Overview

This paper examines the conceptual framework for analyzing and setting up the governance of a knowledge base platform.

Our goal is to provide highly confident interactions between content providers and users. Confidence is gained from repeated experiences with a maintained platform that contains accurate, useful and fresh information that lets users navigate through and work with the different content services.

Introduction

The reason to provide governance for the Com/Tech knowledge base is to give its users a clean path when storing or searching this space for data, instructions, or solutions to a problem.

A knowledge base platform must have inclusive methods for collaboration among stakeholders from multiple groups that encourage opportunities of initial delivery and regular innovation updates to a knowledge base platform's services and functionality. Specifically the goverable principles must address the following requirements:

- searchable (discoverable)
- durable
- taggable
- accurate
- able to deliver any content format seamlessly
- fresh and refreshed information
- update notifications to doc owner
- handle communications of completed work

Data search process facilitators

Technology changes fast and new information explaining the new technology must be readily available. No one wants to waste time, so the platform and its services must not be cumbersome (think excessive clicks, levels, and outdated or empty files). Platforms and their infrastructure need to enable quick and simple interactions between participants.

Data management is at the heart of this piece of a successful platform and content. A process facilitator screens and tags files from platform content providers and leverages that data to make connections between groups of users.

With process facilitators, the platform can help users find and compare content, products and services. In this way platforms help users make the best choices when searching for answers or new information. Seamless online access to content, in combination with screening confidence and content summary (or user reviews) is important when users decide to search, consume and share content.

Platform governance design by our requirements

Any platform we use must these testable requirements:

- Searchable (taggable).
- Meaningful information, such that the first posting content is screened before publishing to a large audience.
- Allows content displayed from other content providers, so that the user can view the native file with the least amount of effort.
- Age dates are trackable so that content owners are notified to update or remove files.

Platform content governance by academic agreement

Searching for content must be intuitive and easy to reach. The documents must be stable and current. To provide highly confident search interactions, a successful search is defined by:

Successful search criteria	Criteria discussion details
Fewest number of clicks within reason.	While fewer clicks are a goal to keep in mind, the canonical wisdom is to use common sense or risk unnecessarily flattening and thinning your data structure when using a strict x-click rule.
Data that is grouped into logical areas tailored for our customers.	Grouping data is outside of this platform governance paper. *Designing the correct navigational aspects that reaches beyond a search box requires UX research into the users thought processes and tasks.*
Useful content defined by clean, fresh content supporting current products	Enterprise search will not work out-of-the-box, and the human in the loop is essential, e.g. for customization, continuous relevance assessment and tuning.
Easily recognized useful information as an end result. Give end-user a way to interact with the page	Add interactive options so that users can both recognize the useful data link and give feedback with a points system or summaries.

Summary

For platform governance consider the following interconnected strategies:

- Leveraging current and quick-fix technologies to create 'community-driven' forms of organization.
- Determine user expectations and design for delight.
- Design an open and accessible platform culture.
- Facilitating the creation, curation, and consumption of fresh content with a human in the loop.

REFERENCES

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The End of 'Corporate' Governance: Hello 'Platform' Governance, by the European Business Organization Law Review

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Why the Three-Click Rule Won't Improve Your Website, by UX & Design

Searching the Enterprise - book, (pdf) or summary (pdf) University of Essex, UK and Flax, UK

(Find more references, see the tail-end of Wikipedia Document management system)

SPECIAL LINK FOR CONFLUENCE USERS

A public marketplace solution, Midori User Manual for content management processes through consistent workflows and automation.