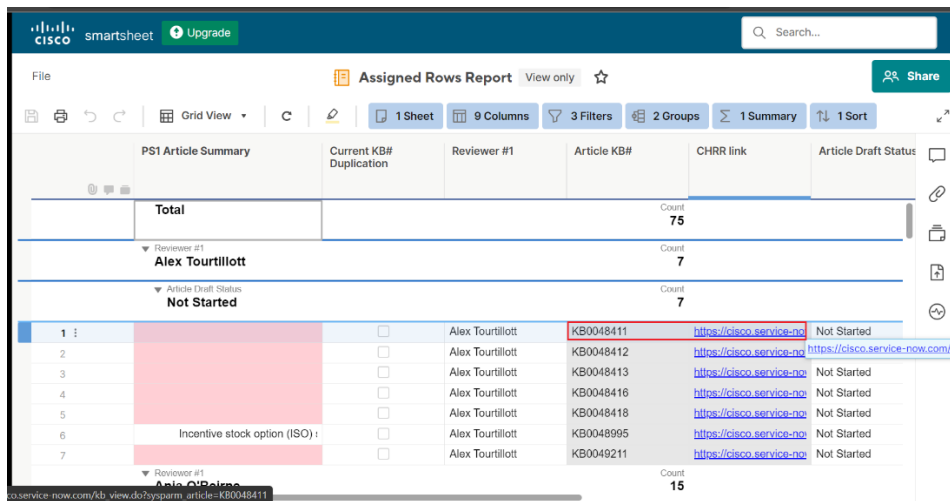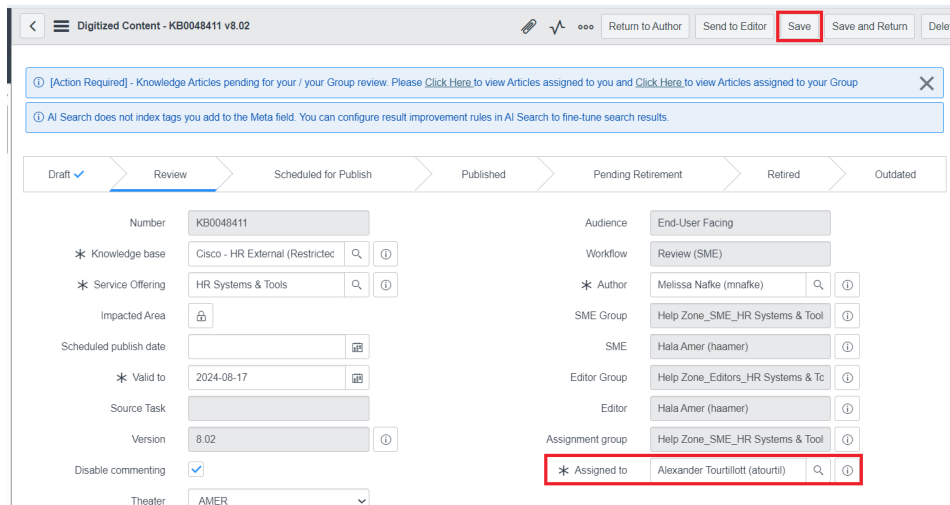# How to migrate a simple knowledge article + KBB

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.

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.

