

# Northstar Health Clinics - EHR System

## Final Project Part 2 - Knowledge Management

### Group 11 - MLTI (B)

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#### PDI Instance

PDI Link : <https://dev306806.service-now.com>

username : admin

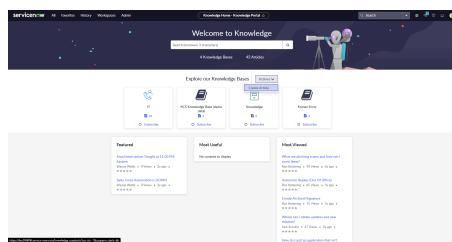
password : l10Spkd\*ZjT+

#### Result Video

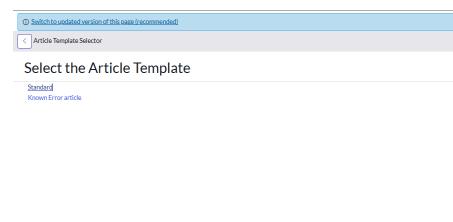
<https://youtu.be/yWUuKbGkHB4?si=B-Hy8kpg9j6Z2hgC>

#### Implementation Steps Summary - Standard Knowledge Articles

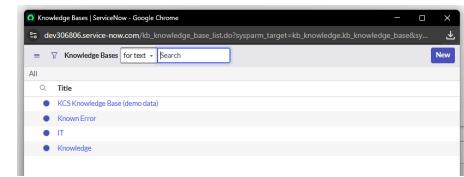
**Step 1** - Open ServiceNow, navigate to **Knowledge**, and start **creating a new article** for user guidance.



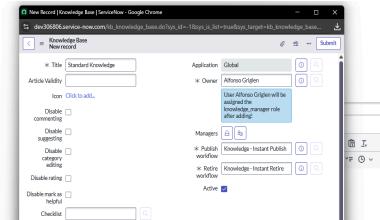
**Step 2** - On the creation page, select the **Standard article template** for end-user guidance format



**Step 3** - In the **Knowledge bases** section, click **New** to create a **new Standard Knowledge record** (metadata).



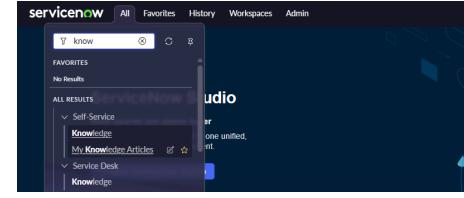
**Step 4** - Enter a **Title** (Standard Knowledge) and set the **Owner** to Alfonso Griglen.



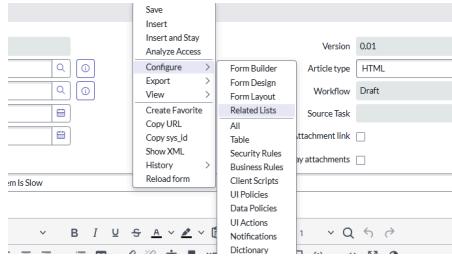
**Step 5** - Set **Knowledge base** to Standard Knowledge, **Category** to EHR, **Subcategory** to End User, fill in the article body, and click **Submit**.



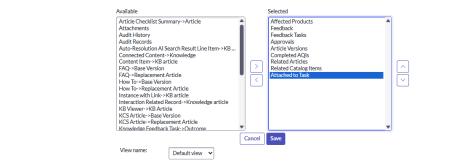
**Step 6** - Go to **My Knowledge Articles** to verify the newly created article exists in the initial state



**Step 7** - Right-click the header, choose **Configure** → **Related Lists**, to enable the Attached to Task list for linking incidents.



