KCS Principles

KCS ALIGNED v5

Receive free access to the KCS Foundation* self-paced online course!

Course Overview

Knowledge-Centered Support (KCS), developed by the Consortium for Service Innovation, is a methodology and a set of processes and practices that leverage knowledge as a key asset of the support organization. KCS is proven to allow service and support organizations to significantly improve service levels to customers, gain operational efficiencies, and increase the organization's value to the company through knowledge management.

This course will provide support center supervisors, managers, and directors with a set of practical steps for capturing, storing, and successfully reusing knowledge. Participants will learn how to implement a strategy for adopting Knowledge-Centered Support that creates and maintains knowledge as a by-product of the incident management process. This course aligns with the KCS Practices Guide v5.3.

What You Will Learn

- How to efficiently create and maintain quality, easy-to-find content in the knowledge base
- A process for monitoring the quality of knowledge
- Ways to motivate staff to use the knowledge base and to effectively assess individual and team contributions
- How you can minimize or eliminate the need for a knowledge engineering function
- How to articulate the value of knowledge management practices for your organization
- A strategy for sustainable success that minimizes investments in knowledge workflow and maximizes the return
- How to align your knowledge management strategy with ITIL® implementation
- How to identify and avoid the common pitfalls associated with knowledge management

Who Should Attend

— Support professionals and project managers who want actionable steps to improve time-to-resolve and reduce expense by utilizing a knowledge management program
— Individuals who are preparing for the KCS Principles certification exam

Course Prices

Public Classroom Training: *Interactive three-day course among peers.*
Member Price: $1,495 / Price: $1,595

Onsite Training: *Three-day course conducted at your company's site.*
Call 800.248.5667 for pricing.

Certification

The certification exam is included with the purchase of this course. Instructions for scheduling the exam are provided upon course completion.

HDI CERTIFIED | KCS Principles

Register

Call: *800.248.5667*   **Visit:** *www.ThinkHDI.com/KCS*

Unit 1: What Is Knowledge-Centered Support?
- What Is Knowledge-Centered Support?
- What Led to the Development of KCS?
- Why Do You Need KCS?
- What Are the Benefits of KCS?
- How Does KCS Align with ITSM?

Unit 2: The Knowledge-Centered Support Model
- Understanding KCS
- The KCS Process

Unit 3: Aligning KCS with the Business
- Aligning Business Goals and Objectives
- Providing Value with KCS
- KCS Return on Investment

Unit 4: Content Vitality
- What Is Content Vitality?
- The Content Standard
- The Content Migration Process
- Knowledge Monitoring

Unit 5: KCS Roles and Responsibilities
- Who Are the Typical Players in KCS?
- What Is the KCS Competency Model?
- Defining Roles and Competencies

Unit 6: The KCS Workflow
- What Is Workflow?
- What Is Structured Problem Solving?
- Workflow and Technology
- Process Integration

Unit 7: Performance Assessment
- The KCS Competency Model
- Performance Assessment
- Rewards and Recognition
- Feedback and Reputation Model

Unit 8: Leadership and Motivation
- Leadership
- Motivation
- Defining Purpose
- Promoting Teamwork

Unit 9: Communication
- Communication
- Key Messaging and Elevator Pitches
- Handling Questions and Objections
- Delivery Options

Unit 10: Technology
- Functional Requirements
- KCS Verified

Unit 11: The KCS Adoption Road Map
- The KCS Adoption Program
- Adoption Roles
- Implementation Strategy
- Investment In People, Process, and Technology
- Critical Success Factors

Official curriculum of HDI.

HDI's official curriculum addresses the needs of support professionals throughout their careers and the various maturity levels of their support operations. It presents the business processes and soft skills required to increase productivity, profitability, and improve customer satisfaction.

KCS is a service mark of the Consortium for Service Innovation.

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