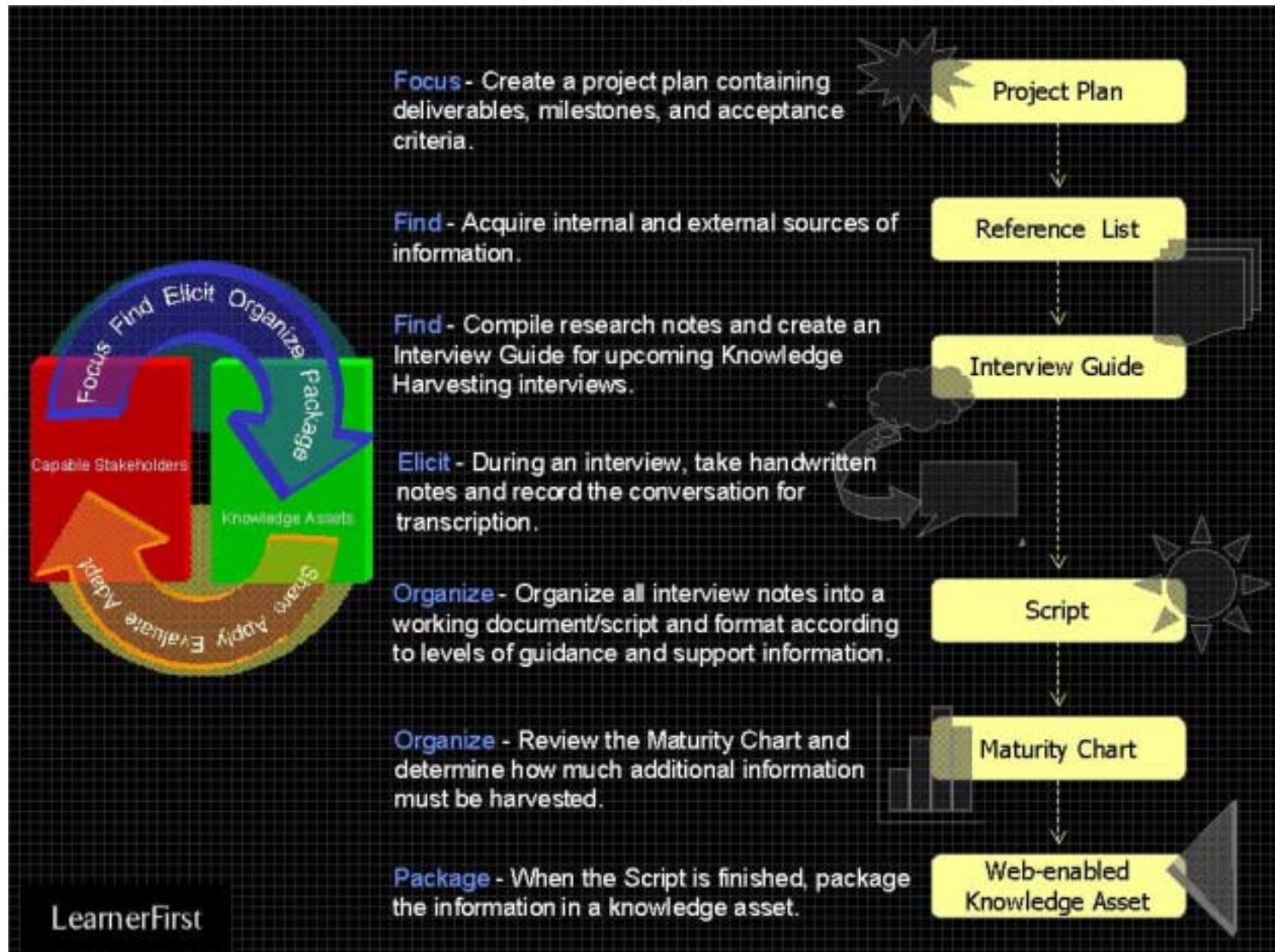


## Knowledge Harvesting **Proof-of-Concept Project**



| Knowledge Harvesting Dimension | Deliverable           | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Acceptance Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|--------------------------------|-----------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Find</b>                    | <b>Reference List</b> | <p>LearnerFirst will provide a list of documents pertinent to the content of each knowledge asset, that</p> <ul style="list-style-type: none"> <li>▪ originate outside organization.</li> <li>▪ contain Guidance and/or Support Information pertinent to the contents of the knowledge asset.</li> <li>▪ enable the Harvester to prepare thoroughly for Harvesting sessions with the contributor(s).</li> <li>▪ contribute Guidance and/or Support Information to the first draft of the Script.</li> </ul> | <p>Acceptability will be determined by written feedback from the organization's Harvester to the LearnerFirst staff.</p> <ol style="list-style-type: none"> <li>1. Was the Reference List extracted from a variety of sources, such as <ul style="list-style-type: none"> <li>▪ Articles in business and trade periodicals</li> <li>▪ Association studies</li> <li>▪ Books</li> <li>▪ Conference proceedings</li> <li>▪ Government reports</li> <li>▪ Industry watchers</li> <li>▪ Newsletters</li> <li>▪ Newspapers</li> <li>▪ Process maps</li> <li>▪ Project files</li> <li>▪ Research reports</li> <li>▪ Training materials</li> <li>▪ Web sites</li> </ul> </li> <li>2. Did the Reference List provide a baseline for the knowledge asset?</li> <li>3. Does the Reference List contain notations of the total number of sources consulted?</li> <li>4. Does the Reference List contain notations of the number of these sources that were included in the final list?</li> <li>5. Can the Reference list be sorted by <ul style="list-style-type: none"> <li>▪ Title?</li> <li>▪ Source?</li> <li>▪ Type of source?</li> </ul> </li> <li>6. Are all citations <ul style="list-style-type: none"> <li>▪ less than 3 years old?</li> <li>▪ if more than 3 years old, is the citation considered a "classic" by experts in the domain?</li> </ul> </li> <li>7. Was the Reference List presented to you with sufficient lead time to support your preparation for the first Harvesting session or the first draft of the Script?</li> </ol> |

