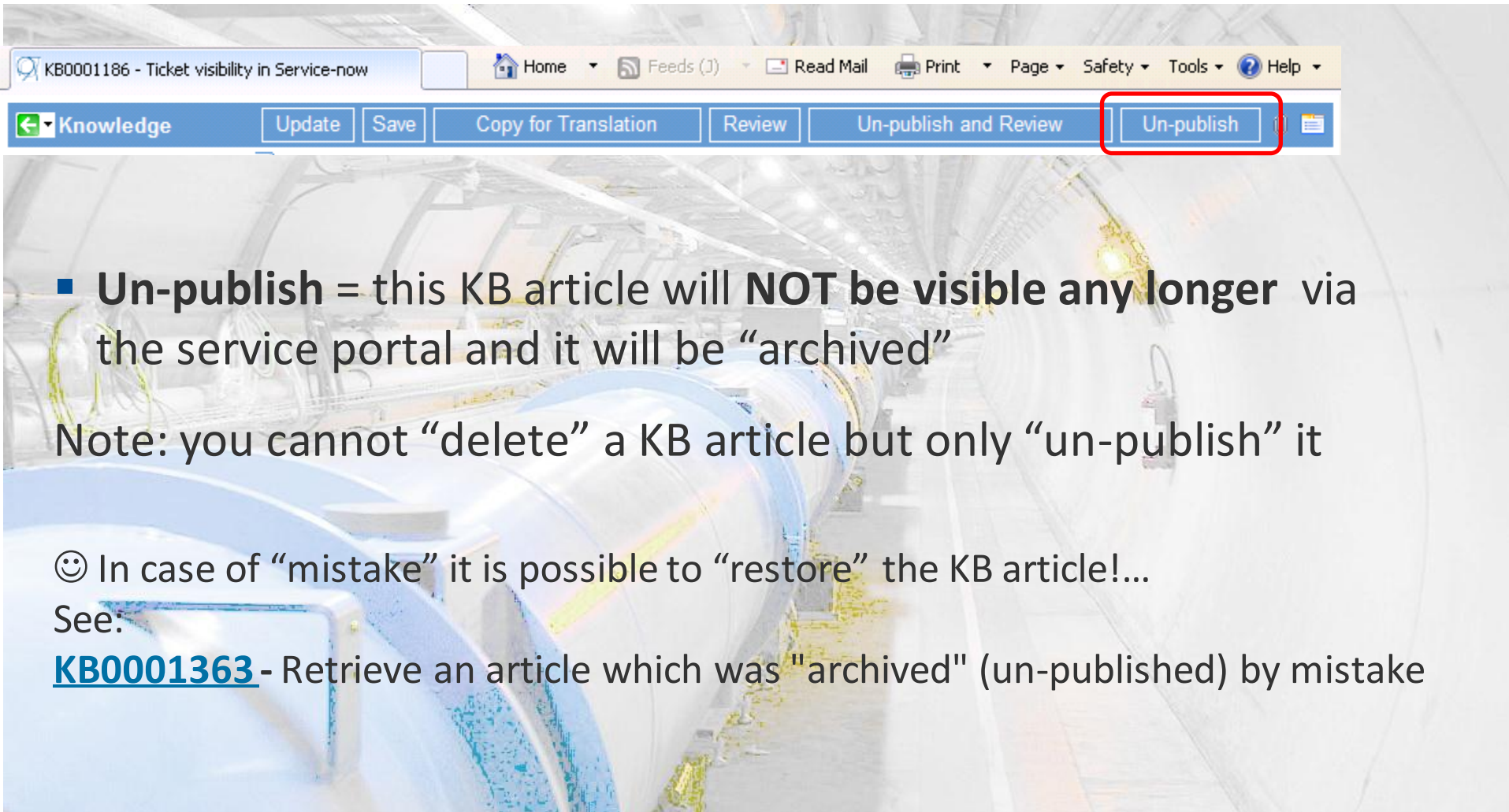
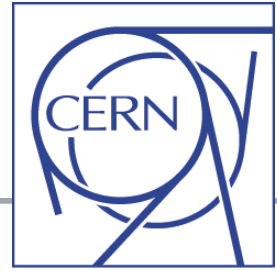
**English** | **Français**

