### **Purpose**

The purpose of this plan is to identify the document management team, Agency (Agency Acronym) requirements, lifecycle of documents, and Database System (System Acronym) Knowledge Base (KB) publication and backlog management work instructions (WI).

### Team

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| Role | Name | Email | |
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## **Notes:**

**Topic:** Describe topic that must be addressed and by whom

**Roadblocks:** Describe roadblock that must be addressed and by whom

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### <<Lifecycle Sample>>

### Cycle contains five stages with varying but integrated tasks.

A picture containing compact disk, electronics

Description automatically generated

**Discovery:** Artifacts are identified through dashboards filters/reports and requests for creating, updating, archiving, or deleting documents.

**Capture:** Knowledge currently held by individual employees, teams, documents, or processes) must be recorded through communication efforts with Subject Matter Experts (SMEs), document owners, Developers (Devs), Business Analysts (BAs), Business Owners, Stakeholders, and management.

**Organization:** The classification, categorization, and indexing of information. Knowledge organization enables easy retrieval, navigation, use and sharing of information among employees and teams.

**Assessment:** Tasks such as priority, status, timeline, and next steps are established.

**Design:** Create templates to deliver content that is appealing, meets business requirements, and adapts to <<Agency>> brand, for effective communication on multiple browsers and platforms to ensure a seamless interaction between audience and content.

**Development:** Applying **Design** standards, the appropriate format(s) to the document are utilized, however, is fluid and able to be changed as needed.

**Proofreading:** This includes but is not limited to updating a Word draft, proofread for spelling and grammatical errors, manage links and update screenshots as needed.

**Review & Publish:** Collect feedback from team, validate the document is ready for publication.

**Implement:** Tracking how often the article is viewed, utilized, and audience retention of message.

### Stages Tracking:

### Discovery & Capture

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## List any action items that must be completed and by whom

### Organization and Assessment

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### Design and Development

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### Proofreading

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### Review & Publish/Implementation

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### Deliverables List

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| <<Procedure Topic Title>>  Note: |

### **Work Instructions**

These Work Instructions were created to guide personnel in <<TASK>>.

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