



Knoco International Service Brochure

Who We Are

Knoco International helps organizations create, reuse, and improve knowledge so that teams can make better decisions, execute faster, and learn reliably. We combine proven Knowledge Management practices with practical delivery methods that fit modern organizations, including advisory engagements, implementation support, KM as a Service, Training and fractional KM leadership.

What sets us apart

- Practical, field-tested methods that integrate into daily work, not shelfware
- End-to-end capability: strategy, implementation, facilitation, and adoption support
- Strong emphasis on lessons learned and organizational learning as an operating discipline
- Focus on authoritative knowledge, governance, and trust foundations required for AI
- Flexible delivery models to match capacity: project-based, subscription, and fractional leadership
- Close alignment with standards, some of which we helped create

How clients use us

- Establish or refresh an enterprise KM strategy and governance model
- Improve findability and reuse of proven approaches across projects, sites, and business units
- Reduce onboarding time through curated role-based knowledge assets and job aids
- Build a sustainable lessons learned system and integrate learning into reviews and planning
- Launch and scale Communities of Practice to accelerate knowledge transfer and innovation
- Prepare knowledge assets and governance for Retrieval-Augmented Generation and GenAI deployment
- Upskilled employees in Knowledge Management



Service Pathways

Most clients start with an assessment or a focused sprint, then move into implementation and ongoing support. Choose the pathway that best matches your current state and urgency.

Pathway	Best for	Typical outputs
Start or Reset KM	New or stalled KM programs	Baseline maturity, prioritized roadmap, quick wins
Build and Embed KM	Organizations ready to implement and scale	Operating model, processes, communities, lessons, enablement
Run KM as an Operating Capability	Sustained performance and continuous improvement	KM Review, KMaaS cadence, metrics, governance, backlog execution

Common entry engagements

- KM Maturity, Capability Assessment and Framework (survey, interviews, document review)
- KM Strategy Sprint (purpose, outcomes, governance, roadmap)
- Lessons Learned System Assessment and refresh plan
- CoP Launch Kit (domain selection, charter, facilitation model, measures)
- AI Readiness and Knowledge Trust Assessment (knowledge foundations for GenAI)



Service Catalog

The catalog below summarizes our core offerings. Each engagement is tailored to your context, constraints, and operating rhythm. Pricing is not shown in this brochure and is discussed by the affiliate with the client based on scope and delivery model.

Strategic KM Services

- KM strategy and roadmap aligned to business outcomes
- KM governance and operating model design
- Knowledge domain mapping and ownership model
- KM measurement framework tied to business value

KM Implementation Services

- Implementation planning and change approach
- Knowledge asset lifecycle, standards, and templates
- Findability and taxonomy support
- Onboarding and proficiency acceleration

Lesson Learning Services

- Lessons learned system assessment and redesign
- After Action Reviews and learning reviews
- Learning histories and knowledge capture interviews
- Lessons analysis and integration into standards
- Training and Lesson Management software

Communities of Practice Services

- CoP launch and chartering
- CoP facilitation model and enablement
- CoP maturity assessment and scaling plan
- Knowledge markets and peer assist practices

KM Process Facilitation

- Peer assist facilitation for major decisions and projects
- Retrospectives and learning workshops
- Knowledge transfer sessions and expert interviews
- Decision record capture and rationale workshops

Learning Culture Services

- Learning culture audit
- Leadership behaviors and routines that reinforce reuse and learning

- Recognition and incentive design for experts and communities
- Adoption planning and communication toolkits

Innovation

- Innovation governance and idea-to-value workflow support
- Linking KM and innovation portfolios for reuse and speed
- Knowledge-to-innovation pathways for domain communities

Starter Services

- Introductory KM workshop and leadership briefing
- One-day strategy workshop
- CoP starter workshop
- Lightweight KM maturity self-assessment



Managed and Fractional Services

Some organizations need KM as an ongoing capability, not a one-time project. KMaaS and fractional KM provide a practical way to sustain momentum, governance, and outcomes without building a large internal team immediately.

