

SERVICENOW KNOWLEDGE MANAGEMENT (KM) IMPLEMENTATION

Course Code: 835004

This course leverages the Knowledge Management Guided Setup and discusses general knowledge administration, configuring the Knowledge Management Service Portal.

The Knowledge Management Implementation on-demand series provide system and knowledge administrators key steps on setting up and configuring the Knowledge Management application and the components within it.

This course leverages the Knowledge Management Guided Setup and discusses general knowledge administration, configuring the Knowledge Management Service Portal, configuring Knowledge-Centered Service (KCS) functionality, and knowledge search properties, and configuring translation management.

What You'll Learn

- Describe each of the available knowledge management roles in ServiceNow
- Customize a knowledge workflow
- Enable and create knowledge article templates
- Leverage field-level encryption for knowledge article templates
- Create and manage a knowledge ownership group
- Configure the knowledge management service portal pages
- Add a knowledge base to Now Mobile
- Create and customize an Article Quality Index (AQI) checklist
- Configure Knowledge-Centered Service (KCS) functionality
- Enable translation management and define auto-routing translation tasks
- Create and modify synonyms and synonym dictionaries
- Configure Search Engine Optimization (SEO) tag via knowledge article templates
- Create and modify stop words to remove search query terms that do not produce meaningful results
- Configure and modify partial match rules
- Configure and modify contextual search for incidents, cases, and HR cases

Who Needs to Attend

IT Professionals.

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ON-DEMAND

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On-Demand Outline

- KMI: Introduction
- KMI: Administration and Security
- KMI: Portals and Employee Center
- KMI: Configuring KCS
- KMI: Analytics and Metrics
- KMI: Knowledge Search
- KMI: Translation Management
- Instance Help
- Task: Knowledge user group and roles
- Task: Create a knowledge base
- Task: Configure knowledge ownership and knowledge search properties
- Task: Create a knowledge article template
- Task: Configure knowledge article form
- Task: Ownership groups
- Task: Add a knowledge base to mobile
- Task: Translation Management
- Task: Translation task routing

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