3. 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.
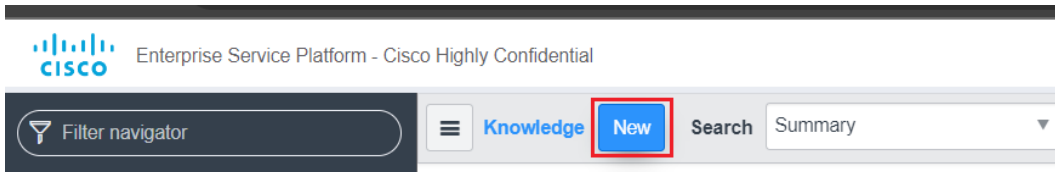
4. Click **People Services 1** > **Standard** > **Next** button.
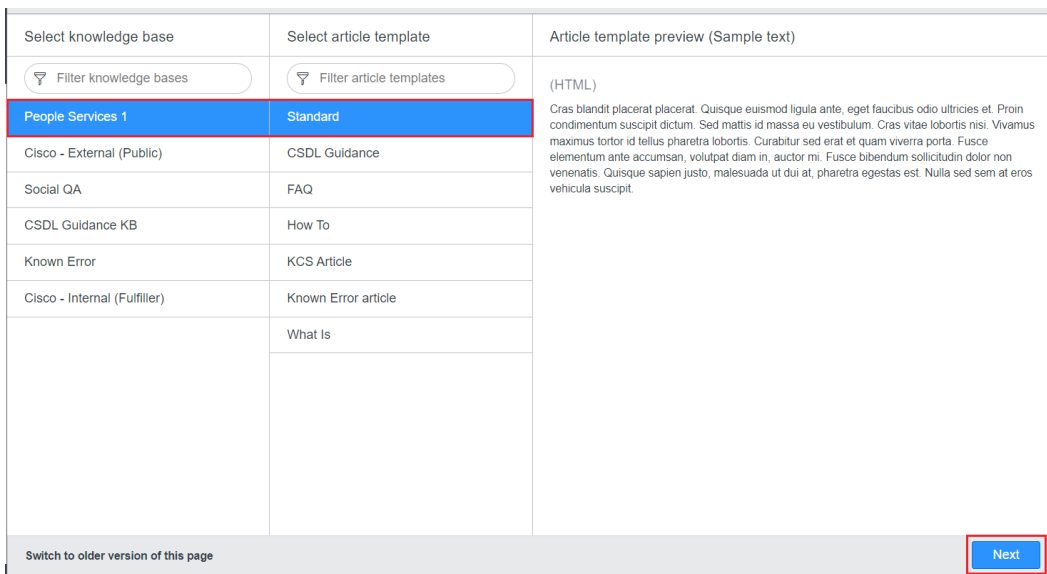
5. Copy all the (*) required field content from the original knowledge article. Remember to click the <> brackets icon, to copy the original source code.
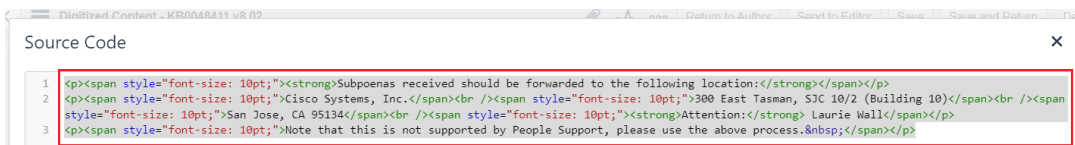
6. Paste all the (*) required content into the new knowledge article. Edit and implement applicable updates that adhere to our latest [KM style guide.](#)

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

[09/08/2023] temporary solution:

