Knowledge Management (KM) Processes - DRAFT

This is for ongoing maintenance of the knowledge base once a department or office's initial responses have been enabled in IntelliResponse (IR).

Some responses will be time-sensitive and may only be valid for one semester or school year. These responses can be set to automatically generate a reminder to the KM team to update content when they are near their expiration date. Also these can be set to automatically disable once their content expires. KM will forward the reminder to the appropriate department, assigning a task to the department liaison in IR and giving further instructions as to the content that needs to be updated. If the liaisons have an IR login, they can update the content themselves, and KM will proofread and edit for style and clarity and ask any questions if there's ambiguity in any response. Or the liaisons can send edits to KM who will enter the updates.

Other answers may need to be updated in response to changes in policies, procedures, services, programs, etc. At some point in the future, this is where having publications (using the widest sense of the word to include print, web, electronic, social media) and policy documents deposited in the Archive as part of KM will alert us to nontime-sensitive responses in IR that may need to be changed. But until that occurs, we have to rely on keeping a look out for announcements, changes on web pages, new initiatives and social media that indicate when changes to responses in the knowledge base may be needed.

Once these responses are identified as needing attention as outlined above, a reminder will be sent to the appropriate department about checking its IR answers and website for currency given the changes taking place. If any changes need to be made in IR, again if the liaison has a login, they can do it themselves or submit edits to KM.

No matter how edits are made, KM will create/edit metadata including canned expressions, criteria and related questions. Time-sensitive responses will be marked as such with reminders set up for when the content will expire...and the cycle can begin all over again.

Any IR responses that are neither time-sensitive nor edited for any other reason may need to still be checked for currency on a regular basis. Perhaps once a year, a general update call could be sent to each department that has content in IR to check it for currency and completeness (with a gentle reminder to also check their website as well). These reminders could be staggered throughout the year and timed to best work with each department's yearly schedule.

IR supports short-term Q&A by allowing responses to be scheduled so that they are put up and taken down automatically extending only over a few days, weeks or whatever time frame is needed, for example Q&A regarding a one-time event. Departments should know about this capability and that they can send these short-term responses to KM for scheduling.

A delicate area are responses that touch on one or more academic or administrative areas.
These responses can live in a separate folder in IR because they will need extra work. Multiple reminders will need to be sent so that all interested parties are notified about the need for an update at the same time. Multiple answers may need to be synthesized. Because of this, these responses would be better not being edited directly by the departments. Perhaps SIC has a role to play in this since they are cross-disciplinary by nature?

Finally the library should walk the talk and become a model of good KM practices itself, educating and inspiring everyone else.

Pie in the sky idea: Instead of sending everyone a yearly (or whenever) reminder to check the currency of all their content that hasn't been otherwise updated in the past year, we could have a knowledge base edit-a-thon. We invite people with kb content responsibilities from all the departments to our computer lab or (E Atrium with laptops), supply snacks, and have an open house where they can come in and do their content updating in a more social and collaborative environment.

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