

KCS v6 Overview Training & KCS v6 Fundamentals Certification

Course length: 7 hours (classroom or virtual)
Optional Certification exam: 60 minutes online
Training conducted by KCS Academy certified trainer

KCS v6 Overview Training

This entry-level training is intended for:

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

Someone who completes the KCS v6 Overview training understands:

- The Principles and Core Concepts of KCS
- KCS benefits
- The KCS Article and the process for creating one
- How to capture, structure, reuse and improve knowledge in the workflow
- The importance of focusing on value creation rather than the activities themselves
- How the knowledge worker's KCS performance is assessed

Benefits of this training for individuals and teams:

- Understand the basics and benefits of KCS
- Gain confidence in integrating the KCS activities into the workflow
- Improve productivity through the use of KCS
- 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:**Overview of KCS**

- Defining Knowledge & KCS
- Overview of KCS Principles and core concepts
- Benefits of KCS

The KCS Article

- Structure for capturing requests and responses
- The knowledge article life cycle

Capture, structure, reuse and improve knowledge in the workflow

- 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

Content Health

- The importance of a standardized knowledge article format
- Measures for adherence to the defined standard

Process Integration

- The problem-solving process
- How KCS provides a structural approach to creation, improvement and reuse
- Measures for adherence to the KCS workflow

Performance Assessment

- KCS roles and licensing model
- Value-based approach to measures

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 online at a chosen time, within 30 days of course date.