



# Knowledge-Centered Service (KCS) v6: Practices Workshop

## COURSE ABSTRACT

### COURSE CODE

» KCST-KPWS-0600

### APPLICABLE VERSIONS

» Knowledge-Centered Service (KCS) v6

### DELIVERY METHOD

» Instructor-led Training (ILT)

### COURSE DURATION

» 3 days

### 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 and optional certification exam is intended for individuals who require a thorough understanding of both the KCS methodology and its adoption. This includes people who manage or advise on the adoption and continuous improvement of the KCS practices. This course is also appropriate for product managers whose products align with or enable the KCS practices.

**IMPORTANT:** Optional to this course is the official KCS Academy **KCS v6 Practices Certification Exam**, at an additional cost. The certification exam is an online or classroom-proctored exam consisting of about 65 multiple-choice questions, with a time limit of 120 minutes. Up to two exam retakes are offered, at additional cost. Those who pass will receive the title of **Knowledge-Centered Service (KCS) v6 Practices Certified**. For purchasing the exam and additional information, click the following link: <https://www.thekcsacademy.net/certification/v6-practices/>

## Target Audience

- » Program and Project Managers for KCS adoption
- » KCS Adoption Team Members
- » Supervisors and First- and Second-line Managers
- » KCS Coaches
- » Knowledge Management Consultants
- » Support Analysts who aspire to be Coaches or Managers
- » Product Managers and Architects for technology and tools that enable the KCS practices

## Learner Objectives

- » Understand the underlying beliefs and values of KCS and how they contribute to the process and the benefits
- » Get deep 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 deep-level understanding on how to integrate the KCS process into the support workflow
- » Understand the importance of coaching and selection of coaches
- » Understand how KCS performance is assessed and the tools and techniques used
- » Learn about KCS practices and techniques, and the reasons for adhering to them
- » Understand how to adopt and sustain KCS
- » Learn about motivation and organizational buy-in
- » Learn the role of leadership and the importance of communication

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### COURSE ACTIVITIES

- » Classroom Presentations
- » Group exercises
- » Quizzes

### KNOWLEDGE-CENTERED SERVICE (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 PATH

- » 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](#) 

## Course Modules

### Course Overview

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

### Module 1: Overview of the KCS Methodology

- » Background and history
- » The development of KCS
- » Purpose and goal of KCS
- » The structure of KCS

### Module 2: Customer Value and Value Erosion

- » Definition of Service Excellence
- » Customer Value
- » Value Erosion
- » Minimize Value Erosion

### Module 3: The Customer Demand Model

- » Support from the customer's point of view

- » Shift left
- » Measures change
- » Main benefits of KCS

### Module 4: What is Knowledge?

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

### Module 5: The KCS Article Concept

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

### Module 6: KCS Roles and Licensing Model

- » The reasons for the roles and licensing model
- » In-depth description of each role
- » KCS coaching best practice

### Module 7: KCS Practices 1-4 – The Solve Loop

- » The Double loop of KCS
- » Practice 1: Capture

- » Practice 2: Structure
- » Practice 3: Reuse
- » Practice 4: Improve

### Module 8: KCS Practice 5 – Content Health

- » Different Data Objects
- » KCS article states
- » Developing a Content Standard
- » Content standard adherence measures
- » Knowledge domain analysis
- » Dealing with legacy content
- » Linking to external resources
- » Priming the Knowledge Base
- » Creating evolve loop articles
- » Article state transitions
- » Self-service success factors

### Module 9: KCS Practice 6 – Process Integration

- » Structured problem solving
- » The KCS workflow
- » KCS Process Adherence Review

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- » Technology for KCS
- » Seamless technology integration

### Module 10: KCS Practice 7 – Performance Assessment

- » A balanced scorecard for support
- » Performance Drivers
- » Leading and lagging Indicators
- » Group exercise
- » Radar Charts
- » Triangulation

### Module 11: KCS Practice 8: Leadership & Communication – Part 1

- » Theories on Motivation
- » Group exercise
- » Keys to successful leadership and Communication for KCS

- » The Strategic Framework
- » Indicators of Success
- » Develop and communicate a vision
- » KCS benefits and ROI

### Module 12: The KCS Adoption

- » Phases of adoption
- » Adoption waves
- » Roles and requirements
- » Adoption cost considerations

### Module 13: KCS Practice 8: Leadership and Communication – Part 2

- » Communication is the key
- » A communications plan for KCS
- » Group exercise
- » Leadership accountability

- » Leadership and communication indicators
- » Group exercises
- » Keys to handling objections
- » Group exercise

### Module 14: KCS Principles and Core Concepts

- » The 4 Principles of KCS
- » The 10 Core concepts of KCS
- » How to use them

### Module 15: Summary

- » Mental /model shift
- » Success factors
- » Common points of failure
- » Further reading materials and links
- » Certification instructions

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