**Knowledge**

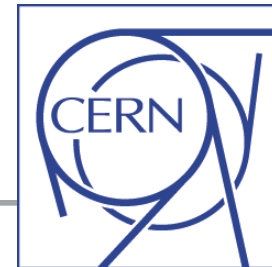
Number:	KB0000759
Workflow:	Published
Functional Element:	Print Device Support
SE <-> FE Relation:	
Service Element:	
Functional category:	
Language:	French
Parent:	KB0000757

Number	Published	Topic	Language	Category	Title
KB0000757	11-04-2011	General	English		Installing or moving a local printer

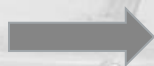
# Un-publish a KB article



# Quick edition (for Functional Managers)



**Functional Manager(s)** - for KB articles attached to their FEs - can “by-pass” the full KB process (*Submission* → *Functional Review* → *Layout Review* → *Publication*) BUT ONLY for small corrections in the title or text (e.g. typo, missing sentence, etc.) – *It should NOT be abused !*



**Edit directly the KB article: Title / Text + Save**

Knowledge [Update] **Save** [Copy for Translation] [Review] [Un-publish and R...]

SE <-> FE Relation:		Owner Group:	IT Service Information Fun
Service Element:		Roles:	
Functional category:		News Article:	<input type="checkbox"/>
Language:	English	Visibility:	CERN
Source:		Portal Page:	<a href="https://cern.service-now.com/service-porta">https://cern.service-now.com/service-porta</a>
Next Review Date:	06-06-2013		
Valid to:	01-01-2016		
<b>Title:</b>	IT News Update for Experiments		
<b>Text:</b>	Is there a specific IT News Update for the LHC Experiments?		

**Please note:**

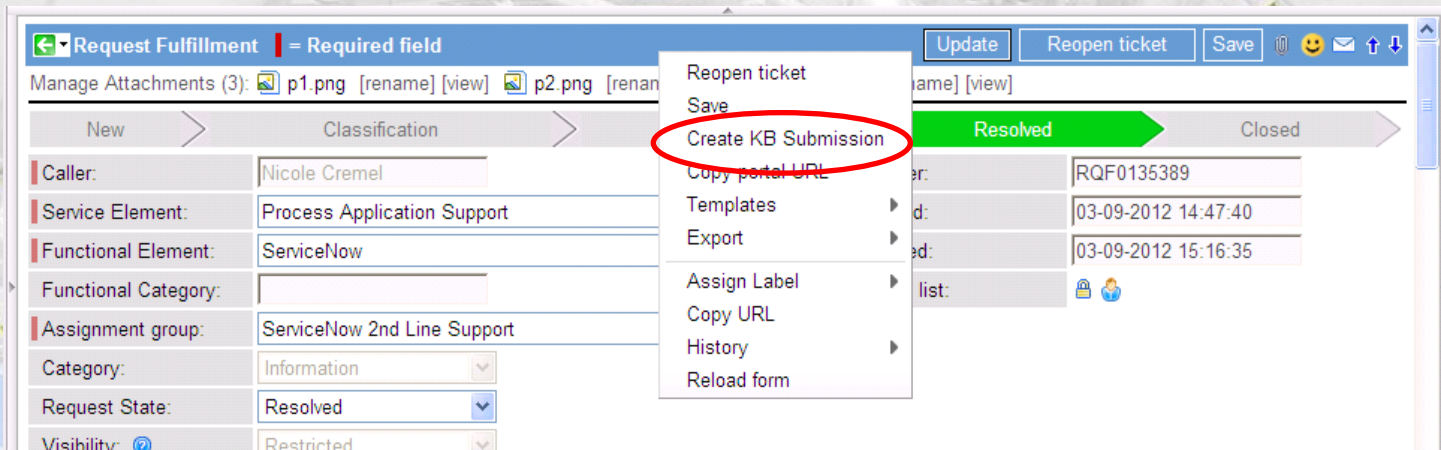
1. the **Layout Review** group will be notified of this “quick review”
2. The “**Next Review Date**” is **NOT** reset and is kept as before (for a “normal” review process at this date)





