Knowledge base content *audit*



We score 60 articles on accuracy evidence, age and usability and prioritise updates.

Who it helps

Product owners and technical support teams

The problem to solve

A support library can leave stale guidance live when teams cannot tell which pages have evidence of a recent review.

Working through the brief

1. **Review sixty supplied articles**

   Gather the agreed inputs. Current documents or article inventory, terminology and content owners.

2. **Score accuracy evidence, age and usability**

   Track “Article reference” and “Accuracy or freshness evidence” together so the reviewer can connect the source information to the result.

3. **Prioritise updates**

   Use the audit to decide what to correct first and assign ownership of the next review.

4. **Check the scope at handover**

   Product fact approval stays with the client. Translation and third-party licences are separate.

Worked example

An article still attracts visits but refers to an old interface. Record both its usage and evidence of obsolescence.

Read the service scope / DOC-024

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