



Pilot Charter — [ORGANIZATION] Governed Knowledge Loop pilot

Sign this before week one. Its purpose is symmetrical: nobody lowers the bar to declare victory, nobody raises it to declare failure.

Scope

- **Domain / queue:** [ONE product domain or support queue — resist "everything"]
- **Duration:** [90] days, starting [DATE]
- **In scope:** capture from resolved cases · AI drafting · the curation gate · lifecycle on pilot-domain articles · answer-economics baseline
- **Explicitly out of scope:** [e.g., customer-facing bot changes, other queues, KB platform migration] — deferred, not forgotten; each waits on a named gate.

People

- **Sponsor:** [NAME] — signs this, receives the dashboard, unblocks within [3] business days
- **Knowledge lead:** [NAME] — runs the rollout
- **Curators:** [2–3 NAMES] at [X] hrs/week each (Module 4 sizing table)

Success bar (measured, not vibed)

By day 90:

Criterion	Target	Measured by
Governed articles live (validated, typed, owned)	$\geq [50]$	System of record
Capture-to-publish latency	$\leq [1]$ business day median	Decision log
Solver effort per capture	$\leq [30]$ seconds	Observation + agent feedback
Curator SLA compliance	$\geq [90]\%$ within 2 business days	Decision log
Blended cost-per-answer baseline	On the dashboard, 3 months trended	Measurement Workbook
Gap loop demonstrated	$\geq [3]$ gap clusters → published articles	Gap Log

Kill / pivot criteria (agreed now, so day-60 conversations are short)

- Evaluation protocol still failing after payload + prompt + model iteration → pause drafting, keep the gate for human-written content, diagnose payloads.
- Curator queue age > [10] business days for 3 consecutive weeks despite threshold tuning → capacity problem; sponsor decides add-hours vs. narrow-scope.
- Solver effort creeping over [2] minutes → the capture tax is back; stop and find where it snuck in (see failure-modes.md #1).

Decision at day 90

[] **Expand** to [next queue] — bar met · [] **Fix and extend** current scope [30] days — near miss, causes named · [] **Stop** — bar missed twice; written post-mortem against failure-modes.md

Signatures: Sponsor ____ · **Knowledge lead** __ · *Date* ____

Contextkeeping is a KCS-aligned operating model. KCS® is a service mark of the Consortium for Service Innovation; this material is not affiliated with or endorsed by the Consortium.