# Create KB article from a ticket (RQF or INC)

- Possibility to create a KB article from a SNOW ticket (Incident or Request)
- The ticket must be in state = Resolved – i.e. the “Solution” is filled-in
- Mouse button right- click → **“Create KB Submission”**



- A KB submission is automatically created (SUBnnn) with the “Text” pre-filled with the Solution which was written in the ticket  
**You can edit this text and continue the KB process (→ Functional Review → Layout Review → Publish)**

# Mail notifications



For all actions mail notifications are sent (as defined by the process and the work-flow), for instance, mails are sent for:

- Functional Review  
[The FE Manager(s) will be notified]
- Layout Review  
[Members of the layout review group will be notified]
- Back to Submitter  
[The submitter and the FE Manager(s) will be notified]
- Publish: FINAL STEP [The original submitter, the author and the FE Manager(s) will be notified]
- Un-publish: [The original submitter and the FE Manager(s) will be notified]
- Expiration of “Next Review Date”: [The FE Manager(s) will be notified 2 weeks in advance + reminders]
- Quick edition by Functional Manager(s) [Members of the layout review group will be notified]

From: CERN Service Desk - NO REPLY [noreply-service-desk@cern.ch]  
To: Barbara Brugger; Isabel Fernandez Gonzalez; Nick Ziogas; Patricia Mendez Lopez; Reinoud Martens; Nicole Cremel  
Cc:  
Subject: SUB12459: In Knowledge Layout Review

[SUB12459](#) is waiting for review.

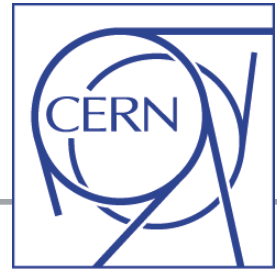
**Title:** What kind of data should I store in CASTOR?

**Author:** Jan Iven

**Submitter:** Belinda Chan Kwok Cheong

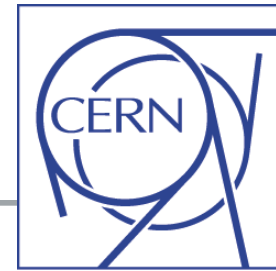
**Please do not reply to this e-mail. It is an automatic notification.**

# When to review an article?



- **When users send feedback to require modifications or improvements in a KB article**
  - ✓ Any feedback will be notified to the original submitter and to the FE manager(s)
  - ✓ If needed FE manager(s) should consider the review of the article
- **At any moment a KB article might require any change: the FE manager(s) are responsible for the content of all KB articles linked to their FE!**
- **When the “Next Review date” expires**
  - ✓ FE manager and submitter will be notified 2 weeks in advance
  - ✓ If no changes are needed and the article is still valid, this date **can be extended quickly** by-passing the full review process  
See: [KB0001369](#) - automatic review and extension of the “Next Review” date

# Key role of Functional Manager



- KB articles are the information and documentation provided by a “support group” associated to a Functional Element (FE) in the catalog and for a given Service (SE)

➔ **Functional Managers (FMs) are RESPONSIBLE for all KB articles attached to their FE**

Knowledge		Update	Save	Copy for Translation	Review	Un-pu
Number:	KB0000229	Published:	29-09-2010			
Workflow:	Published	Updated:	04-07-2011 12:12:59			
Functional Element:	E-Mail Infrastructure	Original submitter:	Ivan Admin			
SE <-> FE Relation:		Author:	Ivan Admin			
Service Element:		Owner Group:	E-Mail Infrastructure Func			
Functional category:		Roles:				
Language:	English	News Article:	<input type="checkbox"/>			
Source:		Visibility:	CERN			
Next Review Date:	18-10-2011	Portal Page:	<a href="https://cern.service-now.com/se">https://cern.service-now.com/se</a>			

KB0000229 - Nokia smartphones do not synchronize c...

