

# 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

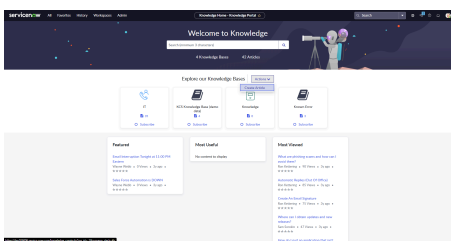
password : l10Spkd\*ZjT+

### Result Video

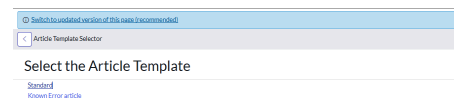
<https://youtu.be/yWUuKbGkHB4?si=B-Hy8kpg9j6Z2hgC>

## Implementation Steps Summary - Standard Knowledge Articles

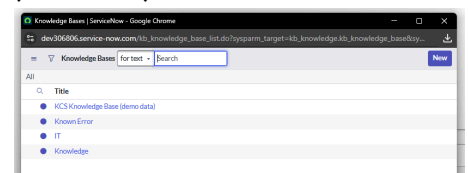
**Step 1** - Open ServiceNow, navigate to **Knowledge**, and start creating a new article for user guidance.



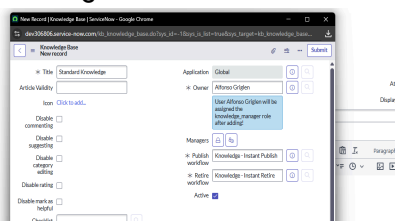
**Step 2** - On the creation page, select the **Standard article template** for end-user guidance format



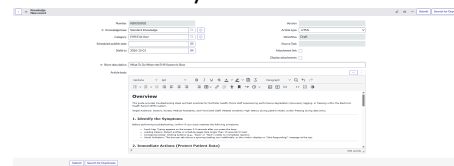
**Step 3** - In the Knowledge bases section, click **New** to create a new **Standard Knowledge record** (metadata).



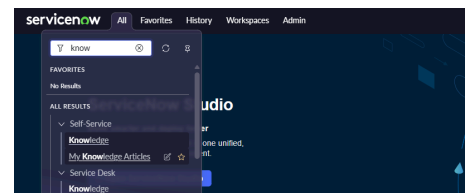
**Step 4** - Enter a **Title** (Standard Knowledge) and set the **Owner** to Alfonso Griglen.



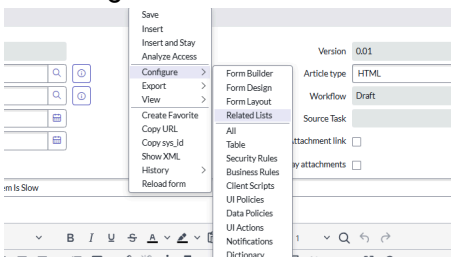
**Step 5** - Set **Knowledge base** to Standard Knowledge, **Category** to EHR, **Subcategory** to End User, fill in the article body, and click **Submit**.



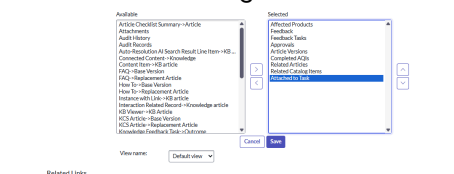
**Step 6** - Go to **My Knowledge Articles** to verify the newly created article exists in the initial state



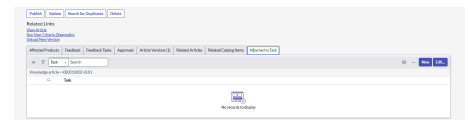
**Step 7** - Right-click the header, choose **Configure** → **Related Lists**, to enable the Attached to Task list for linking incidents.



