



Knowledge-Centered Service (KCS) v6: Fundamentals Certification Exam

Certification Brief

CERTIFICATION NAME

- › Knowledge-Centered Service (KCS) v6: Fundamentals Certification Exam

CERTIFICATION Exam CODE

- › KSCT-CERT-KCSF0600

APPLICABLE VERSIONS

- › Knowledge-Centered Service (KCS) v6

PREREQUISITES

- › None

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

EXAM DURATION

- › 1 Hour

PURPOSE OF EXAM

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.

The **Knowledge-Centered Service (KCS) v6: Fundamentals Certification Exam** is intended for individuals who are using the KCS Practices in support centers and service desks to resolve issues for customers and end users. It is a great way to ensure a common understanding of the methodology across large or distributed groups of knowledge workers.

Skills Tested

Participants will be tested on their knowledge of the following:

- › 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

For detailed information around these topics, refer to the course abstract(s) for the recommended course(s).

Recommended BMC Software Course to Prepare for the Certification

The following course offered by BMC Education Services prepares the participants to take the Certification exam and also improve their knowledge and skill level to help build proficiency within knowledge management.

- › **Knowledge-Centered Service (KCS) v6: Fundamentals Overview**

Getting Started

Step 1. Take the recommended course.



Knowledge-Centered Service (KCS) v6: Fundamentals Certification Exam

Certification Brief

EXAM REGISTRATION

Choose from the following options to register for a BMC Education Services Exam:

- › Register online for BMC Software courses at: www.bmc.com/education
- › Contact your [BMC Education Advisor](#) for help with registration

RETAKE POLICY

- › Participants who fail the Certification exam may register and pay for an exam then make another attempt after waiting for seven days
- › Participants are limited to 3 attempts

CERTIFICATION RENEWAL

Certification begins on the date of passing the online exam and ends one year after the KCS Academy releases the next iteration of KCS Practices certification.

Step 2. Purchase the required exam. **Note:** Access to the certification exam is valid for 12 weeks.

Step 3. Register for the exam. You will receive a confirmation mail with all exam details within one business day of registration.

Step 4. Take and pass the exam.

Step 5. If you have failed the exam, purchase another exam attempt and start at step 2.

Examination Details

- » Exam is a non-proctored online exam.
- » There will be around 25 multiple-choice questions.
- » Reference materials can be used during the exam.

Knowledge-Centered Service (KCS) v6: Fundamentals Certification Exam

Certification Brief

Certification Process