**Knowledge Base Article: KB0000229** [View in tool](#)

*This page shows the contents of a Knowledge Base Article.  
These articles might help you when trying to find a solution to your issue.*

**Nokia smartphones do not synchronize calendar and mail with Exchange mailbox**  
**EXPIRED ARTICLE**

KB0000229 - Published on 29 September 2010  
Functional Element: E-Mail Infrastructure  
Topic: None  
Visibility: CERN  
[Back to KB articles](#)

**Question Details**

A Nokia smartphone (running Symbian S60 custom) stops synchronizing calendar and e-mail with your Exchange mailbox. The

FMs must **“take action”** before the **“Next Review Date”** expiration, otherwise the article will be displayed in the portal with the text **“EXPIRED ARTICLE”**  
➔ **A full “Review” process must be launched before, or “Next Review date” must be extended**

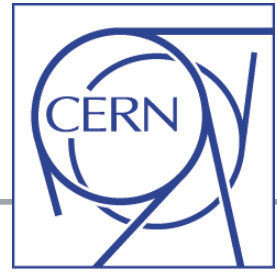
# Some useful “Tricks and Tips”



- Many “tricks and tips” are provided via KB articles in the Service Portal, More articles will be published according to your needs and feedback!
- Some examples:
  - ✓ “Update” button versus “Save” in Service-Now (SNOW) ([KB0001361](#))
  - ✓ Cannot access a KB article - why? ([KB0000853](#))
  - ✓ KB articles – Link one article to several Functional Elements (FE) or several Service Elements (SE) ([KB0001381](#))
  - ✓ KB articles – Attach a file or include a picture ([KB0001376](#))
  - ✓ Cannot edit (modify) a KB article - fields are read-only and only “Copy for Translation” is available ([KB0001355](#))
  - ✓ KB articles - “EXPIRED ARTICLE” displayed at the top of the page ([KB0001371](#))

(Open the links of these KB articles to see the details!)

# Documentation



- All the documentation on the Knowledge Base module, including “Tips and tricks” is available as “KB articles” with the topic = “Knowledge Base (KB)”
- **See:** [https://cern.service-now.com/service=portal/topic.do?topic=Knowledge Base \(KB\)](https://cern.service-now.com/service=portal/topic.do?topic=Knowledge Base (KB))  
More articles will be published according to your needs and feedback!

A screenshot of the CERN Service Portal website. The page has a blue header with the text "CERN Service Portal" and "easy access to services at CERN". A search bar is on the right. Below the header is a navigation menu with links: Home, News, Navigate Catalogue, Contacts, My Profile, Site Guide, and Service Status. The main content area is titled "Knowledge Base Articles With Topic: Knowledge Base (KB)" and contains a list of 6 KB articles with their IDs and titles. The background of the slide shows a close-up of fiber optic cables.

Home Nicole Cremer [Log out] Français

**CERN Service Portal**  
easy access to services at CERN

Search: type here

Home News Navigate Catalogue Contacts My Profile Site Guide Service Status

**? Knowledge Base Articles With Topic: Knowledge Base (KB)**

*This page lists all the Knowledge Base articles with the topic Knowledge Base (KB).  
There are currently 12 articles with this topic type. Click on the name of an article to read it.*

- KB0000786: Guidelines for the creation of new articles in the Knowledge Base (KB articles)
- KB0000851: KB review process - who can initiate a KB revision?
- KB0000852: Access to Knowledge Base articles (KBs)
- KB0000853: Cannot access a KB article - why?
- KB0000854: KB article review / revision (Knowledge Base maintenance of information)
- KB0000855: Publication of Knowledge Base articles (KBs)

# Questions ?



**Thanks for your attention ! 😊**

**Do you have questions?**

**Need more demos ?**

**...**

**Contact: [service-desk@cern.ch](mailto:service-desk@cern.ch) or submit a request via the Service Portal to “IT Service Management”**