**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.

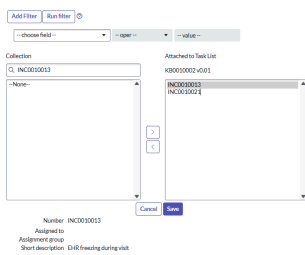


**Step 10** - Search for relevant

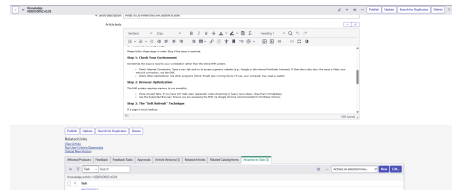
**Step 11** - Return to the **Attached to**

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

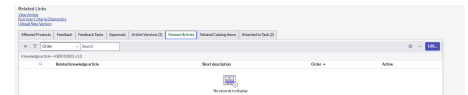
**Incident IDs**, move them to the **Attached to Task List** column, and click **Save**.



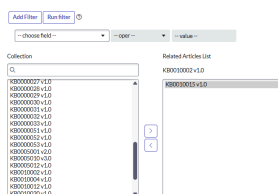
**Task** tab and verify the chosen incidents are now listed.



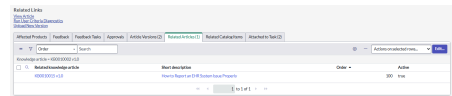
tab and click **Edit** to associate other relevant knowledge articles.



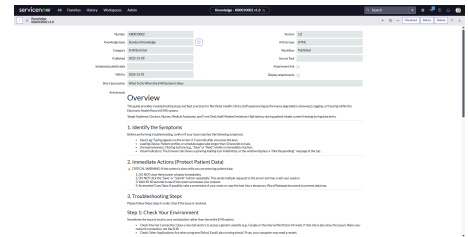
**Step 13 - Search for article IDs**, move them to the **Related Articles List**, and click **Save** to create cross-references.



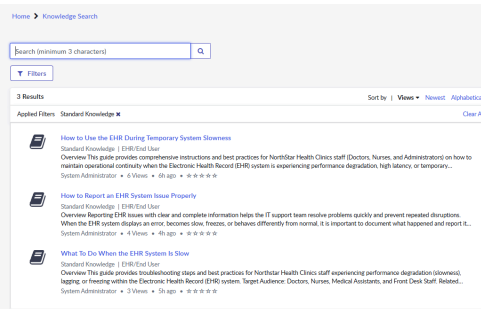
**Step 14 - Check the Related Articles** tab again to confirm that the selected articles appear in the list.



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

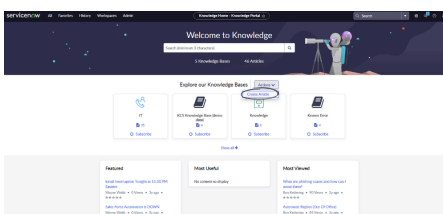


**Step 16 - Open the Standard Knowledge base** and **search** for the article to confirm it appears as a published item.

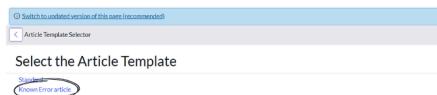


## Implementation Steps Summary - Known Error Articles

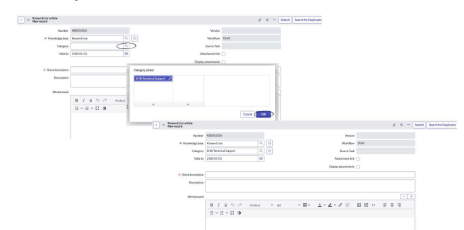
**Step 1 - Open ServiceNow**, navigate to **Knowledge**, and create a **new article**.



