

## HDI Certified KCS Foundation

### About HDI®

As the world’s largest membership association for IT service and support professionals, HDI focuses on industry best practices, develops certification and training programs based on internationally-recognized standards, and provides members with valuable industry resources and events.

### About RADAR Solutions Group (RADAR)

RADAR specializes in Customer Service Delivery Consulting and Training within the IT industry. Since 2001 RADAR has been an HDI Authorized Training Partner delivering certification training in Canada.

As of March 2013 RADAR became an HDI Gold Partner offering all HDI products and services in Canada

*“The course was great, the instructor really knew the material and had the real world, practical experience to back it up!”*

*J. Collins,  
Teradata*

**Visit our website:**  
[www.radarsolutionsgroup.com](http://www.radarsolutionsgroup.com)

### Course Overview

Organizations that leverage knowledge and manage it effectively can reduce costly mistakes, accelerate the implementation of new ideas, and eliminate redundant work. A thriving knowledge management program, one that successfully captures, structures, and reuses information, is a vital component of top performing companies and often provides them with a competitive advantage.

In this course, you will gain an awareness of knowledge management best practices and be introduced to the fundamental concepts of the Knowledge-Centered Service (KCS) methodology. This course can also be used to build internal support for a new knowledge management initiative.

KCS is a service mark of the Consortium for Service Innovation.

### What You Will Learn

- Knowledge management best practices
- Knowledge-Centered Service concepts and methodology
- The value and benefits of adopting KCS

### Who Should Attend

- Technical support or business professionals who want a fundamental understanding of the benefits and processes associated with KCS
- Individuals who are preparing for the KCS Foundation certification exam

### Available as:

**Public Classroom:** Interactive one-day course among peers.

**Virtual Training:** One day of live, instructor-led training delivered over the Internet.

**Online Training:** 5-6 hours of interactive, self-paced learning.

**Onsite Training:** A one-day course conducted at your company’s site.

### To Register or for Pricing Details:

Visit our website [www.radarsolutionsgroup.com](http://www.radarsolutionsgroup.com) for pricing, scheduled dates and locations, and to register, or call us at **613-271-8075** or email: [info@radarsolutionsgroup.com](mailto:info@radarsolutionsgroup.com)

## Curriculum

### Unit 1: What Is Knowledge-Centered

#### Support and Why Do We Need It?

- The History of Knowledge
- Centered Support
- The Concepts of KCS
- The Benefits of KCS
- Proactive vs. Reactive Knowledge Management

### Unit 2: The Knowledge-Centered Support Model

- The Double Loop Process Model
- The Solve Loop
- The Evolve Loop

### Unit 3: Wrapping Up the KCS Methodology

- Performance Assessment
- Leadership
- Return on Investment

### Related Course

KCS Principles is a three-day course that covers the content of Knowledge-Centered Service in more depth as well as how to successfully implement KCS.

HDI’s official curriculum addresses the needs of support professionals throughout their careers and the various maturity levels of their support operations. It presents the business processes and soft skills required to increase productivity, profitability, and improve customer satisfaction.

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