

## Course Overview

Save time and money with effective Knowledge Management.

KCS, developed by the Consortium for Service Innovation, is a methodology and a set of processes and practices that leverage knowledge as a key asset of the support organisation. KCS is proven to allow service and support organisations to significantly improve service levels to customers, gain operational efficiencies and increase the organisation's value to the company.

This knowledge management best-practice course will provide service and support centre supervisors, managers and directors with a set of practical steps for capturing, storing and successfully reusing knowledge.

Participants will learn how to implement a strategy for adopting Knowledge-Centred Service (KCS) which creates and maintains knowledge as a by-product of the incident management process.

This course is an HDI certification.



## This Course Focuses On

- How to efficiently create & maintain quality, easy-to-find content in the knowledge base;
- A process for monitoring the quality of knowledge;
- Ways to motivate staff to use the knowledge base & to effectively assess individual & team contributions;
- How you can minimise or eliminate the need for a knowledge engineering function;
- How to articulate the value of knowledge management practices for your organisation;
- A strategy for sustainable success that minimises investments in knowledge workflow & maximises the return;
- How to align your knowledge management strategy with ITIL® implementation; &
- How to identify & avoid the common pitfalls associated with knowledge management.

## Course Duration

2 Day Virtual Public Course

2 Day Onsite Course (course held at your premises)

## Course Outline

### Unit 1: What Is Knowledge-Centered Service?

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

### Unit 2: The KCS Principles & 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 & Objectives  
Providing Additional Value with KCS  
KCS Benefits & ROI

### Unit 5: Content Health

What Is 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 & Responsibilities

KCS Roles & Licensing Models  
The KCS Licensing Model  
Defining Roles & 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

The KCS Licensing Model  
Assessing the Creation of Value  
Feedback & Reputation Model

### Unit 9: Leadership

Leadership  
Tap into Internal Motivators  
Recognition Programs  
Compelling Purpose  
Promote Teamwork

### Unit 10: Communication

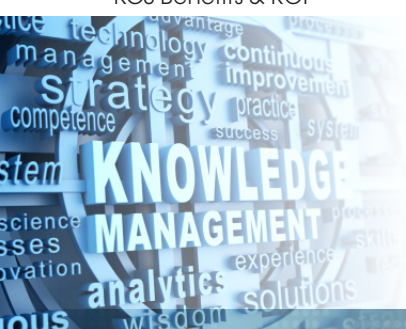
Communication  
Key Messaging & Elevator Pitches  
Handling Questions & Objections  
Programs for Social Engagement

### 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



## About HDAA

Founded in 1999, HDAA is an independent association specialising in the Service and Support Industry.

HDAA has achieved a strong reputation for providing independent, authoritative information and advice within this industry and supports its member organisations and individual professionals with a range of services to meet their ongoing challenges in this ever-evolving sector.

HDAA is an HDI Gold Partner and also sits on the HDI International Certification Standards Committee (ICSC). We are an Accredited Training Organisation (ATO) for a variety of service and support certifications and PeopleCert accredited for all our IT Service Management (ITSM) programs.

Our membership covers 100's of organisations in Australia and New Zealand and we've had the pleasure of training 1000's of service and support professionals.

## Consulting Services

Based on extensive experience and a detailed knowledge of the service and support industry, HDAA provides a variety of consulting services enabling high quality decision making and bottom line results.

Such services are based on internationally recognised frameworks, best practices and methodologies and include Service Desk Reviews, Knowledge Management Integration - using the Knowledge Centred Service (KCS) methodology, workflow mapping for policy, process and procedure documentation and generalist HR (eg. recruitment and training assistance).

## Training, Workshops, Coaching & Mentoring Services

HDAA provides a range of training courses, workshops and events, including tailored, in-house training and workshops. Our courses are internationally recognised qualifications aimed at professionals who wish to progress in the service and support industry; and specifically to help companies maximise the capability and effectiveness of their response in the service and support industry.

## Industry Intelligence

HDAA provides and publishes a range of reports on the service and support industry, including an annual Practices & Salary Report providing an overview of the industry, as well as data and analysis of the market by demographics, incident management, technology, processes, procedures and strategies, performance metrics and more.

HDAA publishes a number of 'on demand' reports, such as Member Requests and one-time Surveys. This includes research, webinars and other such items highlighted in our monthly 'Inside Support' eNews that are pertinent to the Service and Support Industry.

## Membership Services

HDAA provides a range of services for its members which can be accessed via our website [www.hdaa.com.au](http://www.hdaa.com.au).

This online content enables our members to respond swiftly and effectively to new developments in the industry by minimising the time they spend researching and collating the information they need.

Available services and tools such as Workforce Planning (WFP), Service Desk Calculators, Tool Evaluation spreadsheet, Podcasts, 'inside support' monthly eNewsletter, HDI Resources, HDI & HDAA Webinars, SupportWorld Articles and more. N.B. Members must be logged in to access the Knowledge Base content.

HDAA also conducts bespoke research, including areas of the industry where reliable published information is unavailable.

ITIL® and PRINCE2® are registered trade marks of AXELOS Limited, used under permission of AXELOS Limited. The Swirl logo™ is a trade mark of AXELOS Limited, used under permission of AXELOS Limited. All rights reserved. RESILIA™ and PRINCE2™ Agile are trade marks of AXELOS Limited, used under permission of AXELOS Limited. All rights reserved. SIAM® is a registered trademark of EXIN. DevOps Foundation®, is a registered mark of the DevOps Institute. KCS™ is a Service Mark of the Consortium for Service Innovation™ HDI® is a registered trade mark of HDI, a part of UBM LLC, which is used by permission of and under agreement with HDI. HDAA is the Australasian Gold Partner of HDI®