

# Knowledge Ops Maturity Model

Employee Independence

## 1. Tribal

All training happens through shadowing, nesting, and asking your supervisor or co-worker. No documentation exists.

## 2. Document

Some documentation is created but it isn't regularly used. Documentation is not designed with the end-user's needs in mind.

## 3. Guide

Digital guides are designed to guide employees when completing tasks, solving problems, and making decisions. Employees use the digital guides each time they perform a task.

## 4. Train

Digital guides are used during the new hire training process. Training consists of very little classroom time or lecture-based training. Most training is done by going through practice exercises that allow employees to practice using the digital guides.

## 5. Accelerate

The organization continues to build on the foundation they have built, further optimizing guides to help employees work more efficiently and with greater confidence.

Need help moving up the Knowledge Ops Maturity Model?

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