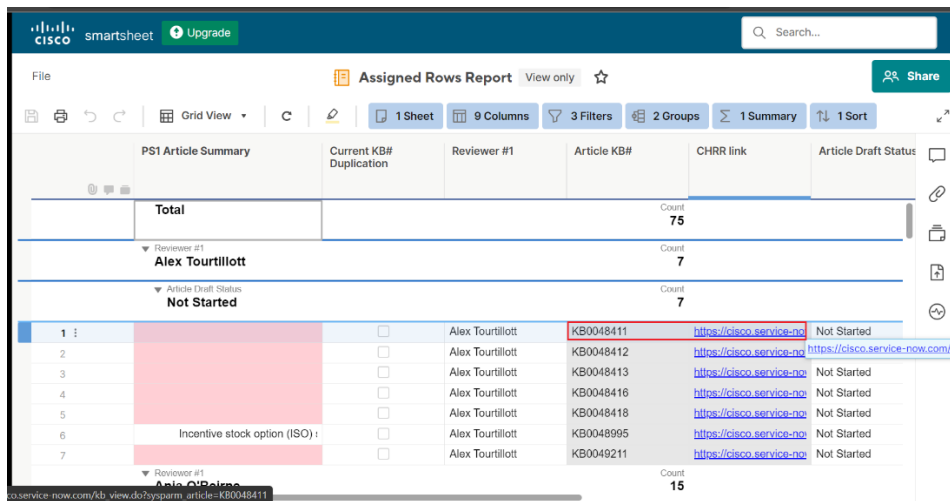


How to migrate a simple knowledge article + KBB

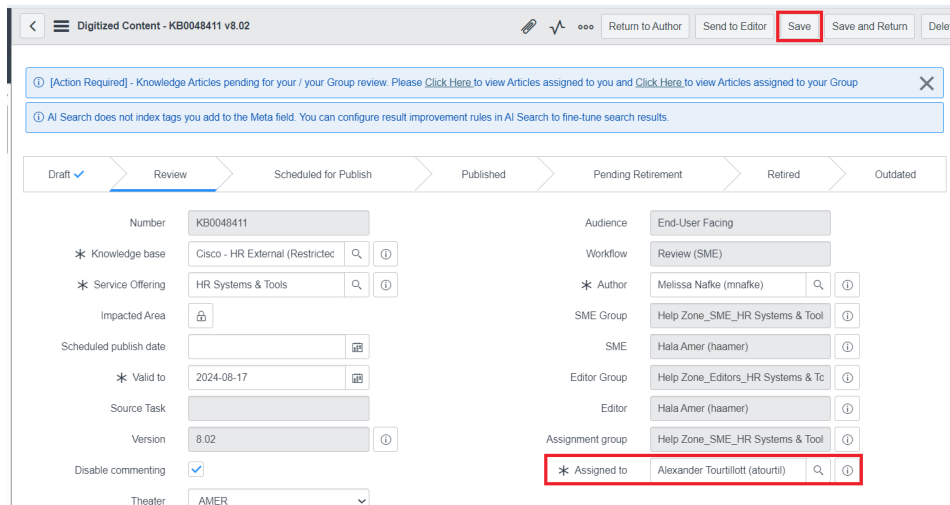
Step-by-step example of how-to migrate one simple knowledge article, and one (KBB) knowledge block – with screenshot illustrations.

1. Open a web browser and visit the KM team [Cisco Smarsheet](#) to sign-in. Navigate to your Reviewer #1 name and click the assigned ServiceNow link, to open the original article.



