KCS®:
Driving To Resolution
Lightning Talks on Knowledge

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Resolution or Reference?

01 Resolution

Articles that directly answer a question or solve a problem

Articles that are helpful in leading you towards and answer or solution

Reference 02

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> Since KCS is all about capturing knowledge in the workflow, while we're solving problems, that should mean that all KCS articles should be *resolutions*... Right?

WRONG!

Why is This a Problem?

RESOLUTION

01 **Yes**
Resolutions tell the engineer or the customer exactly what to do

02 **Yes**
Resolution links inform us what improvements would be helpful

03 **Yes**
Resolutions are valuable to share with customers

No
References don't

No
References don't

No
References, often, are not

REFERENCE

01

02

03

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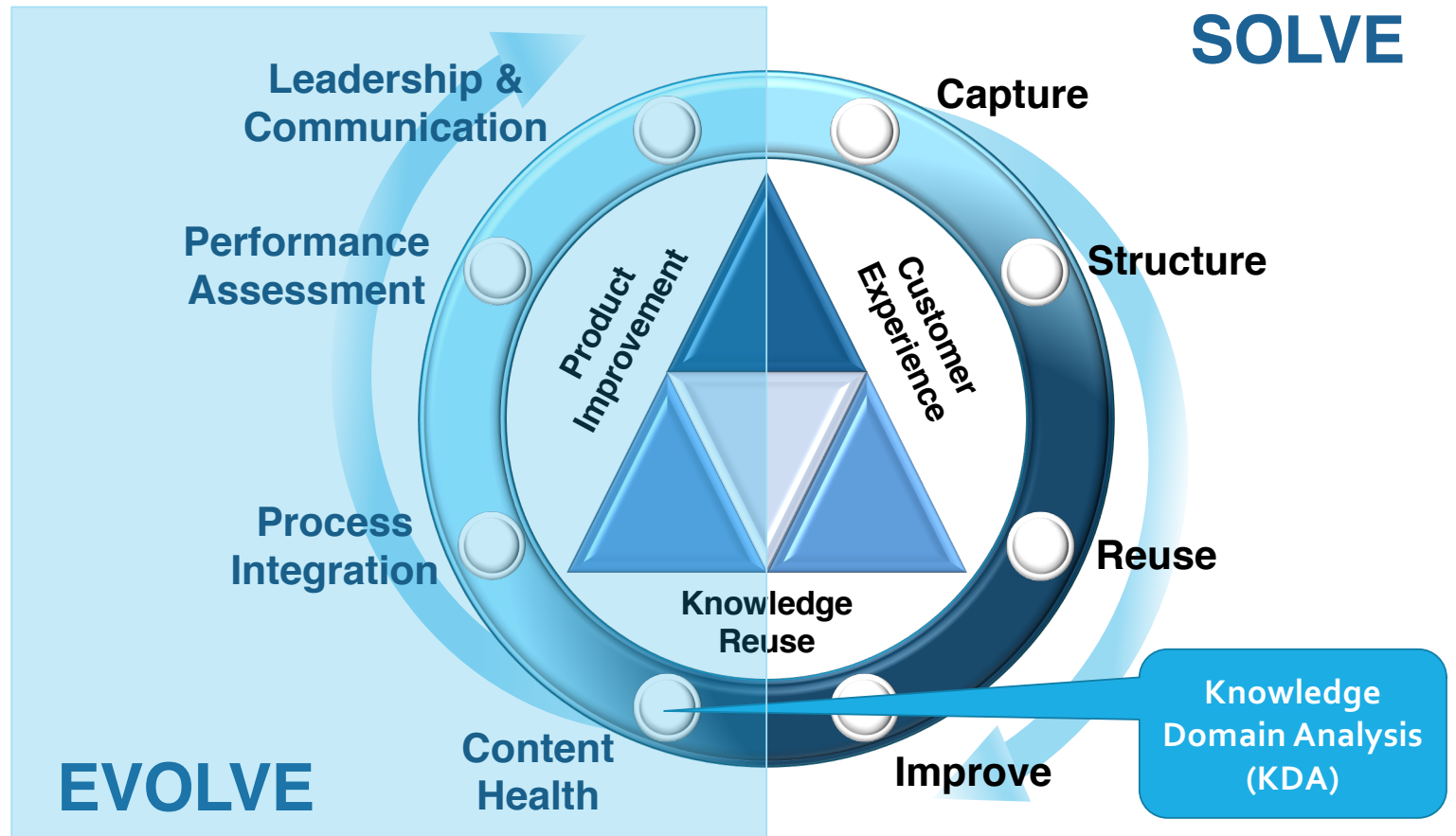
What
To Do?

Using
Evolve
Loop
articles?
Good!
Now
link the
resolution,
too.

Vague Solve Loop articles? Limit articles to one cause and one resolution.

Troubleshooting Turboencabulator Issues

Symptoms ℹ️
Inverse reactive current measurement of unilateral phase detractors unavailable or inaccurate

Applies To ℹ️
- Turboencabulator HBK-8359
- Prefabulated Amulite baseplate
- Pentametric fan

Resolution ℹ️
1. Sometimes, the grouting brushes are delineated. In this case, consult manual for reliniating procedure
2. Other times, it could be the semi-bolide stator slots. Proceed with Tangential calibration procedure
3. Under no circumstances should Caged Resistors be used in this procedure

Cause ℹ️
It really depends on what the problem is

JIRA Number ℹ️

Additional Information ℹ️
More information available in documentation. Click here to download the complete library

Inspiration: Original Turboencabulator Video

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Pseudo-
documentation?
Focus on the
incidents.

Driving to Link Rate Goals? Stop.

KCS Mug on Zazzle:
https://tinyurl.com/yjyl5d8h

Staff struggle to create resolutions? Review your coaching and licensing model.

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KCS Reader Competencies
- ❑ Effectively documents requests and responses, with or without article reuse
- ❑ Demonstrates the ability to search and refine the search within the workflow ("search early and often")
- ❑ Demonstrates the ability to reuse relevant articles in the workflow

Incremental KCS Candidate Competencies
- ❑ Understands and can articulate the business purpose of KCS at this organization
- ❑ Understands and can articulate the key elements of a KCS article
    - ❑ Structure and its benefits
    - ❑ Complete thoughts, not complete sentences
    - ❑ About one thing
    - ❑ Includes requestor's context
- ❑ <...>

Incremental KCS Publisher Competencies
- ❑ Consistently demonstrates the ability to capture the requestor's context
- ❑ Effectively and iteratively searches using the requestor's context and additional information gathered during the interaction
- ❑ Given an article, consistently defines the appropriate audience(s) for that article
- ❑ Consistently creates articles that follow the Content Standard and would satisfy all elements of the Article Quality Checklist
- ❑ Consistently manages requests-responses in a way that would score positively if sampled for Process Adherence Review
- ❑ Knows when an article is "sufficient to solve" for this requester; doesn't overgeneralize or overinvest in articles
- ❑ Consistently avoids putting customer specific information, requester proprietary information, or personally identifiable information into articles
- ❑ Demonstrates good judgment about what information is relevant for an article
- ❑ Can capture and structure new articles (or content for new articles) while responding to the request, requiring minimal time to finish the knowledge base article outside of the workflow
- ❑ Demonstrates their ability and willingness to improve articles in the workflow and an understanding of the importance of collective ownership
- ❑ Demonstrates good judgement about asking for help ...

KCS:
Drive to
Resolution!