

KCS[®] v6 Fundamentals Training & Certification

Course length: 1 day onsite

Certification exam: 60 minutes online (optional)

This entry-level training is intended for:

- Knowledge workers fielding interactions with employees, peers, or customers
- Anyone interested in learning the basics of KCS
- Internal or external Support Agents

Someone who completes the KCS v6 Fundamentals training understands:

- The Principles and Core Concepts of KCS
- KCS benefits
- The KCS Article and the process for creating one
- How to do the KCS Solve Loop in the workflow and the value it creates
- Leading versus lagging indicators of success
- How the knowledge worker's KCS performance is assessed

Benefits of this training for the individual taking it:

- Understand of the basics and benefits of KCS
- Gain confidence in integrating the KCS Solve Loop into your workflow
- Improve productivity through the use of KCS

Benefits of having team members take this training:

- Engage or reengage knowledge workers in KCS activities
- Improve productivity as a result of team understanding how KCS enables individual and business success
- Increase adherence to KCS workflow and reduce variances
- Alignment of KCS vocabulary and understanding across different teams/locations

Course content: KCS v6 Fundamentals Training

KCS Concepts

- Defining Knowledge & KCS
- Overview of KCS Principles, Core concepts and Practices
- Benefits of KCS

The KCS Article

- Structure for capturing requests and responses
- How to structure an article
- The state of an article
- Article measures and feedback

The Process for Creating an Article

- Capturing the moment of interaction
- Importance of searching
- Concept of New vs, Known issues
- Concept of team ownership of the Knowledge base
- Demand-driven improvements

Process Integration

- Integrating knowledge creation & reuse in the workflow
- How KCS provides a structural approach to creation and reuse

Performance Assessment

- Value-based approach to measures
- Effects of putting goals on activities

KCS® v6 Fundamentals Certification

Official KCS Fundamentals certification offered by The KCS Academy

The KCS v6 Fundamentals certification is intended for individuals who are using the KCS Practices in support centers and service desks to resolve issues for customers and end users.

The degree to which knowledge workers understand the benefits of KCS, how it works, and what's in it for them, has a huge impact on the organization's ability to realize the benefits of the methodology.

This entry-level KCS certification is a great way to ensure a common understanding of the methodology across large or distributed groups of knowledge workers.

The certification exam consists of 23 questions in 60 minutes. Supporting materials are allowed. The test is taken individually at a chosen time, within 30 days of course date.