Meeting opened by Frank Mannle, Director of User Services, DoIT

Matt Bonilla, User Services Department and Ian Lazerwitz, ITID

- What is Knowledge Tools?
- Knowledge Tools components
- accessing information from Knowledge Tools

Matt Bonilla spoke about the Knowledge Tools product. A system that can provide the Pace University community with the tools needed to effectively capture, record, and index system problems and resolutions while managing valuable IT information.

The components of Knowledge Tool are:

- **knowledge management**—which refers to the concept of finding, organizing, and publishing knowledge which is either *canned knowledge* (information purchased by the University as part of this package) or *internal knowledge* (information created by individuals within the Pace and reflects information that is proprietary to Pace University)

- **knowledge base**—which is the information that is captured and made available for retrieval and accessible using a search engine

Ian Lazerwitz demonstrated how Knowledge Tools works. The DoIT online self-service Helpdesk, located at [http://doithelpdesk.pace.edu](http://doithelpdesk.pace.edu) is where users can search for a solution to their problem. The information available from Knowledge Tools provides a wide range of topics ranging from “How to set up a printer” to “Understanding advanced features of Microsoft Access”.

Alex Burka and Larry Robcke, Client Support Office, ITID

- mapping printers to the Pace network
- PCs in Pace domain

Alex Burka and Larry Robcke demonstrated how to map printers to the Pace Network.

The PCs in the IMO’s respective departments should be connected to the Pace domain. Presently, when a technician from DoIT is on a services request call, they move faculty and staff computers from staff-fac domain to the Pace domain.

**Meeting closed after an update by Frank Monaco.**