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



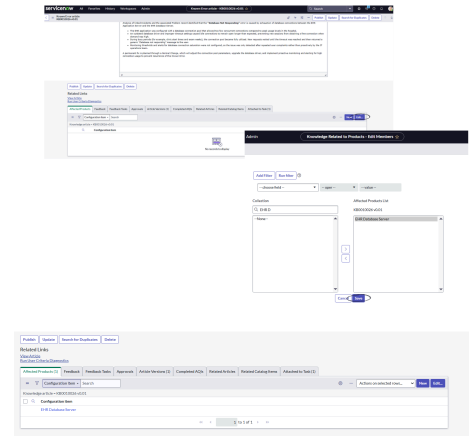
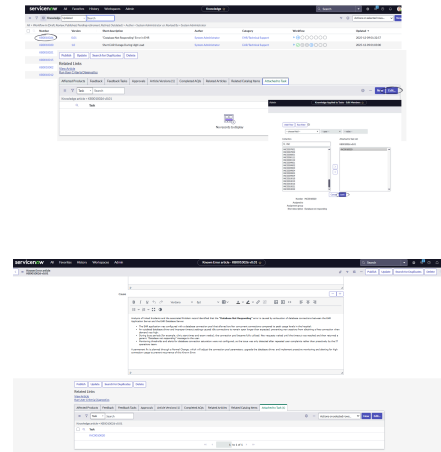
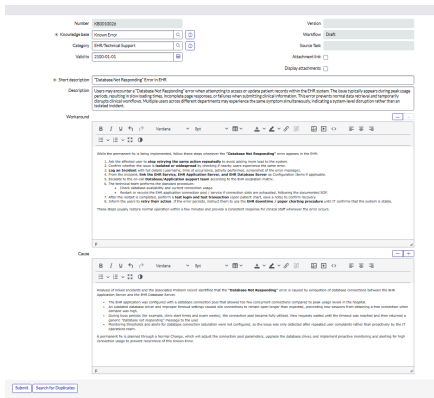
**Step 3 - In the form**, select the **Category** as **EHR/Technical Support**, then fill in the **Short description**, **Description**, and **Workaround** fields.



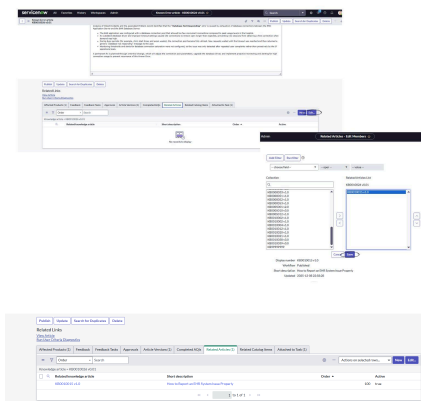
**Step 4 - Complete the form** with the **Short description**, **Workaround**, and **Cause**, then click **Submit**.

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

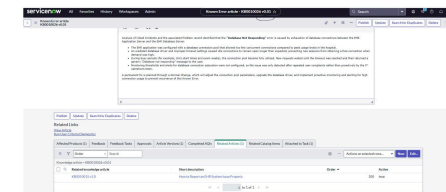
**Step 6 - Open the Affected Products** tab, click **Edit**, select the **EHR Database Server CI**, move it to the list, and **Save**.



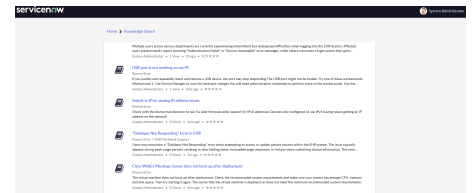
**Step 7 - Go to the Related Articles** tab, click **Edit**, select a supporting article (e.g., "How to Report an EHR System Issue Properly"), move it to the list, and **Save**.



