



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. 😊)

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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