

How to Adopt KCS

As an industry leader in Knowledge Centered Support (KCS), ComAround is often asked how an organization can adopt KCS and launch a full initiative that will realize the benefits and achieve a solid ROI. While each company has unique challenges, a common methodology serves to launch KCS and move through the phases to full adoption.



1. Communication

The first phase of a KCS implementation is communication. From explaining the benefits (Why) to detailing the process (How) and timeline (When), the more information is disseminated, the better understanding the participants (Who) will understand the initiative and objective (What). Messages from leadership should be meaningful and regular, with management repeating and customizing the information to meet the questions and needs of each specific group they work with.

2. Training

KCS requires a shift in thinking, changes to processes, and often adapting to a new knowledge solution. Core members who will lead the KCS initiative should go through the formal certification process so they can cascade the knowledge to their teams. Inhouse training is usually developed to customize the process to the needs of each specific organization, with accompanying instruction for knowledge tool adaption as required.

3. Evolve

A KCS implementation will progress through a natural evolution of U.F.F.A. (Use it, Flag it, Fix it, Add it). As a general practice, most companies

focus on implementation of Usage and Adding first, with an initial phase of knowledge creation and the accompanying utilization of the articles. Over time, the volume of knowledge will achieve critical mass, at which point the emphasis shifts to Flagging and Fixing (along with continued Usage) as fine tuning of the knowledge repository becomes the goal. The final phase is maintenance, with equal weight across the entire cycle of knowledge.

4. Reporting

As the KCS implementation evolves, so does reporting. With initiative launch, reporting focuses on Usage and Author metrics first, with a corresponding concentration on the associated improvements in Shifting Left (across all levels of service and support). Once baselines are established and primary goals become achievable, the knowledge initiative matures, with expanded reporting of Flagging and Fixing now an additional focus. As the organization reaches the maintenance phase of KCS, long term goals are set, with accompanying metrics for strategic success and ongoing ROI.

5. Repeat

KCS is an initiative, with the ongoing requirement of programmatic goals, training and updates. Both knowledge processes and technology are ideally

treated as a life cycle, with continuous development and improvements over time. A rewards program is often instituted, with gamification and strategic goals defined by business drivers and long term planning.

Timeline

Implementation of KCS will vary, depending on an organization's size, technical complexity and culture.

While many companies see measureable returns in 3-4 months, a full implementation may require a year or more for full implementation across all teams, processes and technologies. In all cases, leadership commitment and dedicated resources are essential for a successful knowledge initiative.

About ComAround

ComAround specializes in knowledge management and self service. Professional support organizations around the world use the solution, ComAround Knowledge™, to automate and enhance their support delivery by capturing, structuring, and sharing knowledge throughout the organization. The tool is KCS Verified v5 and can be easily integrated with ITSM tools thanks to ComAround Connect. ComAround's specialists also provide KCS certification training. Read more: www.comaround.com