

Course Overview

Save time and money with effective Knowledge Management.

Organizations that leverage knowledge and manage it effectively can reduce costly mistakes, accelerate the absorption and distribution 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.

The Knowledge-Centered Service Foundations course provides support center supervisors, managers, and directors with an awareness of knowledge management best practices. Additionally, participants are introduced to fundamental concepts of the Knowledge-Centered Service (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 v6.0

Course Objectives

- Knowledge management best practices
- Knowledge-Centered Service concepts and methodology
- The value and benefits of adopting Knowledge-Centered Support

Who Should Attend

Technical support or business professionals who want a fundamental understanding of the benefits and processes associated with a knowledge management initiative

Training Method

This course is only available as online or onsite training. Online, self-paced training allows students to train at their own speed. Students taking the online course can train from any computer with Internet access, and the online course takes approximately 4-6 hours to complete. For on-site training options please contact HDAA.

Course Duration

1 day onsite
4-6 hours online

Course Outline

Unit 1: What is Knowledge-Centered Service (KCS)?

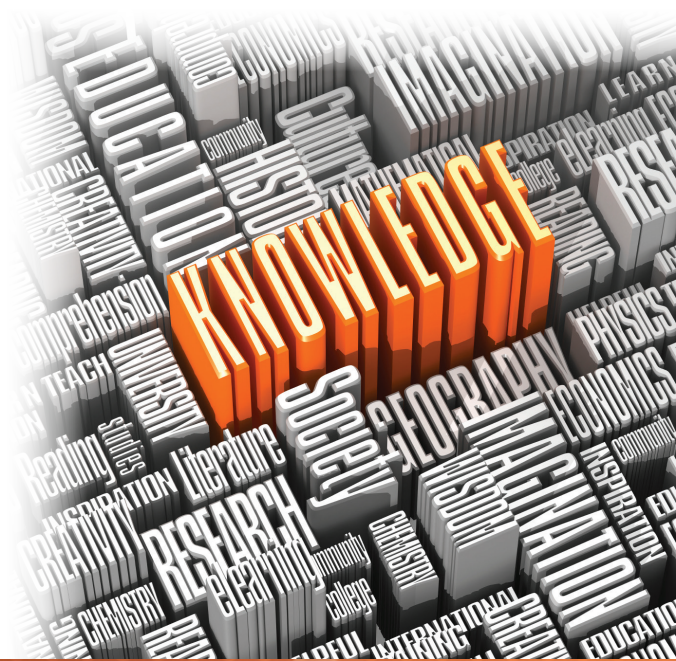
What is Knowledge-Centered Service?
What Led to the Development of KCS?
Why Do You Need KCS?
What are the Benefits of KCS?

Unit 2: Understanding the KCS Methodology

KCS Methodology
KCS Practices
The Solve Loop
The Evolve Loop

Unit 3: Wrapping Up the KCS Methodologies

Performance Assessment and Leadership and Communication
Benefits and ROI



About HDAA

Founded in 1999, HDAA is an independent association specialising in the Service and Support Industry.

HDAA has achieved a strong reputation for providing independent, authoritative information and advice within this industry and supports its member organisations and individual professionals with a range of services to meet their ongoing challenges in this ever-evolving sector.

HDAA is an HDI Gold Partner and also sits on the HDI International Certification Standards Committee (ICSC). We are an Accredited Training Organisation (ATO) for a variety of service and support certifications and PeopleCert accredited for all our IT Service Management (ITSM) programs.

Our membership covers 100's of organisations in Australia and New Zealand and we've had the pleasure of training 1000's of service and support professionals.

Consulting Services

Based on extensive experience and a detailed knowledge of the service and support industry, HDAA provides a variety of consulting services enabling high quality decision making and bottom line results.

Such services are based on internationally recognised frameworks, best practices and methodologies and include Service Desk Reviews, Knowledge Management Integration - using the Knowledge Centred Service (KCS) methodology, workflow mapping for policy, process and procedure documentation and generalist HR (eg. recruitment and training assistance).

Training, Workshops, Coaching & Mentoring Services

HDAA provides a range of training courses, workshops and events, including tailored, in-house training and workshops. Our courses are internationally recognised qualifications aimed at professionals who wish to progress in the service and support industry; and specifically to help companies maximise the capability and effectiveness of their response in the service and support industry.

Industry Intelligence

HDAA provides and publishes a range of reports on the service and support industry, including an annual Practices & Salary Report providing an overview of the industry, as well as data and analysis of the market by demographics, incident management, technology, processes, procedures and strategies, performance metrics and more.

HDAA publishes a number of 'on demand' reports, such as Member Requests and one-time Surveys. This includes research, webinars and other such items highlighted in our monthly 'Inside Support' eNews that are pertinent to the Service and Support Industry.

Membership Services

HDAA provides a range of services for its members which can be accessed via our website www.hdaa.com.au.

This online content enables our members to respond swiftly and effectively to new developments in the industry by minimising the time they spend researching and collating the information they need.

Available services and tools such as Workforce Planning (WFP), Service Desk Calculators, Tool Evaluation spreadsheet, Podcasts, 'inside support' monthly eNewsletter, HDI Resources, HDI & HDAA Webinars, SupportWorld Articles and more. N.B. Members must be logged in to access the Knowledge Base content.

HDAA also conducts bespoke research, including areas of the industry where reliable published information is unavailable.

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