1. Who is the Target Audience?

- Target audience is any organization or group of people who want to share the knowledge in the organization.

2. What kind of roles will be there?

- Admin Role: Administrator of application, who have all the permissions and access level in application. Specific role is to create users.
- Manager Role: Second user level of the application who can create article, edit his/her articles and approve (publish) the articles created by others. And search/access all published knowledge articles in the application.
- General User Role: Lowest user level of the application who can create articles, edit his/her articles. And search/access all published knowledge articles in the application.

3. Per each role (admin/manager/user), what data needs to be shown on dashboard/home page?

- To Admin :
  o All the knowledge articles which are pending for his approval.
  o All the recently added knowledge articles in application
  o All the recently updated knowledge articles in application
- To Manager :
  o All the knowledge articles which are pending for his approval.
  o All the recently added knowledge articles in application
  o All the recently updated knowledge articles in application
- To General User :
  o All the knowledge articles created by this users.
  o All the recently added knowledge articles in application
  o All the recently updated knowledge articles in application

4. Explain one scenario where the knowledge management tool will be helpful?

- To share the knowledge articles at organization level, which includes general articles, documents, how-to articles, reports and troubleshooting articles.

5. What are the advantages of Knowledge management tool?

- It will help to create Knowledge base for organization.
- One place where everyone can collaboration and share the knowledge.
- Confidential knowledge can be shared with specific user level.
- Control of access and level information through user login.
- Role based security access of knowledge articles.
- Notifications through emails to all users.

6. What is the current process like?

- Looking for an application which is easy to use and to create and browse for various content available as knowledgebase.

7. What is the biggest issue the target audience is facing?

- People in organization can't store and share the knowledge with each other.

8. What is the best part of how the process is handled now?

- By knowledge sharing sessions and meetings.
- By creating documents and sharing with each other through different channels.