PS1 Article Summary	Current KB# Duplication	Reviewer #1	Article KB#	CHRR link	Article Draft Status
Total				Count	75
▼ Reviewer #1					
Alex Tourtillott				Count	7
▼ Article Draft Status					
Not Started				Count	7
1 :	<input type="checkbox"/>	Alex Tourtillott	KB0048411	https://cisco.service-now.com/kb?id=KB0048411	Not Started
2	<input type="checkbox"/>	Alex Tourtillott	KB0048412	https://cisco.service-now.com/kb?id=KB0048412	https://cisco.service-now.com/kb?id=KB0048412
3	<input type="checkbox"/>	Alex Tourtillott	KB0048413	https://cisco.service-now.com/kb?id=KB0048413	Not Started
4	<input type="checkbox"/>	Alex Tourtillott	KB0048416	https://cisco.service-now.com/kb?id=KB0048416	Not Started
5	<input type="checkbox"/>	Alex Tourtillott	KB0048418	https://cisco.service-now.com/kb?id=KB0048418	Not Started
6	<input type="checkbox"/>	Alex Tourtillott	KB0048995	https://cisco.service-now.com/kb?id=KB0048995	Not Started
Incentive stock option (ISO) :	<input type="checkbox"/>	Alex Tourtillott	KB0048211	https://cisco.service-now.com/kb?id=KB0048211	Not Started
7	<input type="checkbox"/>	Alex Tourtillott	KB0048211	https://cisco.service-now.com/kb?id=KB0048211	Not Started
▼ Reviewer #1					
Alex Tourtillott				Count	15

2. Click the **Edit > Modify** buttons; click the **Assigned to** field > search and select your name to assign the article to yourself > click the **Save** button.



Digitized Content - KB0048411 v8.02

[Action Required] - Knowledge Articles pending for your / your Group review. Please [Click Here](#) to view Articles assigned to you and [Click Here](#) to view Articles assigned to your Group

AI Search does not index tags you add to the Meta field. You can configure result improvement rules in AI Search to fine-tune search results.

Draft Review Scheduled for Publish Published Pending Retirement Retired Outdated

Number: KB0048411

* Knowledge base: Cisco - HR External (Restrictec)

* Service Offering: HR Systems & Tools

Impacted Area:

Scheduled publish date:

* Valid to: 2024-08-17

Source Task:

Version: 8.02

Disable commenting:

Theater: AMER

Audience: End-User Facing

Workflow: Review (SME)

* Author: Melissa Nafke (mnafke)

SME Group: Help_Zone_SME_HR Systems & Tool

SME: Hala Amer (haamer)

Editor Group: Help_Zone_Editors_HR Systems & Tool

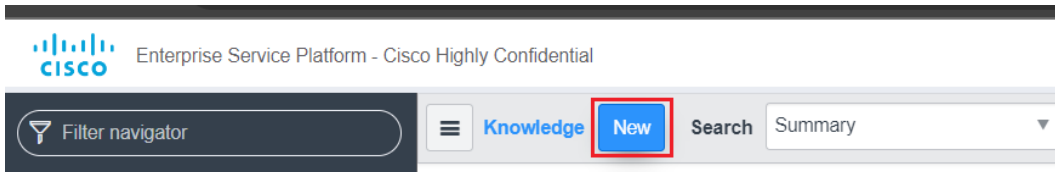
Editor: Hala Amer (haamer)

Assignment group: Help_Zone_SME_HR Systems & Tool

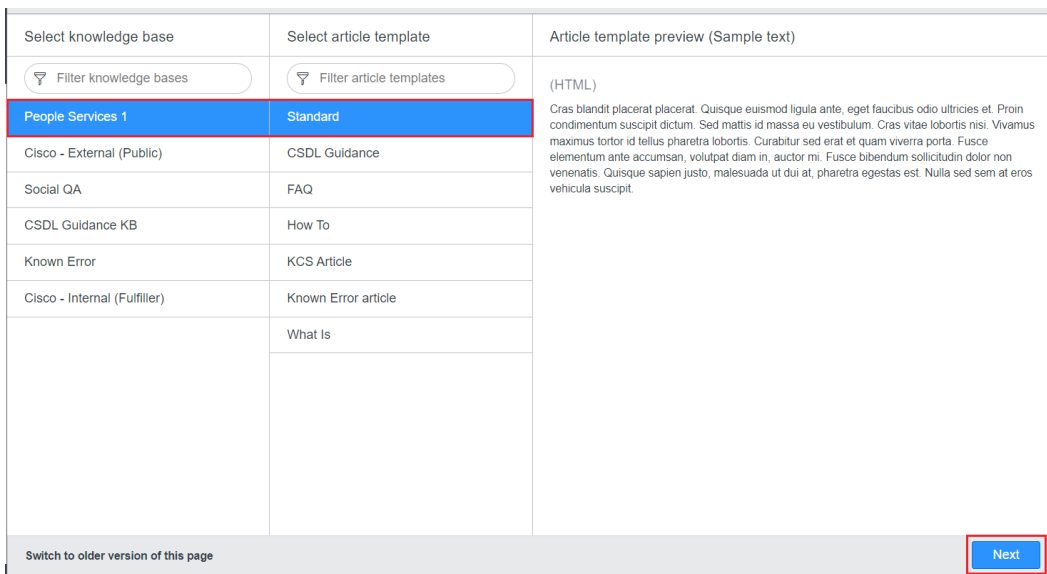
* Assigned to: Alexander Tourtillott (atourtillott)