**Step 8** - Locate **Attached to Task** in **Available** lists, move it to **Selected**, and **Save** the configuration



**Step 9** - Open the **Attached to Task** tab and click **Edit** to select and associate related incidents.

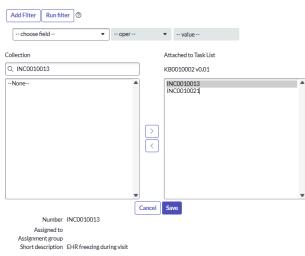


**Step 10** - Search for relevant

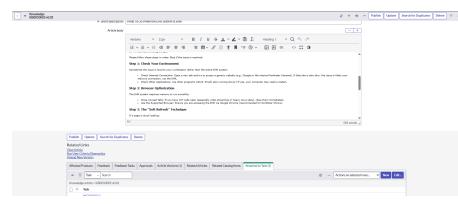
**Step 11** - Return to the **Attached to**

**Step 12** - Open the **Related Articles**

Incident IDs, move them to the **Attached to Task List** column, and click **Save**.

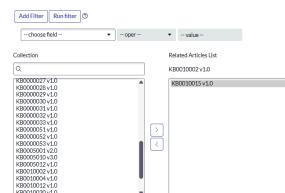


Task tab and verify the chosen incidents are now listed.



tab and click **Edit** to associate other relevant knowledge articles.

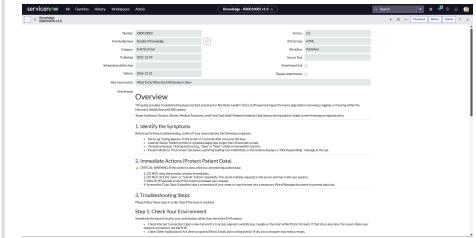
**Step 13 - Search for article IDs, move them to the **Related Articles List**, and click **Save** to create cross-references.**



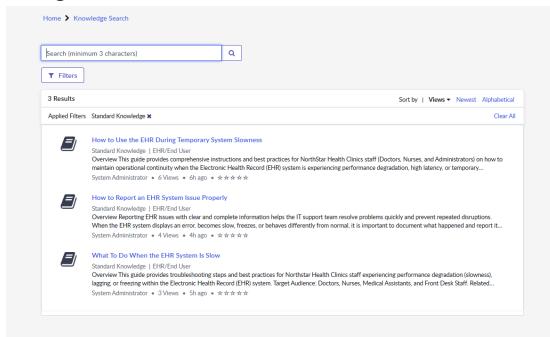
**Step 14 - Check the **Related Articles** tab again to confirm that the selected articles appear in the list.**



**Step 15 - On the article form, click **Publish** to change the state from draft to Published, making it available to users.**

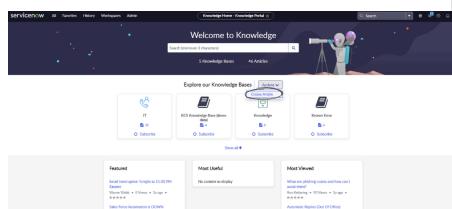


**Step 16 - Open the Standard Knowledge base and search for the article to confirm it appears as a published item.**

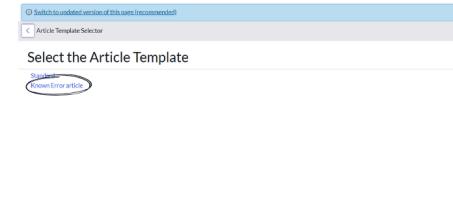


## Implementation Steps Summary - Known Error Articles

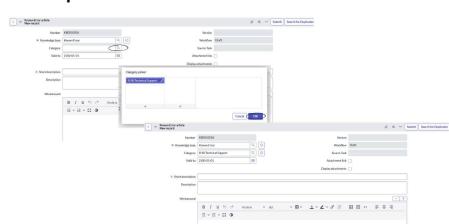
**Step 1 - Open ServiceNow, navigate to **Knowledge**, and create a **new article**.**



**Step 2 - On the template selection screen, choose the **Known Error** article type.**



**Step 3 - In the form, select the **Category** as **EHR/Technical Support**, then fill in the **Short description**, **Description**, and **Workaround** fields.**



**Step 4 - Complete the form with the **Short description**, **Workaround**, and **Cause**, then click **Submit**.**

**Step 5 - Reopen the article, go to the **Attached to Task** tab, click **Edit**, select the relevant **Incident** (INC0010020), and **Save**.**

