# Knowledge Base Maintenance & Review Checklist

## Structural Integrity

* Are all articles placed in appropriate folders?
* Are folder names user-friendly and logically grouped?
* Is each folder assigned a content owner?

## Content Quality

* Do articles follow the content template?
* Are screenshots and formatting consistent?
* Are outdated or duplicate articles archived or updated?

## Permissions and Visibility

* Is each article set to the correct visibility level (Public, Logged-in Users, Agents Only)?
* Is sensitive content properly restricted to Agents Only?

## Analytics and Feedback

* Are articles receiving helpful votes or feedback?
* Have articles with negative feedback been reviewed and improved?
* Are tags improving search relevance and discoverability?

## Workflow Integration

* Are articles linked to service catalog items where appropriate?
* Can agents easily access and share articles from within ticket views?
* Are the linked articles solving common ticket issues?

## Scheduled Review

* Has the content owner reviewed each folder in the last 3–6 months?
* Are reviews documented and action items tracked?