Checklist for Creating and Reviewing INTERNAL Knowledge



Process and Procedures

- [ ] Article is unique (no duplicate knowledge articles)
- [ ] Author has collaborated with knowledge owner and other stakeholders
- [ ] When knowledge exists elsewhere, provides context and link to external knowledge

Style

Article Title

- [ ] Leads with the service or application name and version number(s) followed by a colon (when applicable)
- [ ] Summarizes article contents

Content

- [ ] First paragraph is a problem statement or description that provides context
- [ ] Sentences are concise and easy to scan, paragraphs are short
- [ ] Content is well ordered; topics and subtopics are in a logical sequence
- [ ] Refer to "callers", "users", or “they” instead of “you”; use "their" instead of "your"

Format

- [ ] Topic and subtopic titles are formatted as headings
- [ ] Use numbers for steps, bullets for lists
- [ ] Link text clearly references the target content (see Create a Link in an Article) Non-UMN content is clearly described and easy to use, Links open in a new window except for in-page jump-to links
- [ ] Long articles have a table of contents (TOC) that use in-page (internal) links
- [ ] Table(s) have a header row(s)
- [ ] HTML is clean

Images/Video

- [ ] Images are inserted (not attached)
- [ ] Images have effective alternative text
- [ ] Images are associated with the step they define
- [ ] Images have a ServiceNow-generated 1 pixel border (set in Insert/Modify Image window) to define edges when necessary

Application References

- [ ] Application interface terms are referenced just as they appear in the interface
- [ ] Application interface terms are in bold

ServiceNow Edit Form

- [ ] Service Offering represents the technology being addressed in the article
- [ ] Technology field filled out unless no technology associated with Service Offering
- [ ] Assignment Group (ownership) is selected based on agreement between stakeholders
- [ ] Keywords include words not already in the title or content area that you expect someone to use when searching for content, including technical terms, jargon, and abbreviations

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