# The life cycle of a KCS article

The phases of the KCS article's life cycle show the article's status and differentiate its visibility within the service desk and for the customer via self-service. With the support of the different phases, the service desk agent is able to include all incoming issues and problems in the knowledge base and gradually build up the article with a complete solution, aided by the entire service desk team. In this way, cases can be managed more quickly by using knowledge articles at the right time.

A knowledge article is valuable when someone needs it

Knowledge articles in a knowledge base are handled differently than other types of technical content such as documentation, white papers, and manuals. Knowledge articles are dynamic and have to be created, managed, and delivered "just in time".

The Pattern of Rediscovery
Time Value of an Article
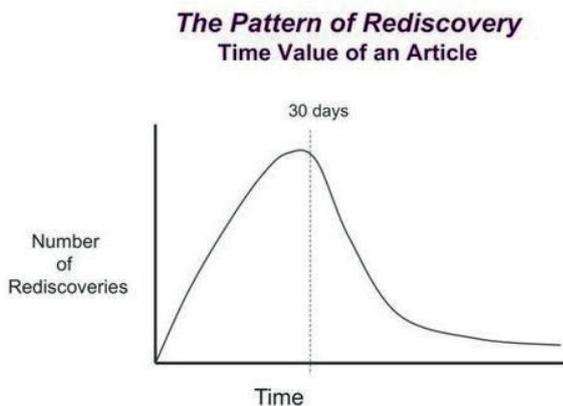
One reason for this is that the value of the articles begins to decrease 30 days after the article is needed. It is common for it to take 60 to 90 days or more to document and publish new articles, which is an expensive approach considering that an article has already lost its value.

Knowledge article life cycle

To facilitate and expedite the handling of new and updated knowledge articles, within the KCS method, several phases for an article have been formulated known as "article states". These phases show where in the life cycle the article is, and ensure that the right people can see and do the right things. The finally phase is to make an article ready to be shown to all customers via self-service.

The article's life cycle supports the KCS principle of a need-driven process. If the question is worth answering or solving for the customer, it's worth having in the knowledge base. This also supports the KCS principle that the articles initially do not need to be perfect, but should be developed and improved if used. This means that there is no need to review all the articles unless the demand exists. The development of an article is not linear, but it can reach different phases from different sources.

ComAround Knowledge™ has five article phases in accordance with KCS:

WORK IN PROGRESS (WIP) – displayed internally

Articles that have addressed the problem or issues and the customer's environment, but which do not yet have a solution.

DRAFT – displayed internally

Articles which have a solution, but which have yet to be validated by customers and/or other support agents.

APPROVED – displayed internally

Articles which are considered to be complete and are reused.

PUBLISHED – displayed internally and externally

Articles which are ready to be displayed outside of the service desk via self-service.

ARCHIVE

Articles which are no longer available via the search function, but which are available via links from previous cases in the case management system in order to avoid broken links.

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