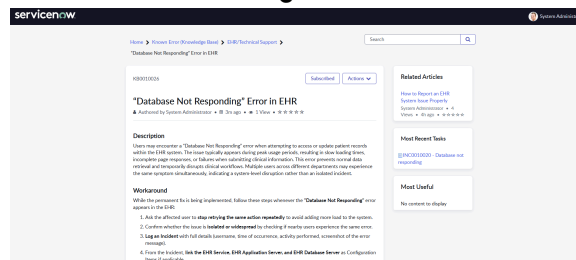
**Step 8 - After completing all relationships, click **Update** to save the fully recorded Knowledge Article.**



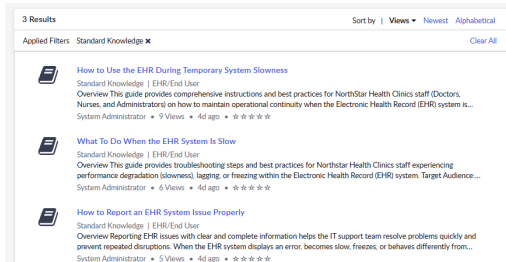
**Step 9 - Check the Knowledge Search page to confirm the Known Error has been saved and is available.**



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



## Created Knowledge Articles



### Standard Articles (End-User)

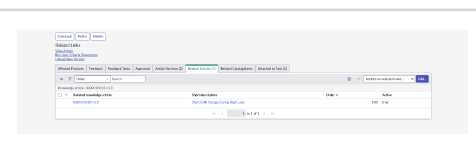
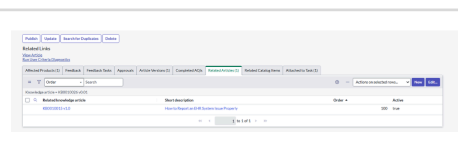
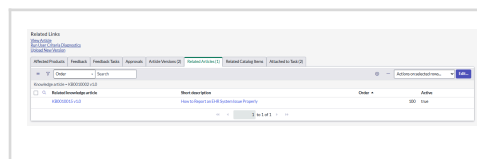
- How to Use the EHR During Temporary System Slowness (KB0010012)**  
Standard Knowledge, EHR/End User
- What To Do When the EHR System Is Slow (KB0010002)**  
Standard Knowledge, EHR/End User
- How to Report an EHR System Issue Properly (KB0010015)**  
Standard Knowledge, EHR/End User

## 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

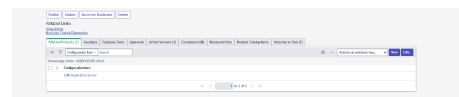
To demonstrate an advanced understanding of Knowledge integration within ITSM, the following features were implemented and documented across the six articles:



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



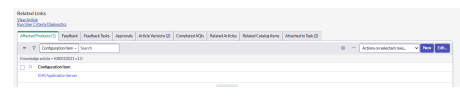
It is also tied to the correct **affected CI (EHR application serve)** to support impact analysis and future troubleshooting.



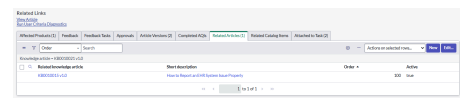
**Related Knowledge Articles** are connected as well, building a clearer knowledge network around the outage.



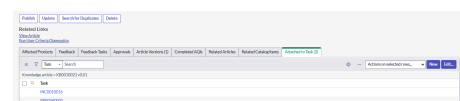
The **Affected Products** tab is reviewed to confirm that the selected CIs are listed, verifying that the technical scope of the login failure is properly documented.



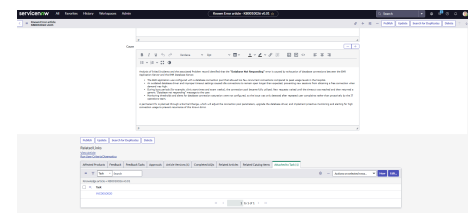
The **Related Articles** tab is checked again to ensure all intended articles are linked, confirming that no supporting documentation is missing.



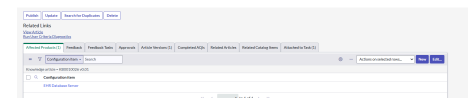
The **Attached to Task** tab is reopened to verify that the related incidents and problems appear in the list, ensuring all relevant cases are correctly attached to the Known Error.



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.

