

Guidelines for ServiceNow KB articles

There are no formal guidelines. Hadas provided the following suggestions:

- If the audience is SLAC windows users, KB is preferred. A limited set of Unix users cannot log into ServiceNow.
- If it is for the Networking team, it can be anywhere they want.
- There are no requirements for KB – licensed users just write them and publish them. Some ask their team to review and edit, others do not.
- It can be a URL to Confluence, or a copy.
 - The team should decide what is best.
 - If a URL - the user may need to log in again (to Confluence).
 - If a copy - it will have to be maintained in both places.