

KCS licensing model and roles

KCS has a licensing model that forms an important part of the quality assurance of knowledge. The more you can demonstrate that you have learned, the more authority you get. It also provides a great opportunity to recognize the expertise of service desk agents.

The roles in KCS

Adopting KCS in your organization is like learning to drive a car. Firstly, you need a driving license and a licensed driver as an instructor. Finally, you have to take a test to get your license, which gives you the right and privilege to drive on the roads on your own.

This is how it works with KCS, too. While solving your customers' problems, you're also learning the KCS method. Once you have demonstrated a certain level of expertise, your rights and opportunities increase.

These roles are part of the KCS licensing model:

Reader (internal and external): Authority to search for knowledge articles via self-service.

Candidate (internal): Authority to search the knowledge base and contribute knowledge

Contributor (internal): Authority to create, review, improve, and approve articles.

Publisher (internal): Authority to publish articles for external customers.

Coach (internal): KCS expert who oversees the process and acts as a mentor.

Manager (internal): KCS expert who assigns the various roles.

Choosing roles in the support organization

The manager, and possibly other members of the

KCS adoption team, is responsible for selecting and defining the roles. This includes updating the job description and expected expertise.

Not all KCS organizations need to use all the roles. This depends in part on the volume of questions the service desk is dealing with, how similar and complex the cases are, and how mature KCS is within the organization.

Some organizations choose not to use the Candidate role, with all their support agents being at least Contributors. Once they have proven their expertise, they become Publishers. Other organizations make all their support agents Publishers, but they lose their license if they show poor judgment.

To start with, usually only Candidate and Contributor roles are assigned, as these contribute knowledge to different but nevertheless high degrees, as well as that of a coach who acts as a mentor, and reviews and publishes the articles for customers.

As KCS matures in the organization, everyone apart from newcomers on the service desk should achieve at least the Contributor level. The ultimate goal is for the majority of employees to reach the Publisher level so as to avoid having articles waiting in line to be published.

Some organizations require an annual renewal of licenses to ensure that a person is still up to scratch, while others retain their license forever. The organizations that have invested in KCS

coaching have experienced a rapid adoption of KCS and its benefits.

KCS roles and knowledge states in ComAround Knowledge™

The life cycle of a knowledge article has different phases and shows how ready an article is for publication for a customer via self-service. These

are known as “knowledge states”. These phases are linked to the different roles and help us to ensure that the right people are able to see and do the right things.

The model below shows the different roles in ComAround Knowledge™ linked to the various phases of a knowledge article.

KCS roles/ Knowledge state	Work In Progress	Draft	Approved	Published	Archived
Reader				Read	
Candidate	Read, edit	Read, edit	Read	Read	
Contributor	Read, edit	Read, edit	Read, edit	Read	
Publisher	Read, edit	Read, edit	Read, edit	Read, edit	
Coach	Read, edit	Read, edit	Read, edit	Read, edit	Read, edit
Manager	Read, edit	Read, edit	Read, edit	Read, edit	Read, edit

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.

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