

KCS *Verified* v4 Standards Guide

Table of Contents

Table of Contents _____	1
What is the KCSsm Verified v4 program _____	2
What is KCSsm Knowledge-Centered Support _____	2
Benefits of KCS Verified v4 _____	2
Step to get - KCS Verified v4 _____	3
KCS Verified v4 Pricing _____	5
Additional Resources _____	5
KCS Verified v4 Application Form _____	5
KCS Verified v4 Self-Assessment Worksheets _____	5
KCS Verified v4 Technology Demonstration Script _____	5
KCS Verified v4 License Agreement _____	5
KCS Verified v4 Style Guide _____	5
KCS Verified v4 Application Form _____	6

KCS *Verified* v4 Standards Guide

What is the KCSSM *Verified* v4 Program?

The KCS *Verified* program is opportunity for vendors to demonstrate their support of the Consortium for Service Innovation's Knowledge-Centered Support (KCS) practices. The program is open to all vendors that supply knowledge management functionality. The KCS *Verified* designation is for major releases of products which successfully complete the KCS *Verified* process. Membership in the Consortium is not a pre-requisite; however, Consortium membership provides additional benefits, such as participation in the KCS program team and the opportunity to publish joint case studies and white papers.

What is Knowledge-Centered Support (KCS)?

Knowledge-Centered Support is a proven methodology that was developed and put to the test by the members of the Consortium for Service Innovation. The methodology is vendor neutral. The CSI organization is a non-profit made up of a collection of leading customer support organizations. The goal of KCS is to capture and structure each customer interaction and reuse the knowledge gained. The result is an improved operational efficiency, employee morale and customer satisfaction. KCS is not just about technology but also the principles and practices that must surround the tools in order to make knowledge management successful. Consortium members continue to hone the KCS process; meanwhile, they and many other support organizations are adopting these proven practices.

Benefits of KCS *Verified* v4

The Consortium has developed a list of minimum functional criteria and a set of scenarios through which vendors demonstrate their tools' ability to support the KCS practices. Once the formal process of verification is complete for a product, the vendor will have specific rights and privileges defined in the KCS *Verified* logo and marketing program. The program includes:

- KCS *Verified* v4 logo for use on software packaging, marketing materials, web site and trade show advertising.
- A *Verified* Logo Style Guide defining acceptable use of the logo and color information.
- Guidelines for a quote from the Consortium should the vendor wish to issue a press release about attaining KCS *Verified* v4 status.
- Additionally, a listing of verified products will be maintained on the Consortium web site with links to the vendors' web page.

KCS *Verified* v4 Standards Guide

Steps to Become KCS *Verified* v4

1. Review the KCS *Verified* v4 Guide
 - This Guide contains detailed requirements of the program. The candidate product(s) for designation must meet all the mandatory requirements and demonstrate all mandatory criteria.
2. Attend a KCS Foundations Workshop
 - The representative from the candidate company who will be conducting the verification demo must have attended a KCS Foundations Workshop. Workshop offerings are listed at <http://www.serviceinnovation.org/workshops>.
3. Obtain Knowledge-Centered Support Principles Certification
 - The representative from the candidate company who will be conducting the demo of the criteria must hold a Knowledge-Centered Support Principles Certification. For more information on the individual certification program managed by HDI in partnership with the Consortium, see <http://www.thinkhdi.com/hdi.aspx?c=326>
4. Complete [self-assessment worksheets](#)
 - The self-assessment is structured for vendors to describe their offerings and additional features and make it available as part of their KCS *Verified* v4 program.
 - The vendor conducts the KCS *Verified* v4 self-assessment for all their candidate product(s).
5. Complete application, self-assessment worksheets and submit payment
 - Application contains the candidate company name and contact info, product name and version number, incident tracking system name and version number and any other additional software requirements, the name of the representative who will be conducting the demo, their title, date of their workshop, and proof of their Knowledge-Centered Support Principles Certification
 - The KCS *Verified* v4 License Agreement will be entered into by the vendor that seeks to have their product(s) carry the designation of “KCS *Verified* v4”. It outlines the conditions of participation, disclaimers and conditions of the KCS v4 *Verified* program.
6. Schedule online assessment of functionality
 - When the vendor is confident that the product meets the criteria,

KCS *Verified* v4 Standards Guide

they request an assessment date. Assessments are done online via a web session and can be scheduled with the Consortium for Service Innovation. The demo should be scheduled at least 3 weeks prior to desired demo date.

