



# Knowledge-Centered Service (KCS) v6: Fundamentals Overview

## COURSE ABSTRACT

### COURSE CODE

» KCST-KFOV-0600

### APPLICABLE VERSIONS

» Knowledge-Centered Service (KCS) v6

### DELIVERY METHOD

» Instructor-led Training (ILT)

### COURSE DURATION

» 1 day

### PREREQUISITES

» N/A

### RECOMMENDED TRAININGS

» N/A

## Course Overview

KCS® (Knowledge-Centered Service) is a best practice methodology that provides a detailed description of how support and service organizations can work more effectively with knowledge to improve the service delivery, become more productive, decrease costs and increase service levels to customers.

This training is intended for individuals who are, or will be using, the KCS Practices in support and service centers to resolve issues for internal or external customers. This entry-level KCS training is a great way to ensure a common understanding of the methodology, and to help individuals demonstrate a basic understanding of the KCS concepts.

**IMPORTANT:** Optional to this course is the official KCS Academy **KCS v6 Fundamentals Certification** Exam, at an additional cost. The certification exam is an online, non-proctored exam consisting of about 25 multiple-choice questions, with a time limit of 60 minutes. Up to two exam retakes are offered, at additional cost. Those who pass will receive the title of **Knowledge-Centered Service (KCS) v6 Fundamentals Certified**.

## Target Audience

- » Internal or external support and service agents
- » Support and service agents fielding interactions with employees, peers, or customers
- » Anyone interested in learning the basics of KCS

## Learner Objectives

- » Understand the underlying beliefs and values of KCS and how they contribute to the process and the benefits
- » Get insights into the benefits of KCS and how they affect the organization
- » Learn the techniques for creating findable and reusable knowledge articles in the knowledge base
- » Get a high-level understanding on how to integrate the KCS process into the support workflow
- » Understand how KCS performance is assessed



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### COURSE ACTIVITIES

- » Classroom Presentations
- » Group exercise
- » Quizzes

### KCS LEARNING PATH

- » <https://www.bmc.com/education/courses/find-courses.html#filter/%7B%22type%22%3A%22edu-specific-types-159150236%22%2C%22products%22%3A%22education-products-138131083%22%7D>

### CERTIFICATION PATHS

- » This course is not part of a BMC Certification Path.

### DISCOUNT OPTIONS

- » Have multiple students? Contact us to discuss hosting a private class for your organization
- » [Contact us for additional information !\[\]\(b6d55d0b173caf9b2505126db01e6158\_img.jpg\)](#)

## Course Modules

### Course Overview

- » Reading materials
- » Certification information
- » Terminology
- » Participant introductions

### Module 1: Overview of the KCS Methodology

- » Background and history
- » Development of KCS
- » Purpose and goal of KCS
- » Structure of KCS

### Module 2: What is Knowledge?

- » Definitions
- » Who should work KCS
- » Where to apply KCS
- » Group exercise

### Module 3: Benefits of KCS

- » Main benefits of KCS
- » Who benefits from KCS
- » Examples

### Module 4: The KCS Article Concept

- » Knowledge article structure
- » Knowledge article metadata
- » Types of knowledge articles

### Module 5: KCS Roles and Licensing Model

- » Purpose of the roles and licensing model
- » Overview of each role

### Module 6: KCS Practices – The Solve Loop

- » The Double loop of KCS
- » Capture knowledge
- » Structure knowledge

- » Reuse knowledge
- » Improve knowledge

### Module 7: KCS Practices – The Evolve Loop

- » Content Health
- » Process Integration
- » Performance Assessment

### Module 8: KCS Principles and Core Concepts

- » 4 Principles of KCS
- » 10 Core concepts of KCS
- » How to use the principles and core concepts

### Module 9: Summary

- » A mental /model shift
- » Success factors
- » Common points of failure

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