

HDI Knowledge Centered Support (KCS) Foundations Workshop



The idea behind the knowledge-centered support (KCS) strategy is basically that of eliminating the proverbial re-invention of the wheel—to solve a problem once, and then use that solution to address the same problem whenever it occurs. Adopting KCS has many benefits, including: improving the efficiency of support centers, increasing customer satisfaction, and motivating

support staff. Many support and service organizations spend thousands of dollars each year on technology and upgrades, with minimal satisfaction on the investment. However, adopting a successful KCS strategy and shifting from the call-centric model to the transaction-oriented model can change your view on providing the highest level of customer service.

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 levels through the use of knowledge management strategies to improve efficiency and maximize customer satisfaction.

Course Description

HDI's new Knowledge Centered Support–Foundations Workshop teaches support professionals how to assess the value of knowledge-centered support, as well as the difference between call-tracking and knowledge management systems.

It explains the concept behind the re-use of knowledge and the value of tracking the re-use. The course teaches support professionals how to understand KCS principles and practices; how KCS fits in to the workflow and the structured problem solving process; how to examine the fundamentals of solution management; how to identify key roles and responsibilities. The result is an appreciation for a new way to assess performance and contribution, and considerations for a successful adoption and implementation of the strategy.

What You'll Learn

- How to assess the value of knowledge-centered support
 - The difference between call-tracking and knowledge management systems
 - The concept behind the re-use of knowledge and the value of tracking the re-use
- How to understand KCS principles and practices
 - How KCS fits in to the workflow and the structured problem solving process
- How to examine the fundamentals of solution management
- How to identify key roles and responsibilities
 - Organizational role
 - Employees' role
 - Manager's role
- An appreciation for a new way to assess performance and contribution
- Considerations for a successful adoption and implementation of the strategy



KCS Course Curriculum Contents

1. Introduction

- Getting Started
- Maximizing Your Learning Experience
- About CSI/HDI

2. Current Business Challenges

- Class discussion/activity “Top Challenges in Managing a Support Center Today”
- Retention. Turnover rates

3. Understanding KCS Principles and Practices

- Define knowledge and the purpose of a knowledge base (experience-base)
- Background of becoming knowledge-centered (History of KM)
- Present KCS overview (Methodology)
- Defining KCS practices (the solve loop and evolve loop) (Double Loop)

4. Assessing the Value of the KCS Strategy

- KCS key success factors (KPI)
- Review KCS results in different environments (case studies)
- Understand different types of change (incremental vs. step)
- Behavioral factors of change
- Adoption concepts and road map
- Envision how the KCS environment works

5. Examine the Fundamentals of Solution Management

- Understand the concept of a solution
- Understand the dynamics of solution reuse
- Understand when its appropriate to create a solution rather than reuse an existing solution
- Saves solutions with appropriate status, type, and other properties
- Concepts of the content standard and solution structure
- Understand the concept of reuse and the value of tracking reuse
- Understand the organizational value of KCS can explain the benefits of sharing knowledge
- Solution quality = “findability” and usability

6. Exploring the Mental Models “Shift Happens”

- Attributes of Knowledge
- Ownership

7. Workflow/Process Considerations

- Understand Structured Problem Solving (SPS) “Search early, search often”
- Identify the differences between call/incident tracking and knowledge management functions
- Capturing the customer’s experience in workflow
- Different types of searching techniques
- Swarming vs. Streaming
- Impact of good knowledge process

8. Identify Key Roles and Responsibilities

- Knowledge developer
- Coach
- Manager
- Knowledge Champion
- Understanding KSA that support proficiency development

9. Appreciation for a New Way to Assess Performance and Contribution

- Identifying performance drivers, leading indicators, and outcomes
- Reports and measures
- Balance score card - exercise

10. Understand Considerations for Successful Adoption

- Principle-based
- Communication (Marketing Plan)

11. KCS Content Standard

- Power of a simple structure
- Power of context
- Consistent terminology

12. KCS Lifecycle

- Model of evolution

13. Rules of Engagement–Security/Visibility

- Concepts of security model
- Rules of visibility

14. Content Quality

- Link content, context, and workflow
- Let demand drive the system

15. Making your Plan

- Your ideas
- What are you going to implement back at work

16. Review KCS Operational Model

- Critical challenges
- Value of knowledge
- Premise of KCS
- Health and interaction
- Theory to practice–How does this work?
- Inviting vs. Imposing–Adoption

17. Appendix A

- KCS Standards
- Valuable Web sites
- Definitions

HDI Certification is the only open, internationally recognized, standards-based certification in the support industry.
For a complete list of KCS standards or to learn more about HDI’s certification program, visit

www.ThinkHDI.com/cert/certoverview.asp