

Knowledge base creation

A software knowledge base is a repository or library of information about a software product. Users can consult knowledge base texts to answer their questions and clear up ambiguities regarding the software. The documents in a knowledge base address the users' frequently asked questions and provide solutions to the most common issues.

They focus on problem-solving, often incorporating workarounds or troubleshooting options. Therefore, a knowledge base is often used as a self-service portal. Users can browse self-help articles instead of contacting Customer Support.

It is therefore important as part of software maintenance to ensure that any knowledge bases are updated as part of maintenance activities. For example maintaining a log of issues noted and how they have been resolved.

To make maintenance of software easier it is important to keep updated documentation of the following:

- Configuration document - Configuration management documentation is primarily concerned with the functional relationships among parts, subsystems, and systems for controlling system change. It supports verifying that proposed changes are systematically analyzed to minimize adverse effects.
- Documentation of common issues and their workarounds or resolutions. It is important to keep a record of common known issues and their workarounds and resolutions. This fast tracks

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