Buttons: Return to Author, Send to Editor, **Save**, Save and Return, Delete

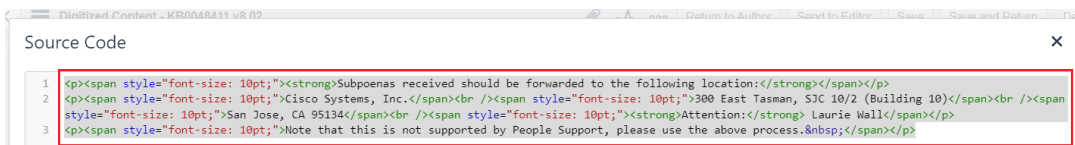
- Open a new web browser tab and visit [Cisco ServiceNow](#) to sign-in. Filter navigator: search/select **My Knowledge Articles** and click the **New** button, to create a new knowledge article.



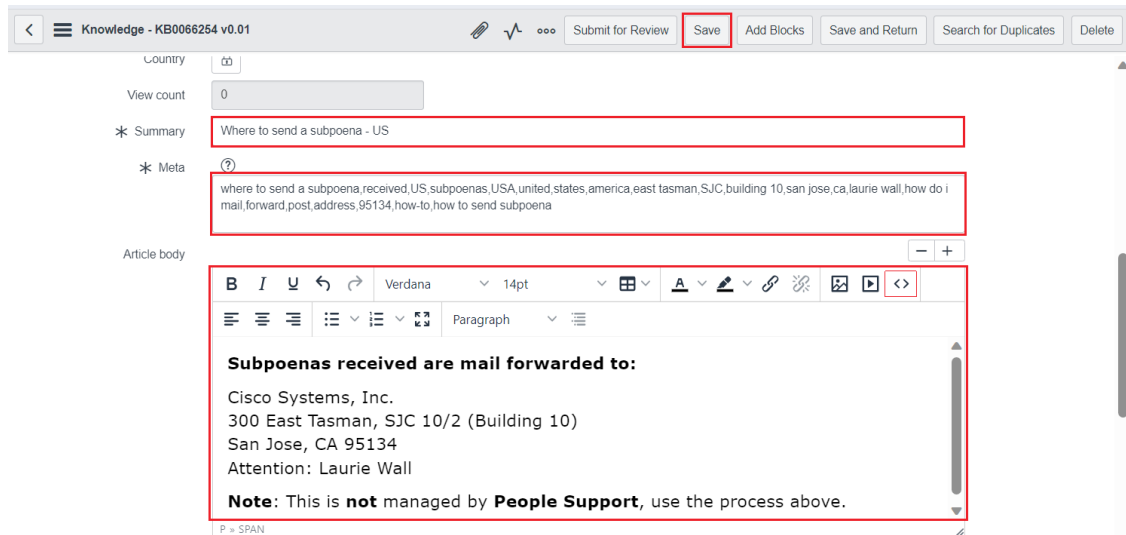
- Click **People Services 1 > Standard > Next** button.



- Copy all the (*) required field content from the original knowledge article. Remember to click the <> brackets icon, to copy the original source code.



- Paste all the (*) required content into the new knowledge article. Edit and implement applicable updates that adhere to our latest [KM style guide](#).



Tip: Click the **Save** button periodically, during the edit/update process.

