



Attribution & provenance

Good methodology has visible roots. This page states this toolkit's.

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Architectural lineage. Several load-bearing patterns in this toolkit — the governed system of record with persistent lifecycle records, AI drafting with human curation gates, edit-distance as a native AI-quality benchmark, the Precision Paradox, and deterministic-before-probabilistic retrieval — build on the published work of **Michael Iantosca** (Avalara) on content analytics, KCS automation, and agentic documentation systems. The mid-market translation, the Governed Knowledge Loop's three-loop formulation, the structure gradient, the maturity model, and this toolkit's packaging are original work.

The shift-left value model. The cost-per-answer measurement doctrine in Module 6 builds on the Consortium for Service Innovation's value-realization work and on publicly presented shift-left results from the support industry (notably NetApp's). All dollar figures in this toolkit are illustrative placeholders, not benchmarks — replace them with your own channel economics.

The reference implementation. The Governed Knowledge Loop described here runs as working software — a git-backed system of record, validation gate, metadata-aware retrieval, and candidate queue — maintained by the author as the model's proof and testbed.

This block appears in every module:

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