7. Conduct demo following [KCS *Verified* v4 Technology Demo Scripts](#)
 - The Consortium will confirm the KCS functional criteria defined in the KCS *Verified* Technology Demo Scripts. The demo must follow the KCS *Verified* scenarios; it should not be a generic product presentation.
 - The verification demo must be completed within 2 hours
8. Sign and submit [License Agreement](#)
 - If the Consortium confirms the product meets the criteria, the Consortium will countersign the license agreement.
 - If the Consortium believes there are criteria that are not met, it will inform the vendor of the missing criteria and the KCS *Verified* v4 designation is declined. The vendor may choose to make product improvements to address the missing functionality.
9. Receive KCS *Verified* v4 License
 - Consortium will email/fax a KCS v4 letter and signed license agreement
10. Publish and Market KCS *Verified* product
 - Vendor will submit the logo they will want posted on the KCS *Verified* product page
 - Vendor may issue a press release and may use the KCS *Verified* logo (see [KCS *Verified* v4 Style Guide](#))
 - Products remain on the KCS *Verified* products page for an initial 12 months, after which time they must be renewed to remain on the list.
 - KCS Verification will be issued and renewed for products by major-number release
 - The vendor must make their completed KCS *Verified* v4 Self-Assessment worksheets available

KCS *Verified* v4 Standards Guide

KCS *Verified* v4 Pricing

KCS v4 Verification	\$6000	<ul style="list-style-type: none">• Preliminary phone call• Processing self-assessment• Scenario demos• Posting on KCS <i>Verified</i> products page• Annual Update/Renewal for 3 years
KCS v3-v4 Bridge Course (Consortium scheduled)	Group Webinar	<ul style="list-style-type: none">• A 2-hour online group/multi-vendor webinar describing what is new in KCS <i>Verified</i> v4.• Free to existing vendors holding KCS <i>Verified</i> v3 designation
KCS v3-v4 Bridge Course (Vendor scheduled)	\$800	<ul style="list-style-type: none">• Private 2 hours online group webinar for one vendor
KCS v4 Verification online coaching	\$3000	<ul style="list-style-type: none">• 6 hours online coaching on vendor tool functionality (need more detail)• Information and walk through on the scenarios• 2 additional 2 hour demo sessions
KCS Foundations workshop	Current pricing	<ul style="list-style-type: none">• 3 day course for KCS Program Managers
Knowledge-Centered Support Principles Certification	HDI current pricing	<ul style="list-style-type: none">• Certification test based on the KCS Foundations Workshop and documented in the KCS Certification Standards.pdf

New release verification = \$3000

Additional Resources

KCS *Verified* v4 [Application Form](#)

KCS *Verified* v4 [Self-Assessment Worksheets](#)

KCS *Verified* v4 [Technology Demonstration Script](#)

KCS *Verified* v4 [License Agreement](#)

KCS *Verified* v4 [Style Guide](#)

KCS *Verified* v4 Standards Guide

KCS *Verified* v4 Application Form

1. Company Name			
1. KCS <i>Verified</i> v4 Product(s)			
Product(s) Name	Release Number	Release Date	Are you certifying this product as (a) a standalone knowledge management tool designed to be integrated with other case / incident tracking tools, (b) an integrated knowledge management / case or incident management tool, or (c) both?
2. Case // Incident Management System used to demo the KCS <i>Verified</i> v4 criteria			

Select all the items you would like to purchase		
	KCS v4 Verification	\$6000
	KCS v3-v4 Bridge Course - Vendor Scheduled	\$800
	KCS v4 Verification online coaching	\$3000

We acknowledge and agree to the steps required to become KCS *Verified* v4 as outlined in the KCS *Verified* v4 Standards Guide and License Agreement

Please invoice us for \$_____ using the PO# _____

(This fee is non-refundable. Submitting the self-assessment worksheets and application for the KCS *Verified* v4 program in no way implies or guarantees approval)

The contact for the KCS *Verified* v4 program

Signature: _____ Date: _____

Print Name: _____ Phone #: _____

Title: _____ Email address: _____

KCS *Verified* v4 Standards Guide

The representative from the candidate company who will be conducting the demo of the criteria must hold a Knowledge-Centered Support Principles Certification.

Signature: _____ Date: _____

Print Name: _____ Phone #: _____

Title: _____ Email address: _____