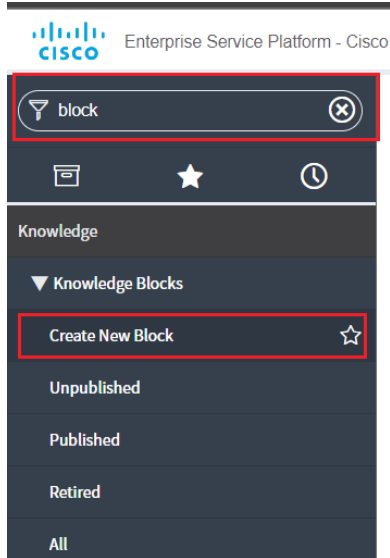
[09/08/2023] temporary solution:

Ownership group = HRSD-KM-Reporting_Analytics

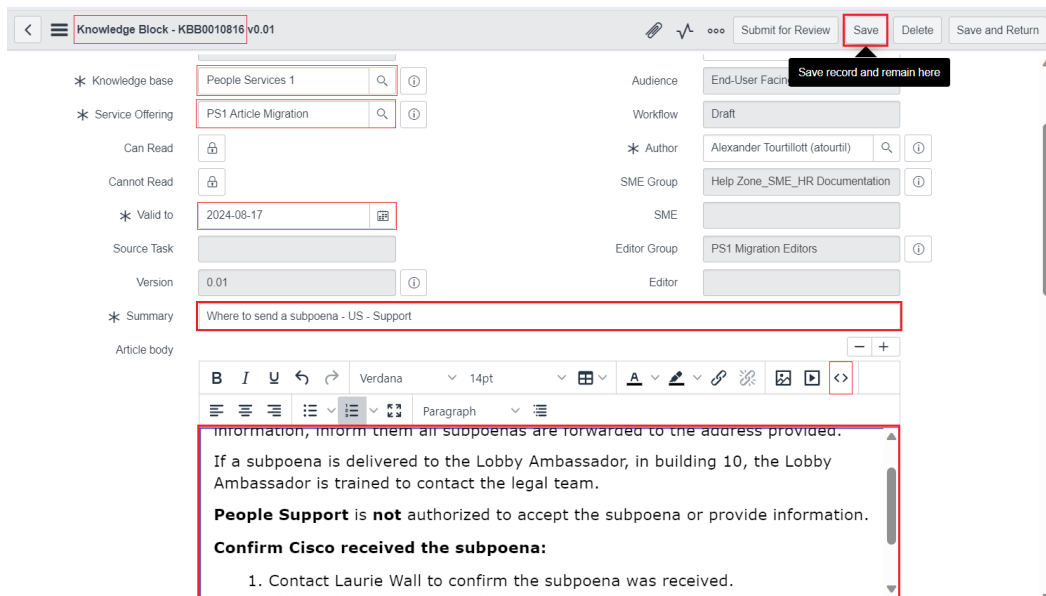
Category = People Intelligence & Reports

Can read = All Employees (HR Criteria)

7. Open a new web browser tab and visit [Cisco ServiceNow](https://service.cisco.com) to sign-in. **Filter navigator:** search **block** and select the **Create New Block** option, to create a new (KBB) knowledge block.

