

## COVEO KNOWLEDGE ASSESSMENT

The Coveo knowledge assessment provides a thorough evaluation, summary of findings and recommendations pertaining to knowledge sharing and management practices within the organization.

Through a series of interviews with various stakeholders, a report is compiled to highlight both current “assets” and “opportunities” in the organization compared to industry benchmarks and best practices.

### Introduction & Discovery

A preliminary meeting is scheduled with the leadership team to provide an overview of the Knowledge Assessment and how it works. An overview of Knowledge Management best practices including Knowledge-Centered Service (KCS v6<sup>SM</sup>) is provided.

This session also includes a review of organizational goals, structure, technology, success metrics, and current processes.

### Knowledge Assessment & Interviews

A series of interviews are conducted with representatives from the management team, knowledge workers, IT and Content Management teams.

Interview questions will focus on gaining perspectives of all stakeholders on the current processes for incident management, problem solving, technology and infrastructure, knowledge & content management, company culture, community and online support site management, and current measurements.

### Self Service Assessment

A review of the self-service site experience is done based on the ASP (Association of Support Professionals) “The Year’s Ten Best Web Support Sites” criteria which includes - customer & user experience, findability, analytics, content gaps, integration, interoperability and functionality

### Assessment deliverables

A written report will be provided that includes the following:

- Stakeholder interviews, observations and assessment notes
- Knowledge Management and Self-service Maturity model
- ROI model for KM implementation with and without self-service (if self-service does not exist)
- Gap and opportunity analysis of current practices
- Recommended roadmap and timeline for an ongoing strategy to improve KM practices

### Timeline

Week	Topic	Description
Week 1 - 3	Introduction & Discovery & Onsite Interviews	Meet with Management team, understand organizational goals, review current as-is processes, and provide overview of KCS program. Visit to support site(s). Meet with sample of front line resources, supervisors and managers.
Week 2 - 4	Assessment Development	Review current self-service capabilities, analyse metrics, develop Maturity models, KCS Assessment results and ROI model.
Week 4-5	Assessment Delivery	Deliver assessment report and ROI model to leaders.

Note: Week breakdown and estimate is dependent on travel schedules and staff availability.