Choosing and Deploying a Knowledge Base

Knowledge Base – start here...

- We don't have one, but think we want one...

- Somewhere to put 'good technical stuff'

- Useful both to ISC (internal only) and to those who use our products and services

- Sticky question – public or login-required?

Knowledge Base – about bikesheds

- How to choose the best KB for (all of) our needs?

- Don't need to involve everyone!

- Make the most of existing and varied in-house experience

Knowledge Base – Criteria

- Systematic approach
- Specify functionality/features
- Determine 'must have's
- Rate 'nice to have's
- Evaluate objectively
- Flexibility – analyse and understand subjective feedback

Knowledge Base - Evaluation…

- Potential candidates identified via recommendations, searches etc.
- Initial shortlist (9) – quick evaluation against criteria (1 team member review only)
- Picked the top 4 per systematic rating
- Demo copies installed – different team member did thorough evaluation
- Discussions/consensus reached on final 2
- Sought feedback from ISC staff and then…

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Knowledge Base – rolling it out – new challenges!

- So.. we've got this nice shiny new (empty) KB...

Knowledge Base

https://deepthought.isc.org/