The case for investing in an Internal Knowledge Base
Current state of our knowledge management

- Knowledge is spread out across multiple tools: GDrive, Slack, Word, and people
- The team doesn’t bother searching for answers before asking in person or on chat
- Teams don’t have access to knowledge trapped in different sources
- If a knowledge holder moves on they take their know-how with them
- Can’t track updates to documents/articles easily
Problems we are trying to solve

● Reduce single point of failure for highly knowledgeable individuals
● Save time by leveraging past solutions
● Train new hires faster and reduce time to ramp up
● Improve employee retention and engagement
How is an internal knowledge base different?

An IKB is different than our existing tools for a few reasons:

- One **single source of truth** for documentation
- Contextual search accessible in our chat channels and DMs
- Notifications to make sure people are seeing what is being shared
- Ability to easily track changes to knowledge over time
- Workflows to capture questions and assign specific people to answer them
- Tools to keep knowledge organized and updated
ROI: Calculating the savings of an IKB

● According to research by McKinsey:
  ○ The average knowledge worker spends 20% of their time searching for internal information or tracking down colleagues to help with specific tasks
  ○ A searchable record of knowledge can reduce the time by up to 35% people spend looking for company information

● Assuming our team works 8 hours per day, then each person spends 1.6 hours looking for information each day:
  ○ That’s an entire day per person each week

● For example: 25 people spend 9,600 hours/year searching for information:
  ○ Assuming the average person’s salary is $30/hour, that’s $288,000/year wasted!
  ○ Reducing the time spent searching by 35% saves us $100,800 per year
ROI: Continued

- Organizations with a strong onboarding process improve new hire retention by 82% ([source](#))
  - Benefit: We can retain our team members longer and make their onboarding experience better

- Organizations with a standard onboarding process experience 50% greater new-hire productivity ([source](#))
  - Benefit: Faster ramp up time means we can hire less people
Baseline software needs

- **Global solution**: Anyone in the organization can log in (via SSO)
- **Cloud deployment**: We need a solution ASAP that is fast and cheap to deploy without engineering/IT resources
- **Interface**: Needs to be simple, web-based, user-friendly, and easy to learn for new users/admins
- **Connected**: Should work with our other tools to import existing information and manage permissions
- **Admin**: Ability to configure user roles
- **Reporting**: What articles are being read, by who, and how often
- **Search**: Contextual, reliable search
- **Notifications**: Slack and email notifications to make sure people read what is written
Recommendation for software

- **Recommended software:** Tettra

- **Reasons:**
  - Modern interface that we can configure without additional development resources
  - Stands alone as a web-based app, but integrates with chat
  - Price is affordable and fair

- **Price:** [calculate pricing]
  - Monthly contract we can cancel anytime, or we can pay annually for a discount
  - Cost vs. ROI: +$