

Notion Knowledge-Base Pilot

Fast vendor triage for a 25 -> 60 person organization: knowledge base, process documentation, SSO, DPA, export and AI policy.

Vendor	Notion	Package	Rapid Screen
Decision	Conditional Go	Pilot	Yes
Sources	10	Claims	29

Decision Notion can be cleared for a limited knowledge-base and process-documentation pilot. A full rollout is not currently approval-ready until quote, export test, permission test, subprocessor/data-class handoff and AI policy are closed.

1. Use Case and Scope

Field	Rapid assumption
Customer situation	25 -> 60 people
Primary use	Internal knowledge base and process documentation
Budget anchor	EUR 300-1,000/month
Mandatory requirements	SSO / identity control, DPA/privacy handoff, Export / portability, Admin and permission model, Clear pilot-vs-rollout decision
Not included	full legal advice, full security assessment, market scan, alternatives matrix, contract redlining

2. Why only the pilot is approval-ready

Reason	Decision reading
R-1	The use case is narrow enough: internal knowledge base and process documentation, not an uncontrolled company-wide rollout.
R-2	Notion likely covers the functional pilot need; SSO and permissions must be tested in the real workspace.
R-3	Export is documented. That is enough for a pilot, not enough for rollout approval.

3. Why full rollout remains stopped

Blocker	What must be proven first
B-1	60-user TCO can break the budget corridor.
B-2	Audit Log, SCIM, data residency and other controls are plan-dependent and can force Enterprise pricing.
B-3	Export quality and rebuild effort remain practically untested.
B-4	The subprocessor list includes hosting, AI, analytics, support and Notion-entity processing across multiple locations. This must be mapped before sensitive data is imported.

4. Hard Blockers

Risk	Exposure	Decision effect	Next proof
TCO / Budget	Business can exceed the EUR 300-1,000/month target range at 60 users; Enterprise controls sit in custom pricing.	Pilot can fit; full-rollout budget is not approval-ready.	Formal quote for 25 and 60 users including billing, term, currency, taxes, AI and add-ons.
Plan-fit controls	Audit Log, SCIM, data residency, SIEM/DLP and other admin controls are plan-dependent.	Business can be insufficient if IT/security classifies these controls as mandatory.	Classify mandatory vs optional controls; request Enterprise quote if needed.
Export / Portability	Export is documented, but restore/migration fidelity is not practically proven.	Full rollout should wait until an export test is passed.	Pilot export with pages, databases, attachments, comments and Windows ZIP test.
Permissions / External access	SSO does not automatically solve guest access and external collaboration.	Uncontrolled sharing can create data-leakage and offboarding risk.	Guest inventory, sharing policy, owner model and offboarding checklist.
DPA / Subprocessors / Transfers	DPA, subprocessors, transfers and data classes must be handed to legal/privacy before broad use.	Pilot can start with restricted data; full rollout needs responsible approval.	Route DPA, subprocessors and data-residency scope to responsible owners.

5. Subprocessor Signal

Area	Evidence from Notion list	Decision impact
Hosting	AWS: USA, European Union, Korea, Japan.	Map data residency and data classes before full rollout.
AI / LLM	Anthropic, OpenAI, Google LLC, Fireworks, Baseten, etc.; several entries Global/USA.	Do not enable Notion AI without approval. Close AI scope before importing company knowledge.
Analytics / Logs	Confluent, Turbopuffer, StarTree, Fivetran, etc. with USA, Germany, Korea, Japan.	Audit/analytics processing is broader than a pure hosting check.
Support / Entities	Teleperformance Greece; Notion entities in Ireland, India, Japan, USA, Australia, UK, South Korea.	Support access and transfer picture belong in the privacy handoff.

6. Top Evidence Claims

Claim	Field	Statement	Sources	Status
NR-CL-02	Cost / TCO	Budget can break at full rollout even if the pilot looks affordable.	N-RS-01	Model assumption
NR-CL-07	Identity lifecycle	If automated lifecycle/offboarding is mandatory, Business can be insufficient.	N-RS-01 N-RS-06	Verified from primary source
NR-CL-09	Auditability	If audit logs are mandatory, the decision shifts toward Enterprise quote or No-Go for Business full rollout.	N-RS-01 N-RS-07	Verified from primary source
NR-CL-15	DPA / Privacy	Full rollout is not approval-ready without data-class and subprocessor handoff.	N-RS-02 N-RS-04 N-RS-09 N-RS-10	Legal/privacy handoff

7. Next Verification

Gate	Proof
Quote	25- and 60-user quote including term, AI/add-ons, taxes and currency.
Controls	Classify SSO, Audit Log, SCIM, data residency, SIEM/DLP as mandatory or optional.
Export	Export pilot workspace with pages, databases, attachments and nested structures.
Privacy	Route DPA, subprocessors, locations, transfers and data classes to legal/privacy.
AI	Disable, limit or formally approve Notion AI.

Scope boundary

This Rapid Note is fast triage. It does not replace legal advice, technical security testing, penetration testing or contract review.

Evidence detail: The Evidence Workbook contains all sources, 29 claims, 8 risks, the subprocessor register and the full verification trail.