

KCS Principles

Unit 1: What Is Knowledge-Centered Service (KCS)?

- What Is Knowledge-Centered Service?
- What Led to the Development of KCS?
- KCS Principles
- Why Do You Need KCS?
- What Are the Benefits of KCS?

Unit 2: The KCS Principles and Core Concepts

- KCS Principles
- KCS Core Concepts

Unit 3: The KCS Practices

- The KCS Practices
- Understanding KCS
- The KCS Methodologies

Unit 4: Aligning KCS with the Business

- Aligning Business Goals and Objectives
- Providing Additional Value with KCS
- KCS Benefits and ROI

Unit 5: Content Health

- The Content Standard
- KCS Article State
- Developing A Content Standard
- Creating Evolve Loop Articles
- Archiving Old Articles
- Dealing with Legacy Data
- Priming the Knowledge Base
- Global Support Considerations
- Knowledge Domain Analysis
- Content Health Indicators
- Self-Service Success
- Self-Service Measures

Unit 6: KCS Roles and Responsibilities

- KCS Roles and Licensing Model
- The KCS Licensing Model
- Defining Roles and Competencies

Unit 7: Process Integration

- Process Integration
- Structured Problem Solving
- Seamless Technology Integration
- Search Technology for KCS
- Closed Loop Feedback
- KCS Process Integration Indicators

Unit 8: Performance Assessment

- Assessing the Creation of Value
- Feedback and Reputation Model

Unit 9: Leadership

- Leadership
- Tap into Internal Motivators
- Recognition Programs
- Compelling Purpose
- Promote Teamwork

Unit 10: Communication

- Communication
- Key Messaging and Elevator Pitches
- Handling Questions and Objections
- Programs for Social Engagement

Unit 11: Technology

- Functional Requirements
- Technology Selection
- KCS Verified

Unit 12: The KCS Adoption Roadmap

- The KCS Adoption Program
- Adoption Phases
- Adoption Roles
- KCS Implementation Strategy
- KCS Investment
- Critical Success Factors