

Your First 30 Days of Building an Internal Knowledge Base

A One-Page Checklist for IT Teams, Support Leads & Knowledge Managers

1. Setup (Days 1–5)

☐ Choose your knowledge base platform

Pick a tool that allows categories, permissions, templates, and AI search capabilities.

☐ Identify your top ticket drivers

Pull 30–60 days of service desk data (password resets, VPN issues, software access, laptop troubleshooting).

☐ Define your core categories

Examples: Access Issues, Network, Hardware, Software, Security, and Onboarding.

☐ Assign initial owners

Each category should have a primary (and backup) article owner to prevent drift.

☐ Establish naming conventions,

e.g., “How to Reset VPN Connection – Windows 11” (Clear, searchable, standardized).

2. Article Templates (Days 6–12)

☐ Create a universal article template

Title → Problem → Steps → Expected Result → Screenshots → Related Articles → Owner.

☐ Build micro-templates for recurring topics

Examples:

- Troubleshooting guides
- “How-to” setup instructions
- Access request FAQs
- Security policy explanations

☐ Include version history in every article

Track changes: who updated what and when.

☐ Add screenshots or short Loom videos

Use consistent formatting to improve readability.

3. Governance (Days 13–18)

☐ **Define article ownership roles**

Knowledge Manager (owner), IT Technician (editor), Support Lead (approver).

☐ **Create contribution guidelines**

- Write at a 7th–8th grade reading level
- Keep steps short
- Avoid jargon
- One issue = one article

☐ **Implement permissions**

Who can create, edit, approve, and publish? Set this clearly on day one.

☐ **Build your taxonomy**

Categories → Subcategories → Tags → Metadata.

(Ensure tagging is mandatory.)

4. Review Cycles (Days 19–24)

☐ **Define a review cadence for each article**

High-impact issues = monthly

Stable procedures = quarterly

☐ **Create an audit dashboard**

Track:

- Articles past review
- Articles missing owners
- Broken links
- Outdated screenshots

☐ **Set up automated reminders**

Use calendar or built-in KB alerts to remind owners 7–10 days before deadlines.

5. Launch Checklist (Days 25–30)

☐ **Publish your first 20–30 articles**

Prioritize your highest-volume tickets first.

☐ **Run an internal soft launch**

Share with IT → gather feedback → fix gaps.

☐ **Announce rollout to the organization**

Send a Slack/email announcement: what it is, how to use it, where to find it.

☐ **Add the KB link inside your service desk**

Place it above the ticket submission form to drive ticket deflection.

☐ **Train IT staff to use and contribute**

Show them how to search, update, and create new articles.

☐ **Measure early wins**

Track:

- Ticket deflection rate
- MTTR improvement
- Reduction in repeated tickets

