

Obtain the tools necessary to improve customer service levels, improve productivity and increase the support organisation's strategic value to the business' bottom line.

# Knowledge-Centered Support (KCS)

## One-day workshop

Add further value to your ITIL initiatives by providing a strategy for capturing, structuring and reusing knowledge within the service desk!

ProActive's one-day workshop, certified by the Consortium for Service Innovation, will provide participants with a high level overview of KCS and identify the interfaces to ITIL, in particular, to Incident and Problem Management.

### WHAT IS KCS?

Knowledge-Centered Support (KCS) is a methodology and set of practices and processes focusing on knowledge as a key asset for any customer / technical support organisation.

Developed by the Consortium for Service Innovation, its' objective is to capture, structure, and re-use technical support knowledge.

Service management requires that knowledge be leveraged within incident management and problem management. KCS defines how to integrate knowledge management into these processes.

As a knowledge management strategy for service and support organisations, KCS defines a set of principles and practices, enabling organisations to improve service levels to customers, gain operational efficiencies, and increase the organisation's value to their company.

### WHO SHOULD ATTEND?

This course is designed for support center professionals, supervisors, managers, and directors responsible for managing their support centers' resources and improving service.

All attendees will receive a certificate of attendance.

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BUSINESS DRIVEN SERVICE MANAGEMENT

### WORKSHOP CONTENTS

#### Overview of key ITIL Function/Processes.

#### Knowledge Management overview.

#### Challenges for Service Operations.

- Explanation of the challenges facing Service Operations staff including the Service Desk and support staff.

#### KCS Overview.

- A Brief history of KCS and its' evolution.

#### KCS Methodology.

- Overview of the key processes.

#### Solve Loop.

- Processes & concepts.

#### Evolve Loop.

- Key concepts.

#### Roles and Responsibilities.

- Knowledge Framers, Developers, Coach and Champion.

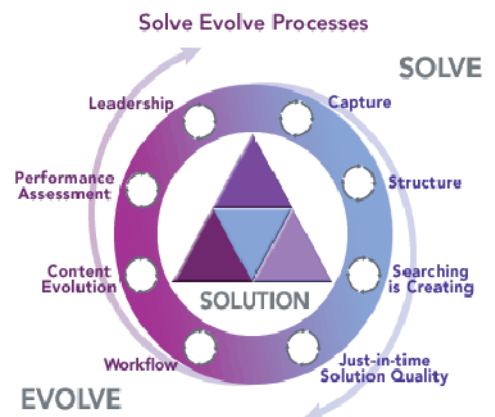
#### Interfaces to Incident and Problem Management.

- How KCS works with Incident and Problem Management.

#### Practical applications and implementation.

#### Implementing KCS and its benefits.

- Develop and maintain a knowledge base of an organisation's collective experience
- Reward collaboration, sharing and improving knowledge
- Develop the ability to create content as a by-product of solving problems
- Increase confidence of support staff and enable them to handle a broader set of issues.



Take advantage of ProActive's long-standing history of providing quality ITIL training and consulting services! ProActive introduced ITIL into Australia and as such, is Australasia's longest serving ITIL training provider. We're also the largest ITIL training provider outside the UK accredited by the British Computer Society's Information Systems Examination Board (ISEB).

All our consultants hold the ITIL Expert Certificate in Version 3 and have vast practical experience on top of their ITIL and other related qualifications, such as KCS, COBIT, and Prince2.

Plus, ProActive has been ISO9001 certified since 1996, and we have worked hard to embed quality into all aspects of the company's operation. Talk to us about our approach to quality, from training materials right through to pass marks, consultancy reports and customer feedback!

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For pricing and further information, contact ProActive: (AUS) 1300 880 855 (NZ) 0800 11 56 56.

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