

# KCS v6 Fundamentals Online Training

Offered by the KCS Academy

**This entry-level interactive, online training is intended for:**

- Knowledge workers fielding interactions with employees, peers, or customers
- Anyone interested in learning the basics of KCS
- Internal or external Support Agents

**Someone who completes the KCS v6 Fundamentals online training understands:**

- The Principles and Core Concepts of KCS
- KCS benefits
- The KCS Article and the process for creating one
- How to do the KCS Solve Loop in the workflow and the value it creates
- Leading versus lagging indicators of success
- How the knowledge worker's KCS performance is assessed

**Benefits of this training for the individual taking it:**

- Understand of the basics and benefits of KCS
- Gain confidence in integrating the KCS Solve Loop into your workflow
- Improve productivity through the use of KCS

**Benefits of having team members take this training:**

- Engage or reengage knowledge workers in KCS activities
- Improve productivity as a result of team understanding how KCS enables individual and business success
- Increase adherence to KCS workflow and reduce variances
- Alignment of KCS vocabulary and understanding across different teams/locations

*The KCS v6 Fundamentals online training is an online, interactive, self-paced course that takes 60-90 minutes to complete. It is excellent preparation for the separate [KCS v6 Fundamentals Certification](#) exam.*

Agenda below; [click here for more information](#).

## Agenda: KCS v6 Fundamentals Training

Lesson 1	<p>KCS Concepts</p> <ol style="list-style-type: none"> <li>1. Overview of KCS Practices</li> <li>2. Defining Knowledge</li> <li>3. What is KCS?</li> <li>4. Benefits of KCS</li> <li>5. KCS Success Story</li> </ol>
Lesson 2	<p>The KCS Article</p> <ol style="list-style-type: none"> <li>1. Structure for Capturing Requests and Responses</li> <li>2. Describe the Sections of an Article</li> <li>3. How to Structure an Article</li> <li>4. The State of an Article (Confidence, Visibility, Governance)</li> <li>5. Article Quality Index (AQI) Feedback</li> </ol>
Lesson 3	<p>The Process for Creating an Article</p> <ol style="list-style-type: none"> <li>1. Capturing the Moment of Interaction</li> <li>2. Importance of Searching</li> <li>3. Concept of New vs, Known</li> <li>4. Concept of Team Ownership of the KB</li> <li>5. Demand-driven improvements</li> </ol>
Lesson 4	<p>Process Integration</p> <ol style="list-style-type: none"> <li>1. Integrating knowledge creation &amp; reuse on the job</li> <li>2. How KCS provides a structural approach to creation and reuse</li> </ol>
Lesson 5	<p>Performance Assessment</p> <ol style="list-style-type: none"> <li>1. Value based approach to measures</li> <li>2. Effects of putting goals on activities</li> <li>3. Measures for the KCS Publisher role</li> </ol>