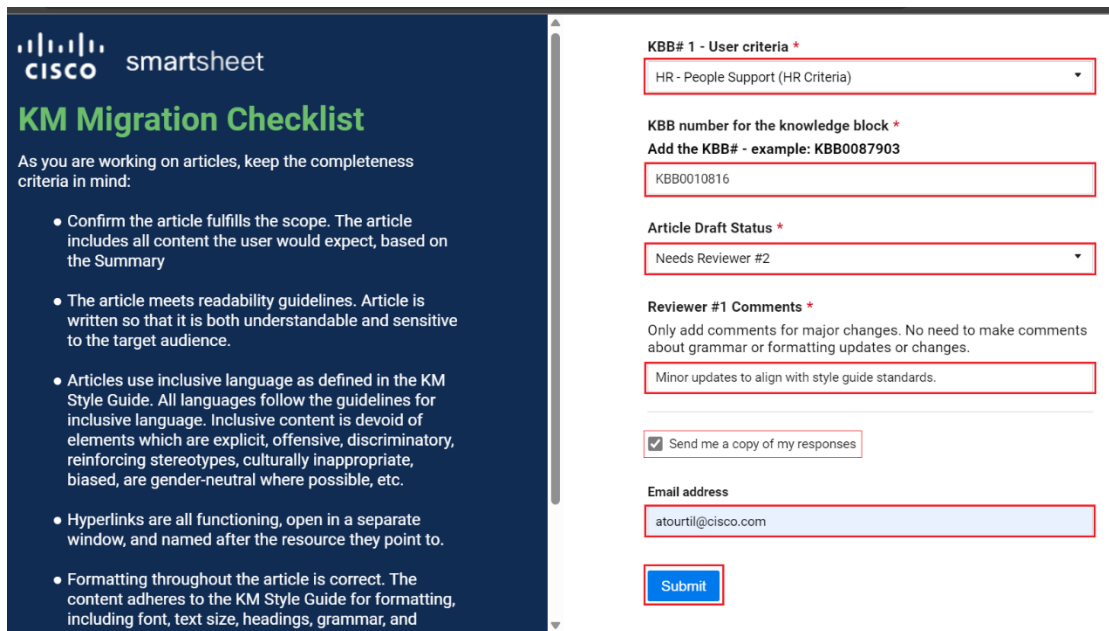


8. Copy the new articles title summary and append **Manager** or **Support**, based on the original articles field; copy/paste the original manager and/or support content into the **Article body** section of the new (KBB) block. Edit and implement applicable updates that adhere to our latest [KM style guide](#).



Tip: Click the **Save** button periodically, during the edit/update process.

- Open a new web browser tab and visit the [KM Migration Checklist](#) form. Enter all the (*) required information in each field. Check the **Send me a copy of my responses** box and enter your email address. Confirm all the (*) required article and knowledge block information is entered > click the **Submit** button. [Complete the two-factor authentication, if prompted.]

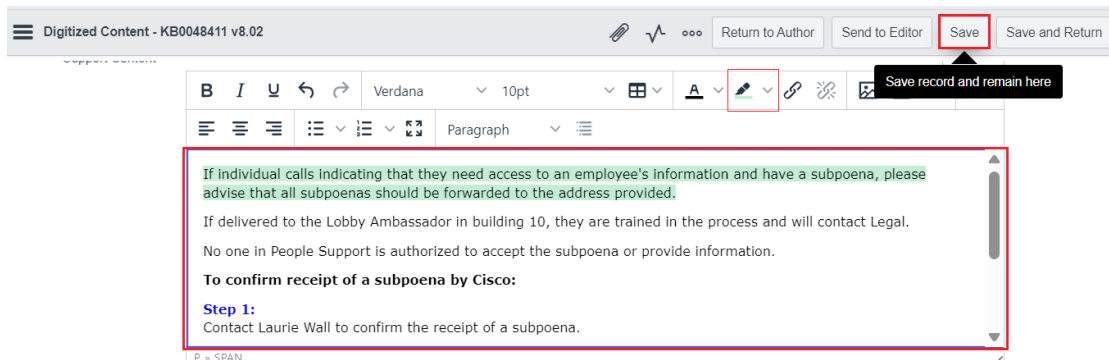


The screenshot shows the 'KM Migration Checklist' form in the Cisco Smartsheet interface. On the left, there are instructions and a list of criteria to check. On the right, there are input fields for 'KBB# 1 - User criteria', 'KBB number for the knowledge block', 'Article Draft Status', and 'Reviewer #1 Comments'. There is a checkbox for 'Send me a copy of my responses' and an 'Email address' field. A 'Submit' button is at the bottom right.

Tip: Confirm the **Success! We've captured your response.** prompt appears.

✓ Success! We've captured your response.

- Navigate back to the **original** article and *applicable* knowledge block(s) first paragraph; **highlight the first paragraph(s) with a bright color** and click the **Save** button. The **highlight** indicates this article was successfully migrated.



The screenshot shows a document editor interface. At the top, there are buttons for 'Return to Author', 'Send to Editor', 'Save', and 'Save and Return'. Below the buttons is a rich text editor toolbar with various formatting options. A paragraph of text is highlighted in green. A red box highlights the 'Save' button and the highlighted text. A tooltip 'Save record and remain here' is visible over the 'Save' button.