

Official curriculum of HDI.

HDI's official curriculum addresses the needs of support professionals throughout their careers and the various maturity levels of their support operations. It presents the business processes and soft skills required to increase productivity, profitability, and improve customer satisfaction.

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

Unit 1: What Is Knowledge-Centered Support and Why Do We Need It?

- ▶ The History of Knowledge Centered Support
- ▶ The Concepts of KCS
- ▶ The Benefits of KCS
- ▶ Proactive vs. Reactive Knowledge Management

Unit 2: The Knowledge-Centered Support Model

- ▶ The Double Loop Process Model
- ▶ The Solve Loop
- ▶ The Evolve Loop

Unit 3: Wrapping Up the KCS Methodology

- ▶ Performance Assessment
- ▶ Leadership
- ▶ Return on Investment

Related Course:

KCS Principles is a three-day course that covers the content of Knowledge-Centered Support in more depth as well as how to successfully implement KCS.

All HDI Courses include a free subscription to the HDI Industry Insider

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Course Overview

Organizations that leverage knowledge and manage it effectively can reduce costly mistakes, accelerate the implementation of new ideas, and eliminate redundant work. A thriving knowledge management program, one that successfully captures, structures, and reuses information, is a vital component of top performing companies and often provides them with a competitive advantage.

In this course, you will gain an awareness of knowledge management best practices and be introduced to the fundamental concepts of the Knowledge-Centered Support (KCSSM) methodology. This course can also be used to build internal support for a new knowledge management initiative.

This course aligns with the KCS Practices Guide v5.3.

What You Will Learn

- ▶ Knowledge management best practices
- ▶ KCS concepts and methodology
- ▶ The value and benefits of adopting KCS

Who Should Attend

- Technical support or business professionals who want a fundamental understanding of the benefits and processes associated with KCS
- Individuals who are preparing for the KCS Foundation certification exam

Course Prices



Public Classroom Training: Interactive one-day course among peers.
Member: Price \$695 / Price: \$795



Virtual Classroom Training: One day of live, instructor-led training delivered over the Internet.
Member Price: \$695 / Price: \$795



Online Training: 2-4 hours of interactive, self-paced learning.
Member Price: \$395 / Price: \$445



Onsite Training: A one-day course conducted at your company's site.
Call 800.248.5667 for pricing.

Certification

The certification exam is included with the purchase of this course. Instructions for scheduling the exam are provided upon course completion.



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Register

Call: 800.248.5667 Visit: www.ThinkHDI.com/KCSF