

Course : Design and deploy a knowledge management system using AI

Leverage corporate knowledge through semantic search and RAG
Practical course - 2d - 14h00 - Ref. NOL

NEW

Every day, companies generate a growing volume of documents, making it increasingly complex to search for and leverage them. Generative artificial intelligence opens up new possibilities for making knowledge more accessible, more reliable, and easier to use—on one condition: the quality of the document repository. This training course provides participants with a methodical approach to designing an AI-assisted knowledge management system—from document structuring to the creation of search assistants tailored to business needs—while addressing the challenges of data quality, governance, and security.

Teaching objectives

At the end of the training, the participant will be able to:

- ✓ Identify relevant use cases for AI in corporate knowledge management
- ✓ Organizing a document database to improve the quality of searches and the results generated
- ✓ Designing a document search system enhanced by RAG techniques
- ✓ Building a document assistant or a smart FAQ tailored to a specific business context
- ✓ Evaluate the quality, security, and limitations of an AI-powered knowledge management system and oversee its deployment

Intended audience

Knowledge management managers, quality managers, documentation managers, digital transformation managers, AI project managers, business unit managers, innovation managers, IT managers, information specialists, support managers, training managers, consultants, and anyone interested in structuring and leveraging their organization's information assets using AI.

Prerequisites

None

PARTICIPANTS

Knowledge management managers, quality managers, documentation managers, digital transformation managers, AI project managers, business unit managers, innovation managers, IT managers, information specialists, support managers, training managers, consultants, and anyone interested in structuring and leveraging their organization's information assets using AI.

PREREQUISITES

None

TRAINER QUALIFICATIONS

The experts leading the training are specialists in the covered subjects. They have been approved by our instructional teams for both their professional knowledge and their teaching ability, for each course they teach. They have at least five to ten years of experience in their field and hold (or have held) decision-making positions in companies.

ASSESSMENT TERMS

The trainer evaluates each participant's academic progress throughout the training using multiple choice, scenarios, hands-on work and more.

Participants also complete a placement test before and after the course to measure the skills they've developed.

Practical details

A mix of methodological concepts, demonstrations, case studies, and numerous hands-on workshops. A central case study that serves as a guiding thread, enabling participants to gradually build a comprehensive AI-assisted knowledge management system.

Course schedule

1 Understanding the Contributions of AI to Knowledge Management

- Identify the limitations of traditional document search engines
- Distinguishing Between Keyword Search, Vector Search, and Semantic Search
- Mapping the Main Use Cases
- Compare the leading solutions on the market
- Identify the benefits, limitations, and risks associated with hallucinations, outdated data, and documentary bias
- Identify the role of document quality in the reliability of the generated responses

Hands-on work

Subgroup analysis of several real-world scenarios involving document research in a corporate setting. Each group maps out the priority AI use cases for its organization and then presents its recommendations.

2 Structure and prepare a document repository that can be used by AI

- Identify the characteristics of high-quality documentation for AI systems
- Organize documents according to a consistent document architecture
- Define appropriate metadata, taxonomy, and classification rules
- Clean, deduplicate, and update content before it is used
- Establish rules for document governance and the content lifecycle
- Set access rights at the document database level

Hands-on work

"Red Thread" Case Study. Using a deliberately disorganized document collection, participants work in pairs to identify document anomalies, propose a new organizational structure, create a taxonomy, define essential metadata and access rights, and develop a simple document governance policy.

TEACHING AIDS AND TECHNICAL RESOURCES

- The main teaching aids and instructional methods used in the training are audiovisual aids, documentation and course material, hands-on application exercises and corrected exercises for practical training courses, case studies and coverage of real cases for training seminars.
- At the end of each course or seminar, ORSYS provides participants with a course evaluation questionnaire that is analysed by our instructional teams.
- A check-in sheet for each half-day of attendance is provided at the end of the training, along with a course completion certificate if the trainee attended the entire session.

TERMS AND DEADLINES

Registration must be completed 24 hours before the start of the training.

ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

Do you need special accessibility accommodations? Contact Mrs. Fosse, Disability Manager, at psh-accueil@orsys.fr to review your request and its feasibility.

3 Designing a Documentary Assistant Based on RAG

- Understanding the Principles Behind Retrieval-Augmented Generation (RAG)
- Distinguish between the respective roles of the language model, the document corpus, and the vector search engine
- Prepare documents for indexing (segmentation, enrichment, formats)
- Develop prompts that elicit well-sourced and contextualized responses
- Compare different architectures based on your needs: Smart FAQ, information assistant, internal chatbot, business assistant
- Define the assistant's response rules

Hands-on work

Working in small groups, participants develop the job specifications for a documentation assistant to meet a specific business need. They define the necessary documents, operating rules, a set of reference questions with expected answers, criteria for the quality of responses, and performance indicators.

4 Produce reliable content and improve the user experience

- Designing a Smart FAQ Based on Existing Documentation
- Generate summaries, user guides, and context-specific answers
- Define conversational scenarios tailored to users' needs
- Assess the relevance of responses and identify situations requiring human validation
- Implement a continuous improvement process based on user feedback

Hands-on work

Participants create a smart FAQ, write optimized prompts, test the assistant against a set of reference questions, and evaluate the responses based on several criteria.

5 Sustainably Deploy an AI-Powered Knowledge Management System

- Define the roles and responsibilities of contributors, reviewers, and administrators
- Identify security, privacy, and compliance requirements (GDPR, AI Act, sensitive data management)
- Develop performance metrics
- Developing a Deployment Roadmap Tailored to Your Organization
- Support users as they adopt new tools and practices

Hands-on work

Group synthesis workshop. Each participant develops an implementation plan tailored to their professional context.

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