KMaaS: Knowledge Management as a Service

- A subscription model that delivers continuous KM capability through an agreed monthly and quarterly cadence and commitment by both parties
- Backlog-based delivery: prioritize the highest value KM work, then execute in short cycles
- Ongoing governance support: authoritative sources, access control, lifecycle management, and quality standards
- Sustained enablement: community facilitation, lessons cadence, knowledge capture, and adoption support
- Measurement and reporting: indicators tied to business outcomes, not activity counts

Fractional KM (fKM)/ Knowledge Manager as a Service

- Fractional Chief Knowledge Officer or Head of KM to set direction, align stakeholders, and guide investment
- Fractional KM Program Manager to run the operating rhythm, coordinate delivery, and manage adoption
- Fractional Lessons Learned Lead or CoP Lead to embed learning and knowledge transfer into workflow
- Designed for organizations that need experienced leadership without an immediate full-time hire

What to expect in the first 30 to 60 days

- Confirm business outcomes and the decisions or processes where knowledge makes the biggest difference
- Establish the operating cadence and governance routine
- Prioritize a delivery backlog with quick wins and foundational work
- Deliver initial knowledge assets, lessons routines, or community launches
- Publish a simple dashboard of agreed indicators and progress



AI Readiness and Knowledge Trust Assessment

AI programs fail when they are built on ungoverned, low-quality, or untraceable knowledge. Our assessment evaluates whether your knowledge foundations can support Retrieval-Augmented Generation and other AI use cases, then provides a prioritized remediation plan that strengthens trust, traceability, and defensibility.

Assessment dimensions

- Authoritative sources and ownership: clear accountability for critical knowledge domains
- Findability and structure: taxonomy, metadata, and user pathways to the best answer
- Lifecycle management: review cycles, versioning, retirement, and content quality checks
- Governance: privacy, access control, and policy alignment for sensitive content
- Traceability: source grounding, citations, decision records, and auditability for high-impact outputs
- Operational adoption: workflow integration, training, and behavior change for sustained use

Typical outputs

- Readiness scorecard and narrative findings
- Risk register for trust and compliance issues
- Prioritized roadmap for knowledge remediation and governance
- Reference architecture for knowledge sources, retrieval, and citation patterns
- Recommended pilot use cases and success measures



How We Work

Knoco International engagements are designed to be practical and outcomes-driven. We build capability with your team, embed routines into normal work, and measure progress through indicators that matter to leaders.

Our engagement approach

1. Discover: clarify the decisions and workflows that drive outcomes and risk
2. Assess: establish baseline capability, pain points, and high-value opportunities
3. Design: create an operating model, governance, and practical processes
4. Deliver: implement knowledge assets, communities, lessons routines, and enabling tools
5. Embed: build adoption through facilitation, coaching, and measurement
6. Improve: run continuous improvement cycles through KMaaS or internal ownership

Example outcomes and indicators

- Reduced time to find the best answer for common decisions and tasks
- Higher reuse of proven approaches across projects and sites
- Improved onboarding time to proficiency for critical roles
- Fewer repeat incidents due to effective lessons integration
- Higher participation and value creation in Communities of Practice
- Stronger auditability and defensibility of AI outputs through grounded sources

Where we deliver

- Defense and national security
- Healthcare and life sciences
- Energy, manufacturing, and industrial operations
- Technology and professional services
- Public sector and regulated environments

Next Steps

A short discovery call is the best starting point. We will discuss your objectives, current challenges, timeline, and constraints, then recommend the right entry engagement and delivery model.

Suggested discovery agenda

- Business outcomes and key decisions to improve
- Current state of knowledge sources, lessons, and communities
- Constraints: people capacity, tools, governance, and change readiness
- Recommended pathway: sprint, implementation, KMaaS, or fractional leadership
- High-level scope options and next steps