



## Offer summary

Two-day enablement workshop to design a governed SharePoint knowledge hub, automate knowledge lifecycle with Power Automate, and enable Copilot-powered search and content creation.

## Value proposition

A repeatable, governed blueprint and working prototype for a Microsoft 365 Knowledge Platform, including automation and Copilot integration, enabling scalable knowledge access without oversharing, lifecycle drift, or “shadow knowledge”.

## Customer pain points addressed

- Knowledge fragmentation across Teams/SharePoint/Email with inconsistent information architecture (IA) and taxonomy.
- Low content quality and missing ownership leading to outdated guidance and duplicated work.
- Manual ingestion and curation without lifecycle automation (approval, tagging, review, archival).
- Oversharing and permission drift that reduces trust and blocks Copilot value realization.
- Missing governance artifacts (roles, controls, auditability) for sustainable operation.

## Key deliverables

- Documented reference architecture (information architecture, taxonomy/metadata, lifecycle boundaries).
- SharePoint Knowledge Hub prototype (site structure, libraries, metadata model, views, templates, navigation).
- Reusable Power Automate flow templates (ingestion + approval/QA + lifecycle triggers + notifications).
- Copilot usage and governance guideline (prompt patterns, verification rules, escalation path).
- 30-60-90-day rollout roadmap (pilot → expand → operate) and prioritized backlog.

## Prerequisites

- Microsoft 365 tenant with SharePoint Online enabled; agreed pilot site location (new or



existing).

- Power Automate available for workflow build (standard connectors by default; premium connectors only if agreed in SOW).
- Microsoft Copilot availability for a small set of test users (or agreed alternative testing approach).
- Named content owners and a representative sample set of documents (10–20) across 2–3 knowledge domains.
- Security/compliance stakeholder available for decisions on labels, retention, and DLP direction.

## **Customer responsibilities**

- Provide agreed tenant access (site admin + flow maker permissions for workshop participants).
- Provide SMEs for Knowledge Management, IT/M365, and Security/Compliance for decision points.
- Provide sample content and validate taxonomy/metadata and workflow decisions during the workshop.
- Approve governance artifacts and nominate owners for ongoing operation after handover.

## **Delivery mode**

Virtual delivery (Microsoft Teams).

## **Commercials**

Terms, conditions, and pricing are custom to each engagement.