



Lifecycle Policy – [ORGANIZATION]

Fill the brackets, ratify, date it. Effective date: [DATE] · Review: quarterly · Owner: [SUPPORT LEADER].

1. States and transitions

Knowledge exists in exactly three states — `draft`, `validated`, `archived` — plus the pre-knowledge `candidate` (queue only). Allowed transitions, each gated and logged:

Transition	Gate	Who may execute
candidate → draft	New-candidate gate (Module 4)	Curators: [NAMES/ROLE]
draft → validated	Validation: accuracy + schema-complete metadata confirmed	Article <code>owner</code> or a curator — [CHOOSE: either / owner only / curator only]
validated → validated (content change)	Update-DIFF gate	Curators, with owner escalation for facts
validated → archived	Retirement gate	Curators, with owner sign-off

No other transitions exist. Archived content is never edited back to life — current truth gets a **new article** with a `# supersedes` link. Nothing is ever deleted.

2. Volatility tiers and review backstops

Every article carries a `volatility` value set at creation and revisable at any gate. Signals drive review; the cadence below is the *backstop* that catches what signals miss:

Tier	Meaning	Backstop review	Typical content
<code>evergreen</code>	True until deliberately changed	Every [12] months	Policies, billing facts, conceptual how-tos
<code>medium</code>	Ages with the product	Every [6] months	Most how-tos and issue/resolutions
<code>high</code>	Tied to things actively in motion	Every [90] days	Known errors, new-release content, anything with <code>fixed_in</code> pending

A backstop review is lightweight: the owner confirms the article is still true (updating `last_validated`), routes it to the update gate, or routes it to the retirement gate. Budget: [e.g. "under 5 minutes per article; batched monthly"].

3. Signal triggers (reviews that don't wait for the calendar)

Any of the following puts an article into review *now*:

- Negative-feedback events above [THRESHOLD — e.g. "2 in 30 days"] on answers citing it
- A support case contradicting its resolution
- A product change touching its `product` / `product_version` / feature area
- Usage decline of [e.g. ">70% quarter-over-quarter"] on a previously-used article
- A curator or agent flags it, for any reason — flags are free; false alarms are cheap; stale truth is not

4. The review-date ledger

[WHO — e.g. "the knowledge lead"] maintains the review queue: what's past backstop date, what's signal-flagged, oldest first. The % of corpus within review date is reported [monthly] via Module 6's dashboard. Target: [95]% within date; a falling number is an early-warning indicator that curation capacity, not content, is the problem.

Ratified by: [NAMES] · [DATE] · Governance Pack, Module 5 · Contextkeeping Toolkit

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