

# Knowledge-Centred Support (KCS)<sup>SM</sup>

## Three-day Training Course

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

This three-day course, delivered by KCS v4 verified trainers, will provide participants with a high level overview of KCS and identify the interfaces to ITIL Version 3, in particular, to Incident and Problem Management.

- 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.
- Obtain the tools necessary to improve customer service and improve productivity.

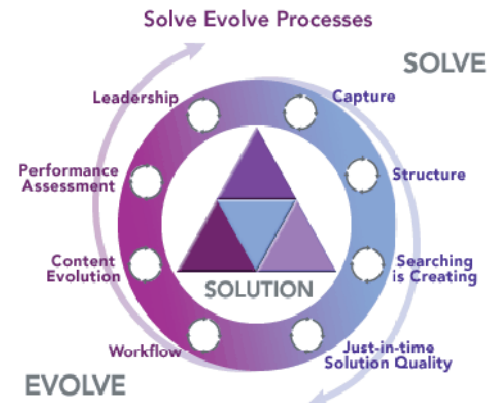
### WHAT IS KCS?

Knowledge-Centred 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 centre professionals, supervisors, managers, and directors responsible for managing their support centres' resources and improving service.

Successful completion of the examination, held at the end of the third day, will provide students with a certificate in KCS Principles.

### COURSE FORMAT

ProActive's course format ensures that students get maximum benefit from the three days of training:

- Students benefit from peer group discussion.
- Course size is limited to 16 students.
- Successful completion of the examination, held at the end of the third day, will provide students with a certificate in KCS Principles.

### COURSE FEE

	AUST	NZ
Course Price:	\$1500.00	\$1687.50

Price includes course materials and handouts.

Prices include GST and Examination.

**Terms:** Full payment with booking is required, and subject to standard terms and conditions, available on ProActive's web site.

You'll find that KCS can help:

#### Solve Cases and Incidents Faster

- over 50% improved time to resolution

#### Optimise Use of Resources

- 70% improved time to staff proficiency

#### Enable eServices Strategy

- improve customer success and use of web self-help

#### Build Organisational Learning

- 10% issue reduction due to root cause removal

# Knowledge Centred Support (KCS)

## COURSE 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.

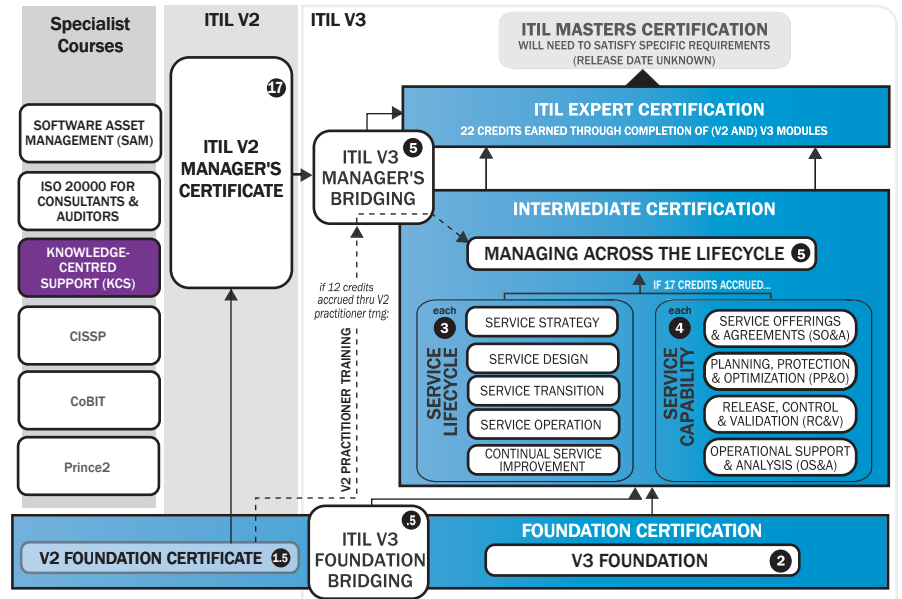
- How KCS works with Incident and Problem Management.

Practical applications and implementation.

Implementing KCS and its benefits.

Exam Preparation.

Examination.



KCS fits within the "Specialist" arm of ProActive's comprehensive Service Management training portfolio.

## About the Consortium for Service Innovation

The Consortium for Service Innovation is a nonprofit, alliance of industry leading service and support organisations focused on developing innovative ways to improve the customers' support experience. For more information about the Consortium please visit the web site [www.serviceinnovation.org](http://www.serviceinnovation.org).

"The Consortium for Service Innovation is pleased to have ProActive Services as a provider of KCS Verified training. The KCS workshops are developed and maintained by the Consortium to offer the latest perspective on the KCS methodology. It is great to have ProActive as a training partner" stated Greg Oxtan, Executive Director of the Consortium for Service Innovation.

## Other KCS services:

ProActive offer a range of "Fast Track" KCS consultancy services, workshops, training, computer based awareness modules, and coaching and mentoring services.

Contact us to discuss how ProActive can help you to implement KCS.

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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). ProActive have trained more than 27,000 students!

All our trainers hold the ITIL Expert Certificate in Version 3 and have vast practical experience on top of their ITIL and other related qualifications. Further, three of our trainers are KCS v4 verified, making them the only v4 verified trainers in the southern hemisphere!

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 and customer feedback!

For the full listing of dates, locations, and prices, call (AUS)1300 880 855 (NZ) 0800 11 56 56 or register online.

[www.proactiveservices.com.au](http://www.proactiveservices.com.au) [www.proactiveservices.co.nz](http://www.proactiveservices.co.nz)