**Step 6 - Open the **Affected Products** tab, click **Edit**, select the **EHR Database Server CI**, move it to the list, and **Save**.**

**Step 7 - Go to the Related Articles tab, click Edit, select a supporting article (e.g., "How to Report an EHR System Issue Properly"), move it to the list, and Save.**

**Step 8 - After completing all relationships, click Update to save the fully recorded Knowledge Article.**

**Step 9 - Check the Knowledge Search page to confirm the Known Error has been saved and is available.**

**Step 10 - View the full Knowledge Article in the Knowledge Base to confirm successful publication.**

## Created Knowledge Articles

### Standard Articles (End-User)

- How to Use the EHR During Temporary System Slowness (KB0010012)**  
Standard Knowledge, EHR/End User
- What To Do When the EHR System Is Slow (KB0010002)**  
Standard Knowledge, EHR/End User
- How to Report an EHR System Issue Properly (KB0010015)**  
Standard Knowledge, EHR/End User

**Short EHR Outage During High Load**  
Known Error | EHR/Technical Support  
Symptoms - Service Desk receives a surge of tickets reporting "HTTP 503 - Service Unavailable" or "Connection Timed Out" errors when accessing the EHR portal. The outage typically occurs during peak morning hours (Monday 08:00 AM - 09:00...  
System Administrator • 7 Views • 4d ago • ★★★★☆

**"Database Not Responding" Error in EHR**  
Known Error | EHR/Technical Support  
Users may encounter a "Database Not Responding" error when attempting to access or update patient records within the EHR system. The issue typically appears during peak usage periods, resulting in slow loading times, incomplete page responses, or...  
System Administrator • 2 Views • 4d ago • ★★★★☆

**EHR Login Failures for Multiple Users**  
Known Error | EHR/Technical Support  
Multiple users across various departments are currently experiencing intermittent but widespread difficulties when logging into the EHR System. Affected users predominantly report receiving "Authentication Failed" or "Service Unavailable" error...  
System Administrator • 2 Views • 4d ago • ★★★★☆

### Known Error Articles (IT Support)

- Short EHR Outage During High Load (KB0010020)**  
Known Error, EHR/Technical Support
- "Database Not Responding" Error in EHR (KB0010026)**  
Known Error, EHR/Technical Support
- EHR Login Failures for Multiple Users (KB0010021)**  
Known Error, EHR/Technical Support

## Advanced Features Used

To demonstrate an advanced understanding of Knowledge integration within ITSM, the following features were implemented and documented across the six articles:

The **Known Error article** is linked to the relevant outage **Incident(s)** so incident viewers can quickly see an official Known Error exists.



It is also tied to the correct **affected CI (EHR application serve)** to support impact analysis and future troubleshooting.

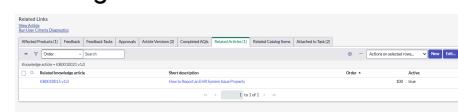


**Related Knowledge Articles** are connected as well, building a clearer knowledge network around the outage.



The **Affected Products** tab is reviewed to confirm that the selected CIs are listed, verifying that the technical scope of the login failure is properly documented.

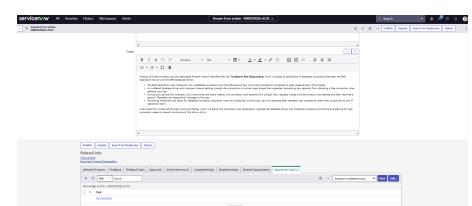
The **Related Articles** tab is checked again to ensure all intended articles are linked, confirming that no supporting documentation is missing.



The **Attached to Task** tab is reopened to verify that the related incidents and problems appear in the list, ensuring all relevant cases are correctly attached to the Known Error.



The **Affected Products** tab is reviewed to confirm the selected CIs are listed, validating the documented scope of the login failure.



The **Related Articles** tab is checked to ensure all intended articles are linked and supporting references are complete.



The **Attached to Task** tab is reopened to verify the related incidents/problems appear, confirming they are properly attached to the Known Error.

