

IT Knowledgebase System

An IT Knowledgebase System is a centralized platform designed to store, organize, and manage technical information, procedures, and solutions related to IT operations. It provides quick access to troubleshooting guides, FAQs, system documentation, policies, and best practices, enabling IT staff and end-users to resolve issues efficiently and consistently. The system helps improve productivity, reduce downtime, support standardization, and preserve institutional IT knowledge for ongoing and future use.