

KCS Competencies

This is a template competencies guide based on, and simplified from, [Appendix D](#) of the KCS® v6 Practices Guide. They assume a three-tier licensing model:

License	Expected and Not Permitted Activities
KCS Reader	<ul style="list-style-type: none"> • Expected to reuse articles
KCS Candidate	<ul style="list-style-type: none"> • Expected to reuse articles • Expected to contribute articles • Expected to Flag articles • May not improve articles to which others have contributed • May not set article Confidence to Validated • May not set article Audience beyond Internal
KCS Publisher	<ul style="list-style-type: none"> • Expected to reuse articles • Expected to contribute articles • Expected to improve articles • Expected to set article Confidence to Validated upon receiving Requestor validation • Expected to set article Audience to Partner, Customer, and/or External, as appropriate

How to Modify this Template for Your Organization

1. **Modify for your licensing model.** Many organizations use variations on the model shown above, for example, by letting Readers flag, or Candidates improve, or by distinguishing licensed Contributors from Publishers (as the Practices Guide does). Move the required competencies accordingly.
2. **Modify for your language.** Following KCS v6 convention, we use the terms “request” and “response” instead of “case,” “ticket,” or “incident.” We also say generic words like “this organization” rather than a company name. We encourage organizations to update the document to use language that will be most concrete for their environment.

How to Use this Competencies Guide

- Trainers should ensure Reader and Candidate competencies during their respective training sessions.
- Coaches should confirm and reinforce Candidate competencies
- Coaches should help the knowledge worker develop Publisher competencies, and recommend that they be licensed when they have.

KCS is a registered service mark of the Consortium for Service Innovation.

© 2018 DB Kay & Associates, Inc. Some rights reserved. Creative Commons BY-NC-SA 4.0



KCS Competencies at <Your Organization>

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
- Given a Request and an apparently relevant knowledge base article, can determine whether it’s appropriate to update the article or create a new one
- Understands and can demonstrate how to implement the Solve Loop using this organization’s technology (searching, reusing, capturing new content, flagging)
- Understands and can articulate why we reuse even if we know the answer
- Understands Solve Loop templates and, given a request, can select the correct one
- Knows and can articulate what makes a flag useful

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 Content Standard Checklist
- Consistently manages requests-responses in a way that would score positively if sampled for Process Integration Indicators
- 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 and collaborating as needed

