

# The Knowledge Charter

One charter that puts the knowledge layer under governance: sources, freshness, memory, the context budget, and the bar every answer must clear. Fill it before launch; review it on the cadence you sign at the end.

PRODUCT / FEATURE

WRITTEN BY

## 1 Sources and owners

*Every source the product answers from, the person accountable for it, and its content class (policy, product facts, prices, help content). No owner means no source.*

SOURCE

OWNER

CONTENT CLASS

## 2 Freshness

*Shelf life per class, the tiebreak when sources disagree, and the recall path for a bad fact.*

CONTENT CLASS

SHELF LIFE

WHEN TWO SOURCES DISAGREE, THE ANSWER COMES FROM

RECALL STEP 1

RECALL STEP 2

RECALL STEP 3

## 3 Retrieval choices

*Match the method to the question. The decline is a feature, not a failure.*

QUESTION TYPE

RETRIEVAL METHOD

THE PRODUCT DECLINES TO ANSWER WHEN

## 4 Memory policy

What the product may remember, whether the user can see it, and how it gets erased. Check only the quadrants you allow.

### Explicit, session

the user said it; kept for this session only

### Inferred, session

the product concluded it; kept for this session only

### Explicit, durable

the user said it; kept across sessions

### Inferred, durable

the product concluded it; kept across sessions

WHAT THE USER CAN SEE OF THEIR MEMORY, AND WHERE

DURABLE MEMORY IS KEPT FOR

DELETION HONORED WITHIN

THE DELETION PATH (WHERE THE REQUEST GOES AND WHAT IT CLEARS)

## 5 The context budget

The window is finite. Decide the split per request before production traffic decides it for you.

RULES

MEMORY

FACTS

HISTORY

WHEN THE WINDOW FILLS, SQUEEZED FIRST IS

## 6 The grounding bar

Two numbers that prove answers stand on the facts, and the gate no release passes without them.

METRIC

THRESHOLD

THE RELEASE GATE THESE METRICS GUARD

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SIGN-OFF

ACCOUNTABLE OWNER

DATE

REVIEW CADENCE

PRESSURE TEST

Walk each scenario against the filled charter. Check the box only when the charter already answers it.

A source goes stale: the shelf life catches it, the recall path runs, and answers stop citing it.

A user demands deletion: the deletion path clears every quadrant it touches, inside the stated window.

An answer fails a grounding audit: the two metrics show where it broke and the release gate holds.