

Which Knowledge Base should I use?

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'https://fmcnadev.service-now.com/api/now/table/sys_user/fc3e5dd71b226810d19f74c51a4bcb2b',

'value': 'fc3e5dd71b226810d19f74c51a4bcb2b'}

Category: {'link':

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We have three general types of knowledge bases, those for ITS, those for end users, and those for individual ITS teams.

Knowledge bases with Help Desk in their name are for ITS ticket resolvers via the Incident Form, the Knowledge Home Page, and the Search Global field in your browser's title bar.

Global Help Desk - visible to Global ITS Users
APAC Help Desk - visible to APAC ITS Users
EMEA Help Desk - visible to EMEA ITS Users
LATAM Help Desk - visible to LATAM ITS Users
Help Desk Wiki - visible to NA ITS Users

Knowledge bases with IT Clinic in the name are visible to all FME Users via the ServiceNow Portal, the Virtual Assistant, and for ITS Users, via the Knowledge Home page and the Search Global field in your browser's title bar.

Global IT Clinic - visible to Global FME Users
APAC IT Clinic - visible to APAC FME Users
EMEA IT Clinic - visible to EMEA FME Users
LATAM IT Clinic - visible to LATAM FME Users
IT Clinic - visible to NA FME Users

Some ITS Teams have a knowledge base available only to them to store the knowledge they need to manage their operations. Examples include:

Backup Team Knowledge Center
ECS Virtualization Team Knowledge Center
Mobile Device Team

To request a new knowledge base please use the catalog item [Request a New Knowledge Base | ServiceNow](#).