What's Happening – December 2014

AITS has implemented a self-service tool that assists faculty, staff and students in locating help with enterprise-level applications. The tool, or KnowledgeBase (KB), is designed to provide constituents at the University of Illinois with a central location for storing and maintaining web-based knowledge documents. Benefits of the KB include:

- Improving end user self-service experience
- Expanding self-service presence
- Eliminating duplicate content and knowledge applications
- Allowing for more creative documentation (e.g. graphics, links and images)
- Providing a search option for users to look at content published by KB partner institutions such as the University of Chicago, Northern Illinois University, Southern Illinois University and the University of California, Berkeley

Visit the KB at http://answers.uillinois.edu/ua. If you have additional questions or would like to add a document, contact John Cowsert at cowsert@uillinois.edu.