

This is how Knowledge Centered Support (KCS) works

If you want to streamline your knowledge management, support delivery and improve customer satisfaction, use a Knowledge Centered Support (KCS) solution. With KCS you will not have to invent your own methods for providing support since the structure of KCS, will do that for you saving time and effort. ComAround are experts in KCS and can help you to quickly and easily implement KCS with the knowledge solution ComAround Knowledge™. This is KCS in brief.

What is KCS?

Many companies worldwide use ITIL® to manage their services and support those services. ITIL® is a service management framework that provides guidelines for managing services through their lifecycle. In the Service Operation lifecycle phase ITIL® describes what we should be doing to support our user community especially when users need help with incidents or training. But ITIL® only tells us WHAT we should do not HOW we should do it or WHO should do it.

KCS is the method that can fill those gaps. KCS aims to improve, develop and manage support delivery and shows us the value of knowledge management. KCS also provides a detailed description of how the support organization should work with the knowledge base to improve the delivery of support to the business to allow the business and the support staff to become more productive and efficient. Knowledge management improves efficiency by reducing the need to rediscover knowledge. KCS has been created and is maintained by the Consortium for Service Innovation, a non-profit alliance of support organizations.

How does it work?

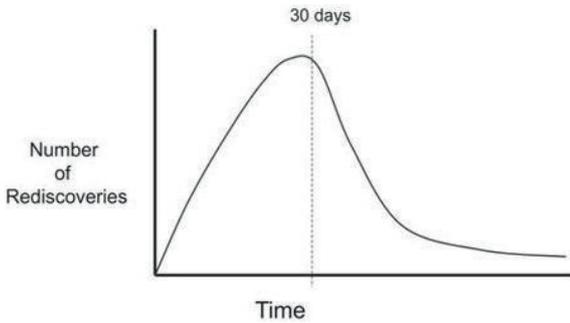
KCS methodology is based on capturing, structuring, reusing, and improving knowledge in support delivery. The knowledge is written down in the articles of a knowledge database and delivered to the business through a self-service portal. Knowledge must be searchable, usable and timely.

Business needs in real time

According to KCS, knowledge articles should be created based on business need and improved over time based on demand and utilization. It is good to remember that the articles initially need not be perfect, but should be developed and enhanced based on usage.

Knowledge is dynamic and must be created, managed and delivered "just-in-time." One reason for this is that the value of an article can begin to decrease as soon as 30 days after the need initially arises. Unfortunately, it is common that it takes 60-90 days or more to document and publish new articles. It is an expensive approach since the articles are already losing value by the time they are published.

The Pattern of Rediscovery
Time Value of an Article



Knowledge capture is a collective responsibility

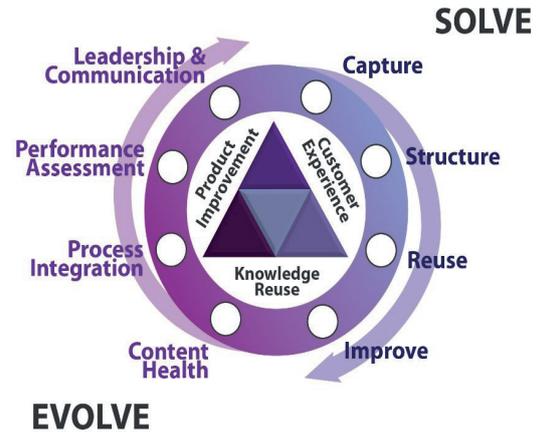
KCS takes teamwork to a whole new level by leveraging the collective experience within the organization. The methodology explains how we solve problems, and capturing this knowledge is not an extra task for the support organization. The knowledge captured is in connection with problem solving, and should be written down immediately, even if the solution is not yet available. An unfinished article should be visible to all of the support organization and anyone can help to complete the solution and the article. The entire support organization is responsible for the content. And everyone who comes in contact with a faulty knowledge article should flag it, describing the error. Therefore, it is important to encourage learning, collaboration, information exchange and continual improvement

KCS processes

KCS consists of two processes, the Solve Loop and the Evolve Loop, which together are called the

Double Loop Process. The Solve Loop includes problem solving and supports the organization's main task. The Evolve loop covers the methods that guide and promote the activities in the Solve Loop.

KCS Double Loop Process



What are the advantages and benefits of KCS?

Using KCS practices and processes, you will discover that you will enjoy dramatically lower support costs, provide better and faster help for the business and greater job satisfaction for the support organization.

- ✓ 60% shorter time to resolve
- ✓ 50% fewer cases at the service desk
- ✓ 40% higher resolution rate on first contact
- ✓ 30% more satisfied employees

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