California Prototype - Interview 1

Interviewee: Dan Streit

Founder, Single Source Training

Single Source Training provides clients with e-learning and knowledge management platforms to train and certify their employees and contractor base. Creating better service, compliance, sales, in the ever changing regulatory environment we have a custom document management system that allows tracking and transparency for all parties to the transaction.

This interview was conducted to obtain user feedback on the Creating, Sharing and Development of Knowledge Articles.

General Questions Regarding Knowledge Management Systems:

Who are the primary user groups of Knowledge Management Systems?

You typically have three types of users: Administrators, Authors and Consumers of information. Sometimes these roles overlap, other times not, but its best to think out each of these functions as a separate use case.

What is more important, viewing Knowledge Articles or creating Knowledge Articles?

The goal of any KMT system should be the ability to provide easy access to information. Creating KA's is important and there are best practices around the creation of those, but without the ability to easily access KA content, the system is not doing its job.

What would you consider best practices for KA creation?

Knowledge Article creation needs to be simple and straight forward. You want to keep the authoring and editing to a single page to make it easier to create and publish articles. Introducing friction into this process will ultimately reduce the number of articles that get created and will likely result in only a few articles being created by a select few that were brave enough to go through the entire process. The beauty of a KMT is to allow all parties within an organization to showcase their respective strengths through KA creation.

Should authors be allowed to approve their own articles?

In certain situations, the author and approver can be one in the same, but its best to have a check and balance to make sure content is appropriate before being widely available.

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Recommendations:

- Make it easy to find KA's and information with proper filters and search functionality
- Simplify the article creation process, preferably keep it to a single page
- Try to separate KA creation from KA approval for proper checks and balances