Ownership group = HRSD-KM-Reporting_Analytics

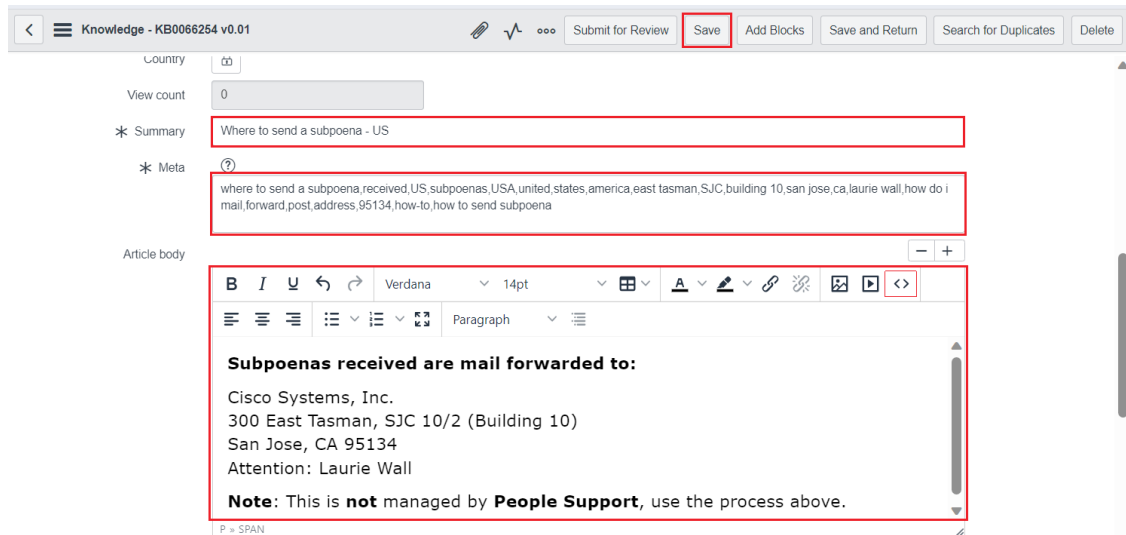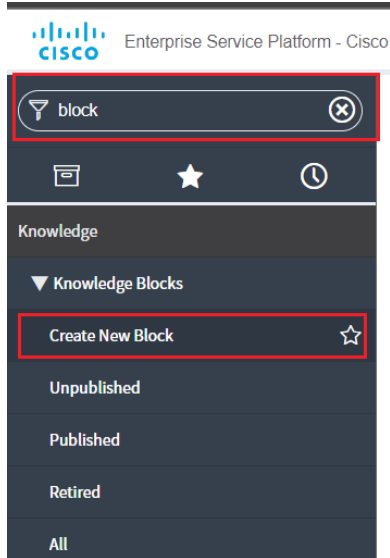Category = People Intelligence & Reports

Can read = All Employees (HR Criteria)

