KCS v6 Fundamnetals

KCS v6 Principles

- Know that KCS in v6 stands for Knowledge-Centered Service.

- Identify how Create Value contributes to KCS success.

- Identify how Demand Driven contributes to KCS success.

KCS Core Concepts

- Identify the value of KCS to the business and to the customers.

- Identify the differences between the KCS methodology and Knowledge Management (KM) tool/technology.

- Identify the characteristics of the KCS Double Loop Process.

KCS Article

- Identify why capture in the workflow is important in a KCS environment.

- Identify the importance of the visibility of a framed or Work-In-Progress KCS article.

Structure

- Identify why structure for reuse contributes to the overall KCS process.

- Identify why "complete thoughts not complete sentences" contributes to the overall KCS process.

Reuse

- Identify why "seek to understand what we collectively know" contributes to the overall KCS process.

- Identify what needs to be known to determine if reference material should be linked to a KCS article.

Improve

- Identify how "reuse is review" contributes to the overall KCS process.

- Identify why "flag it or fix it" contributes to the overall KCS process.

- Identify the conditions under which it is appropriate to flag or fix a KCS article.

- Identify behaviors of collective ownership of an organization's knowledge base.

Content Health

- Identify the importance of a Content Standard.

- Identify the purpose of the metadata field for Article Confidence.

- Identify the purpose of the metadata field for Article Audience (formerly Visibility).

- Identify the benefits of Just-In-Time publishing.

- Identify the elements of the KCS methodology that contribute to the creation of quality KCS articles.

Process Integration

- Identify why "seek to understand before seeking to solve" is important in the problem solving process.

Performance Assessment, Roles, and Responsibilities

- Identify the importance of the licensing model.

- Identify the benefits of the licensing model to the individual KCS Publisher.

- Identify the characteristics, role, value, and function of a KCS Coach.

- Identify ways to promote and measure the KCS behaviors and collaboration.

- Identify the strengths of radar charts.

- Identify the characteristics of an activity measure.