

HDI Certified KCS Principles V6.0

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

“I work directly with these concepts and feel the course was right on track with the real world regarding knowledge management!”

T. Savage,

Canada Revenue Agency

Visit our website:
www.radarsolutionsgroup.com

Course Overview

KCS is a methodology and set of principles and practices that leverage knowledge as a key asset of an organization. KCS has proven to significantly improve service levels to customers, gain operational efficiencies, and increase the organization’s value to the company through knowledge management.

This three-day skills training and certification course will provide you with guidance and practical steps for capturing, storing, and successfully reusing support knowledge. Knowledge-Centered Services (KCS), developed by the renowned Consortium for Service Innovation, defines a set of principles and practices proven to allow service and support organizations to significantly improve service levels to customers and gain operational efficiencies. Course participants will learn a set of practical steps for reusing, improving, and creating knowledge; as well as how to implement a strategy for adopting Knowledge-Centered Services. This course aligns with the KCS Practices Guide v6.0.

What You Will Learn

- How to efficiently reuse, improve, maintain and create quality, easy-to-find knowledge articles
- A process for monitoring the quality of knowledge
- Ways to motivate staff to use the knowledge management practices and to effectively assess individual and team contributions
- How you can minimize or eliminate the need for a knowledge engineering function
- How to articulate the value of knowledge management practices for your organization
- A strategy for sustainable success that minimizes investments in knowledge workflow and maximizes the return
- How to identify and avoid the common pitfalls associated with knowledge management

Who Should Attend

- Any and all customer service professionals, project managers, and support center professionals, supervisors, managers, and directors who want actionable steps to improve time-to-resolve and reduce expense by utilizing a knowledge management program
- Individuals who are preparing for the KCS Principles certification exam.

Available as:

Public Classroom: Interactive three-day course among peers.

Virtual Classroom: Three days of live, instructor-led training delivered over the Internet.

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

To Register or for Pricing Details:

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

Curriculum

Unit 1: What is Knowledge-Centered Service?

Section 1: What is Knowledge-Centered Service?
Section 2: What Led to the Development of KCS?
Section 3: KCS Principles
Section 4: Why Do You Need KCS?
Section 5: What are the Benefits of KCS?

Unit 2: The KCS Principles and Core Concepts

Section 1: KCS Principles
Section 2: KCS Core Concepts

Unit 3: The KCS Practices

Section 1: The KCS Practices
Section 2: Understanding KCS
Section 3: The KCS Methodologies

Unit 4: Aligning KCS with the Business

Section 1: Aligning Business Goals and Objectives
Section 2: Providing Additional Value with KCS
Section 3: KCS Benefits and ROI

Unit 5: Content Health

Overview: What is Content Health?
Section 1: The Content Standard
Section 2: KCS Article State
Section 3: Developing A Content Standard
Section 4: Creating Evolve Loop Articles
Section 5: Archiving Old Articles
Section 6: Dealing with Legacy Data
Section 7: Priming the Knowledge Base
Section 8: Global Support Considerations
Section 9: Knowledge Domain Analysis
Section 10: Content Health Indicators
Section 11: Self-Service Success
Section 12: Self-Service Measures

Unit 6: KCS Roles and Responsibilities

Section 1: KCS Roles and Licensing Model
Section 2: The KCS Licensing Model
Section 3: Defining Roles and Competencies

Unit 7: Process Integration

Section 1: Process Integration
Section 2: Structured Problem Solving
Section 3: Seamless Technology Integration

Section 4: Search Technology for KCS
Section 5: Closed Loop Feedback
Section 6: KCS Process Integration Indicators

Unit 8: Performance Assessment

Review: The KCS Licensing Model
Section 1: Assessing the Creation of Value
Section 2: Feedback and Reputation Model

Unit 9: Leadership

Section 1: Leadership
Section 2: Tap into Internal Motivators
Section 3: Recognition Programs
Section 4: Compelling Purpose
Section 5: Promote Teamwork

Unit 10: Communication

Section 1: Communication
Section 2: Key Messaging and Elevator Pitches
Section 3: Handling Questions and Objections
Section 4: Programs for Social Engagement

Unit 11: Technology

Section 1: Functional Requirements
Section 2: Technology Selection
Section 3: KCS Verified

Unit 12: The KCS Adoption Roadmap

Section 1: The KCS Adoption Program
Section 2: Adoption Phases
Section 3: Adoption Roles
Section 4: KCS Implementation Strategy
Section 5: KCS Investment
Section 6: Critical Success Factors