7. Open a new web browser tab and visit [Cisco ServiceNow](#) to sign-in. **Filter navigator**: search **block** and select the **Create New Block** option, to create a new (KBB) knowledge block.
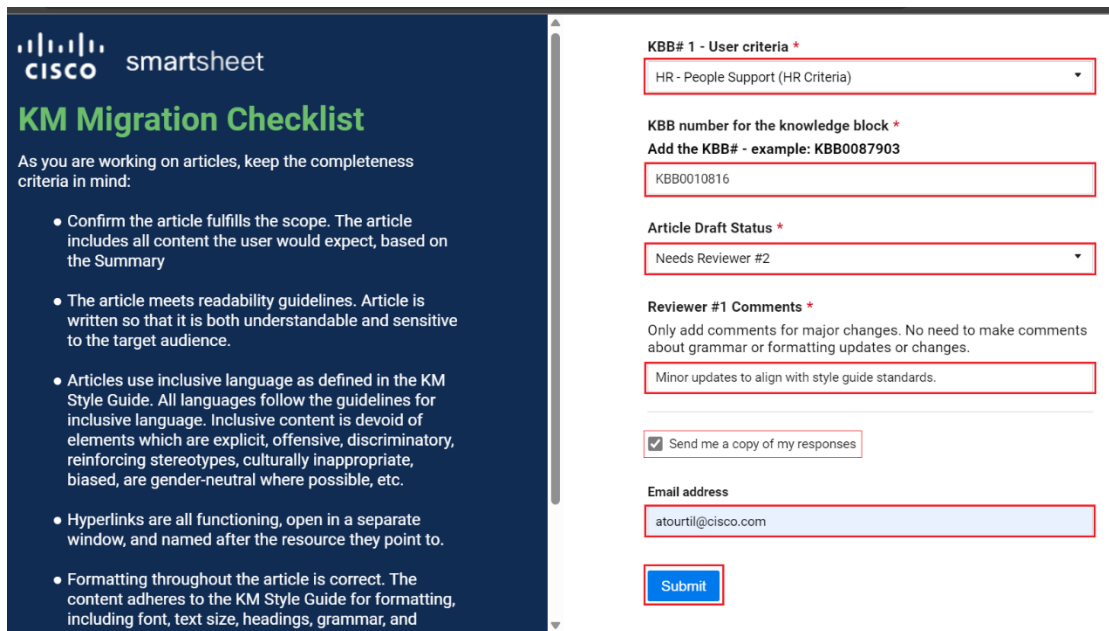
8. Copy the new articles title summary and append **Manager** or **Support**, based on the original articles field; copy/paste the original manager and/or support content into the **Article body** section of the new (KBB) block. Edit and implement applicable updates that adhere to our latest [KM style guide](#).
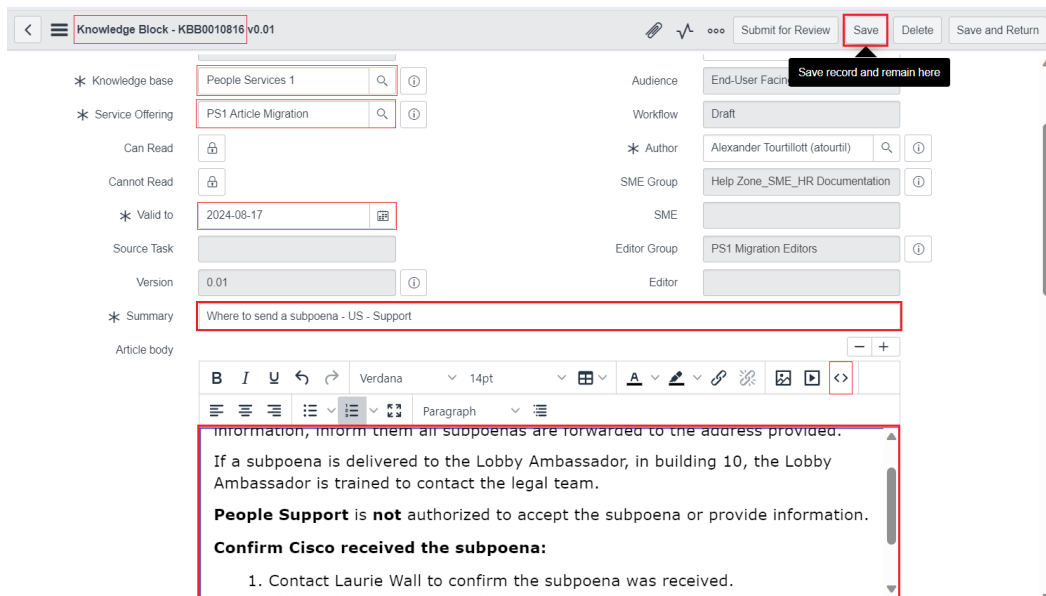
Tip: Click the **Save** button periodically, during the edit/update process.

9. 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.]
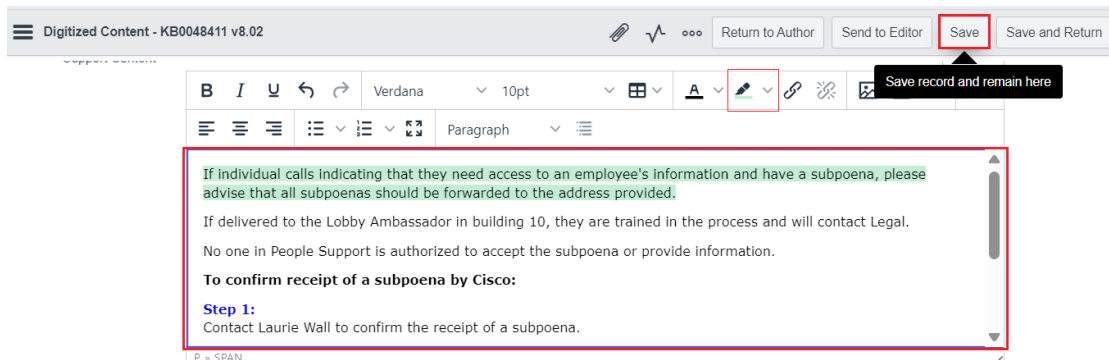

Tip: Confirm the <mark>Success! We've captured your response.</mark> prompt appears.

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