![PrimePM - Project Management Solutions]

Online Project Control Knowledge Base

Transform how project personnel access and use project guidance

PrimePM's Online Project Control Knowledge Base is a framework for companies that want to establish a project control process that can be consistently implemented and scaled to reflect the scope or type of work for each project without compromising desired project management best practices.

Most companies have a multitude of sources for process requirements or guidance. A frequent problem is the documents are dense, repetitive, not consistent or kept up to date, and difficult to quickly find useful information for the task at hand. The result? The documentation is not used and a lack of consistency in how project personnel implement preferred best practices.

An online project control knowledge base is an **alternative, user-focused approach** that transforms the way people access process and procedure documentation. Rather than a raft of separate documents with some hyperlinks to topics or other documents, content is transformed into a **single source online process help system**. Short topic modules are organized into a project life cycle process flow with a full complement of hyperlinks, cross references, search, and other online features. Project personnel have immediate access to guidance they need and use.

Components

Project control process and procedure content review

Management briefing

Knowledge base deliverable plan and schedule

Process workshops

Foundation knowledge base framework – a set of single source topic concept, task, and reference information modules and related artifacts

Framework for organizing policy, process, procedures, desktop instructions, example artifacts, and templates

www.primepm.net
info@primepm.net
877.447.0290

Integrated Approach

Process
Review of the project control documentation, process, procedures, flowcharts, and artifacts. Are there multiple sources of end user guidance? Are there gaps in the content?

Process Workshops with Users
User or project control team workshops to verify preferred practices to be captured in the knowledge base. Do the users follow the current documented process? What information do the users need to be more proficient with the project control system and toolsets?

Tools
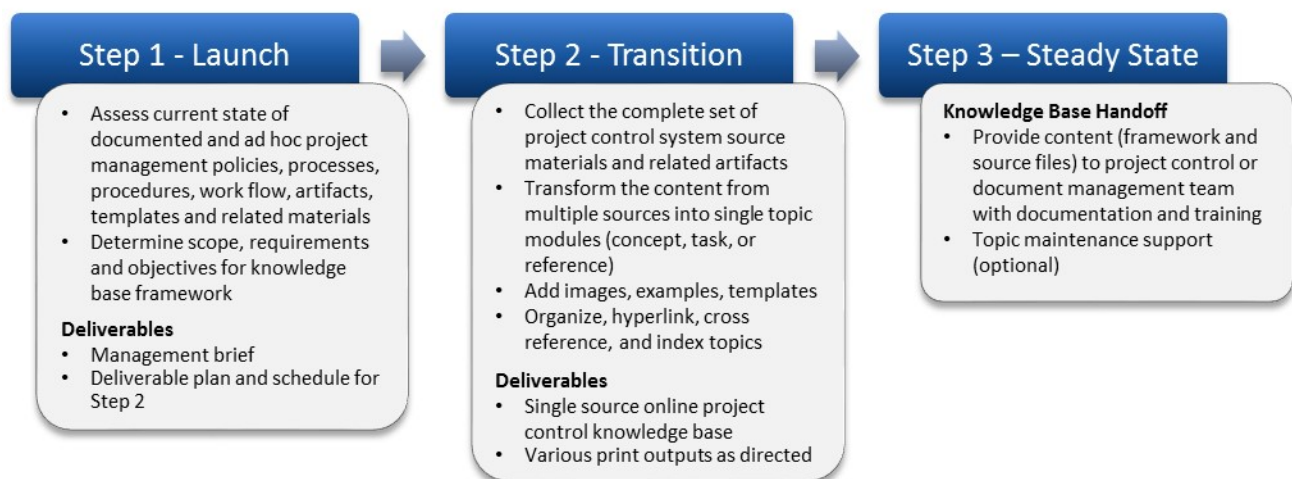Leverages the latest online tools to create a single source of reusable topic modules

Online Knowledge Base Features

- **Structured framework of single topic modules** organized to reflect the typical project life cycle process and procedures

- **Framework provides a base set of topics** that can modified to pull in existing process content or tailored to match preferred practices that need to be documented

- **Transforms content from multiple sources** into a set of reusable topic modules – each topic is a small unit of information on a single subject that can stand its own

- **Single source topics can be repurposed** for different outputs (online or print) or end user needs

- **Project control experts** to guide you through the process

What are the Benefits?

- **Reusable topic module approach** means there is a **single topic to maintain** – increases consistency, easier to update

- **Simplifies the approach** to establish and maintain a single standard for project control process and procedures

- **Single authoritative source for consistent guidance**

- **Enhances end user adoption** of preferred best practices and increases their proficiency

- **Supports training and mentoring** as users can quickly reference the knowledge base – they read the content to learn

Online Project Control Knowledge Base Implementation Steps

Step 1 - Launch

- Assess current state of documented and ad hoc project management policies, processes, procedures, work flow, artifacts, templates and related materials
- Determine scope, requirements and objectives for knowledge base framework

Deliverables
- Management brief
- Deliverable plan and schedule for Step 2

Step 2 - Transition

- Collect the complete set of project control system source materials and related artifacts
- Transform the content from multiple sources into single topic modules (concept, task, or reference)
- Add images, examples, templates
- Organize, hyperlink, cross reference, and index topics

Deliverables
- Single source online project control knowledge base
- Various print outputs as directed

Step 3 – Steady State

Knowledge Base Handoff
- Provide content (framework and source files) to project control or document management team with documentation and training
- Topic maintenance support (optional)

Interested in learning more? Contact us today at 877.447.0290