DROPSOLID
ARTIFICIAL INTELLIGENCE

GUIDE 07

PRODUCT GUIDE: INTERNAL-FACING AI SEARCH ASSISTANT

# Knowledge Navigator implementation guide

Deploying sovereign AI search for your internal team.

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PURPOSE

# Why this guide exists

Knowledge Navigator is the internal-facing AI search assistant. Your team asks in natural language; the system finds the right passages across your internal documentation and returns an answer grounded in your own content, with citations.

This guide shows what deploying Knowledge Navigator actually looks like: what to prepare, how the eight-week rollout works, where deployments get stuck, and how to measure whether the assistant is creating operational value.

### Proven in production at EPSO

**30–50%**

lower response time to internal questions.

**Faster onboarding**

The assistant compresses knowledge that took weeks to absorb informally.

**Fewer escalations**

Routine questions stop routing to senior specialists.

> New starters reach productivity faster, because the assistant compresses institutional knowledge that previously took weeks of informal onboarding.
>
> DOCUMENTED AT EPSO · WHITEPAPER 2, SOVEREIGN AI IN PRODUCTION

READINESS

# Preparation checklist

Before you engage on a Knowledge Navigator deployment, four things need to be true.

- [x] **You know which content sources to index.**
  A shortlist of five to fifteen source systems is typical. Include the intranet, shared policy repository, key SharePoint or Confluence spaces, and any custom knowledge base.

- [x] **Permissions are workable.**
  Each source system's permission model should be documented. Knowledge Navigator inherits permissions per source, so a user only sees results from documents they can access. Complicated permission models do not block deployment, but they slow week-one discovery.

- [x] **Content quality is assessed.**
  **Wrong content = wrong answers.** If half your policy documents are five years out of date, Knowledge Navigator will cite them. Content refresh is often the biggest unexpected cost.

- [x] **A named editorial owner exists.**
  Somebody must own source quality after go-live. Without a named owner, answer quality drifts as content ages and policy changes.

> Readiness test: if you cannot name the source systems, the access model, the stale content and the post-launch owner, discovery will spend time resolving those gaps.

ROLLOUT

# The deployment rollout plan

Eight weeks from discovery to full rollout, in four phases. Same pattern as Trusted Answers; the difference is the audience: internal staff, internal permissions and internal content ownership.

## The 8-week Playbook at a glance

WEEKS 1–2

### Discover & index

- Identify content sources
- Document permissions
- Run initial indexing

WEEKS 3–4

### Calibrate

- Tune response format
- Match editorial voice
- Set confidence thresholds

WEEKS 5–6

### Pilot

- Launch with one team
- Collect user feedback
- Prune or expand sources

WEEKS 7–8

### Roll out

- Extend to wider organisation
- Confirm ownership
- Start KPI reporting

Want the full week-by-week breakdown? Read **Guide 2: The 8-week AI launch playbook**.

GOVERNANCE FROM DAY ONE

### Every interaction produces an audit trace.

The question, the retrieved passages, the model used, the response returned and the citations included. This trace is the defence when an auditor asks how an answer was reached, and it's confirmed operational at week 4, not bolted on later.

**What should be true by week 8?**

- ✓ Priority sources indexed and permission-tested
- ✓ Response style and confidence threshold calibrated
- ✓ Pilot feedback incorporated
- ✓ Editorial ownership and KPI cadence established

DECISION

# Next step: enter discovery prepared

## Common pitfalls

### Under-indexing

Teams often index too narrowly and miss the source content that would answer real questions. Over-index at week 1, prune at week 6.

### Ignoring permissions

If Knowledge Navigator returns a result from a document a user cannot access, you have a compliance incident. Lock down permissions at week 1.

### No editorial owner

Without ownership of source content quality, answer quality degrades over months as content ages. Name an owner before signing.

### Wrong KPI

"Number of questions asked" measures activity, not operational value. Target speed and usefulness instead.

## Six patterns proven in production

01 Index published content only

02 Cite every answer, decline the rest

03 Ship in weeks, not months

04 Roll out by exposure, not by pilot

05 Separate the vector store on day one

06 Produce the trace, then publish it

The reasoning behind all six: Whitepaper 2, Sovereign AI in production.

If Knowledge Navigator sounds like a fit for your team, the highest-value next step is a focused discovery conversation built around your content estate, permission model and operational goals.

BRING TO THE FIRST CONVERSATION

- ✓ Shortlist of five to fifteen source systems
- ✓ High-level permission model per source
- ✓ Known stale or conflicting content areas
- ✓ Named editorial owner or candidate

THE DECISION YOU SHOULD LEAVE WITH

Whether an eight-week deployment is realistic for your organisation, what needs remediation first, which team should pilot, and which KPI will prove operational value.

## Continue the conversation

Bring your source systems, permission model and pilot team, and leave with a scoped eight-week plan.

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