| Knowledge Harvesting Dimension | Deliverable                                                                                                                                     | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Acceptance Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|--------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Elicit                         | <b>Interview Guide</b><br><br>*An Interview Guide is an optional deliverable. It will be prepared at the request of the organization Harvester. | <p>A list of questions that can be used in the Harvesting session to help the Harvester elicit implicit knowledge from the expert/contributor. The list for a particular knowledge asset can be tailored to the needs and requirements specified by the Harvester for that knowledge asset. The list can be structured to provide varying levels of support. If a Harvester requires support at Level 1 or 2, questions related to the “broader” level(s) above will also be included.</p> <ul style="list-style-type: none"> <li>▪ Level 3—Questions to help the Harvester elicit Guidance and Support Information at the “macro” level—Macroprocesses and Processes.</li> <li>▪ Level 2—Questions to help the Harvester elicit information at the “intermediate” level—Modules and Tasks.</li> <li>▪ Level 1—Questions to help the Harvester elicit information at the “micro” level—Elements.</li> </ul> | <p>Acceptability will be determined by written feedback from the organization Harvester to the LearnerFirst staff.</p> <ol style="list-style-type: none"> <li>1. Before the interview, did you use the Interview Guide to prepare?</li> <li>2. After studying the Interview Guide, did you feel confident going in to the Harvesting session?</li> <li>3. Were the prompts and questions in the Interview Guide written for the level of support you requested?               <ul style="list-style-type: none"> <li>▪ Level 3</li> <li>▪ Level 2</li> <li>▪ Level 1</li> </ul> </li> <li>4. During the interview, did you use any of the questions or ideas in the Interview Guide?</li> <li>5. Was the Interview Guide presented to you with sufficient lead time to support your preparation for the first Harvesting session?</li> </ol> |

| Knowledge Harvesting Dimension | Deliverable                           | Description                                                                                                                                                                                                      | Acceptance Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|--------------------------------|---------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Organize</b>                | <b>Script for the Knowledge Asset</b> | The completed Script for the knowledge asset contains all Guidance and Support Information that will be included when the knowledge asset is packaged. It is the result of <i>n</i> number of successive drafts. | <p>Acceptability will be determined by written feedback from the organization Harvester to the LearnerFirst staff.</p> <ol style="list-style-type: none"> <li>Does the Script contain <ul style="list-style-type: none"> <li>70% or more of the Support Information for each level of Guidance in the knowledge asset?</li> <li>100% of the Guidance for the knowledge asset?</li> </ul> </li> <li>Is the Script organized according to the levels of Guidance and the categories of Support Information?</li> <li>Has the contributor/expert approved the Script?</li> <li>Is the Script structurally compliant with relevant methods or frameworks?</li> <li>Was the Script completed by the deadline date set for Packaging?</li> </ol> |

| Knowledge Harvesting Dimension | Deliverable           | Description                                                                                                                                                                                                                                                                                                                                           | Acceptance Criteria                                                                                                                                                                                                                                                                                                                                    |
|--------------------------------|-----------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Evaluate</b>                | <b>Maturity Chart</b> | The Maturity Chart is a bar chart that depicts progress towards the completion and evolution of the knowledge asset's content. There is a bar for each category of Guidance and associated Support Information in the knowledge asset. The Chart is updated with each successive draft of the Script to reflect the percentage of useful information. | <p>Acceptability will be determined by written feedback from the organization Harvester to the LearnerFirst staff.</p> <ol style="list-style-type: none"> <li>1. Is the Maturity Chart presented in a format that is easily understood and interpreted?</li> <li>2. Was the Maturity Chart updated after each Knowledge Harvesting session?</li> </ol> |

| Knowledge Harvesting Dimension | Deliverable                            | Description                                                                                                                                                                      | Acceptance Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|--------------------------------|----------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Package</b>                 | <b>Web-enabled 2-d Knowledge Asset</b> | A 2-d knowledge asset contains a complete set of Guidance and Support Information that serves as a basis for helping the target learner gain understanding and perform the work. | <p>Acceptability will be determined by written feedback from the organization Harvester to the LearnerFirst staff.</p> <ol style="list-style-type: none"> <li>1. Was the completed knowledge asset delivered to organization on or before the established deadline?</li> <li>2. Is the knowledge asset DHTML (I.E. 5.0 compliant)?</li> <li>3. Does the knowledge asset include an interactive, Explorer-like interface?</li> <li>4. Does the knowledge asset have a commercial-grade look and feel?</li> <li>5. Does the knowledge asset provide useful navigation?</li> <li>6. Does the knowledge asset contain sufficient granularity in its presentation of Guidance?</li> </ol> |