Get started with a new knowledge base

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Getting started with your first knowledge base--or creating an additional knowledge base from scratch--can seem like an overwhelming task. We've come up with these lists of questions/considerations to help make the process more straightforward.

A few quick notes on using these lists:

- Technically, you don't have to do any of these things to start creating content. But we want you to have a framework for making a thoughtful evaluation or successful implementation of KnowledgeOwl. 😊
- These steps aren't linear, so you're welcome to tackle them in any order you'd like. Trust your instincts and have some fun.
- Some steps may be unnecessary based on your knowledge base configuration/needs.
- This list includes some workflow/best practice items--these are suggestions, not requirements!

Before you begin

While we all love building a new knowledge base (SO EXCITING), it's good to have a quick intro to KnowledgeOwl and give some thought to what you want this knowledge base to be/do.

Here's what we suggest:

- ✓ If you're totally new to KnowledgeOwl, go through our Intro to KnowledgeOwl to learn quick basics
- ✓ Define your knowledge base's purpose and audience.
- ✓ *Optional:* Dive deeper into your knowledge base plan by using our Knowledge Base Brief template.

Building your knowledge base

- ✓ Set up your knowledge base's basic configuration.
- ✓ Set up your knowledge base URL/domain.
- ✓ Adjust the look and feel to fit your branding needs.
- ✓ Determine who can access your knowledge base, and how.
- ✓ Configure and enable the features you'd like to use.
- ✓ Determine appropriate author roles and permissions. (If you're a solo writer, skip this!)
- ✓ Create some categories and articles, and share your knowledge base with the world! (Or at least a close friend. ☺)
- ✓ Determine which Owl Analytics features you want to use. (Most are enabled by default so this is as much opting out as anything!)

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Best practices & ongoing maintenance

- ✓ Determine the best layout and hierarchy for your content.
- ✓ Create version guidelines to define how/when you'll use versions.
- ✓ Determine what kind of reporting/feedback will help you.
- ✓ Determine a content audit cycle and which feature(s) you'll use to help with it.
- ✓ Create a style or author's guide about how to create/update content in KnowledgeOwl.
- ✓ Document the choices you made in setting up your knowledge base. (Your future self or a future hire will thank you!)

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