Phase 1 - Planning and Design

Phase 1 builds the foundation for a successful implementation. It entails:

- Assessing the current state of knowledge practices
- Getting the right people involved across the organization to form the KCS Council
- KCS training for the KCS Council
- Designing a workflow and content standard that is good enough to get started
- Creating a communications plan
- Developing an adoption plan and road map
- Establishing the measurement model and baseline measures against which we can assess progress

The planning and design phase can take anywhere from four weeks to a number of months depending on the size and diversity of the audience adopting KCS. The KCS Program Manager coordinates the design activities. In small organizations (10-50 people), this may include program management and project management responsibilities. In large organizations (50-1000s), the KCS Program Manager will need the support of project managers for each knowledge domain. It is critical to clearly define responsibility for the adoption activities.

In this section:

- Assessing the Current State
- Getting the Right People Involved
- KCS v6 Practices Workshop
- The KCS Design Session
- Defining Wave I
- Exit Criteria for Phase 1