



## KM Project Plan – Scope Outline

- **Stage 0 – KM Needs Analysis, RFP, Business Case, and Vendor & Product Selection** – focus on validating the KM business and technical requirements of the targeted business community and the associated business financial case; create and conduct RFP process; assess vendor responses and identify ‘best fit’ KM vendor and product; create KM implementation project plan.
- **Stage 1 - Pre-Planning** - focus on completing the necessary planning activities required to approve the KMS contract and Statement of Work (SOW) with the selected vendor, create the project charter and project plan, identify and select project resources, procure the KMS hardware, and establish a project control environment. This stage includes preparation of the following plans: Resource, Communications, Technical, Process, Risk, Quality, Change, and Testing.
- **Stage 2 - KM Awareness & Training** - focus on kicking-off the project and raising the visibility and acceptance of knowledge management within targeted Business Community activities, the provision of system administration orientation to the technical team, and the provision of functional/user, technical, and authoring business and technical training to key project stakeholders.
- **Stage 3 - Scoping & Documentation** - focus on analyzing the current process environment confirm KMS business and technical specifications, prepare testing and acceptance procedures and test scripts, map and align business processes, design KMS taxonomy and knowledge base, assess existing knowledge articles for conversion, create the system integration map, and develop ongoing KMS support plan.



- **Stage 4 - Installation & Integration** - focus on installing and accepting KMS software from vendor, customize software to user requirements; implement KMS taxonomy and knowledge base, convert and upload viable knowledge articles,



implement and test the KMS authoring workflow template, develop and implement customized KMS integration with corporate systems and databases, conduct KMS 'Proof of Concept' with all system components undergoing user testing acceptance, align KMS with business processes and testing the

KMS vendor support plan.

- **Stage 5 - Deployment** - focus on launching the KMS at domestic and international sites and production transition planning. Key deliverables completed for each site include functional, power user, and author training, KMS functional and integration testing with corporate systems, KMS and business process alignment, and KMS vendor support process establishment. The production transition plan is also created and approved in this stage.
- **Stage 6 – Project Closedown** - focus on concluding the project in a structured manner and obtain, document and safeguard key lessons learned and generate a KMS 'best practice.' database Identify KMS project documents approve and place in a company document management system to officially close-down the project.