

Content Management Governance Consultancy

The Business Situation

You have key documents and other content stored in one or more repositories. Staff across your organisation rely on the quality and accuracy of this content to do their jobs. The content in the repository may include work instructions, business processes, product documentation, or any of a range of business-critical documents. These may be for internal use, or for distribution to clients, suppliers or other stakeholders. You may already have in place some content management governance guidelines or procedures to assist in maintaining this content.

The Challenge

You may be facing one or more of these challenges:

- The currency of your content is not being adequately maintained.
- Your governance processes are not in place, or are not fully effective.
- There may be a lack of clarity of where responsibility for content ownership lies, possible due to organisational changes or overlapping accountabilities.
- You do not have adequate workflow or procedures in place to ensure good governance of content.

Where AcKnowledge Consulting can help

We can assist your organisation to develop a robust **content management governance program**. This program will strengthen your organisation's ability to allocate accountability for ownership of content, maintain the currency of content, and provide reliable content for the relevant content consumers.

Specific elements of a consultancy engagement may include:

- Auditing existing content management procedures and governance.
- Analysis of the culture and attributes of content producer and consumer communities.
- Developing a behavioural program to encourage management of content currency.
- Providing advice and developing business requirements for an integrated document management governance process.
- Putting in place a set of tools and business processes to assist with developing and maintaining currency of content.

Why AcKnowledge Consulting?

This service is based on eight years of experience in this field, and a deep understanding of the needs and requirements of content management governance. The unique value offered is a capability to bring together the strengths of workflow procedures, an open approach and human behaviours to develop robust and effective governance of content management.

We have experience in offering services including consultancy, strategy development, advice, change management, facilitation, public speaking and project delivery in a wide range of related fields.

For more information, please refer to: <http://acknowledgeconsulting.com/blog/about/>.

"I and my colleagues worked closely with Keith... Keith was instrumental in designing a portal system and sales tool templates that were intuitive to use and easy to keep updated. He was a pleasure to deal with and always looking for ways to improve the end experience for all stakeholders. I would highly recommend Keith to any organisation in any industry."

Product Manager, Telstra