

KCS Verified Frequently Asked Questions



1. Is KCS *Verified* only available to members of the Consortium?

No. The Verification process is open to any vendor who wishes to indicate their knowledge management product(s) have the functionality to support the KCS practices.

2. What are the benefits of becoming KCS *Verified*?

KCS Verification is an independent validation that your technology aligns with the industry best practice for knowledge management. Once your product is *Verified* you will have your product on the KCS *Verified* list on the Consortium's web site, specific rights and privileges to use the KCS *Verified* logo in your product marketing materials and a supporting quote from the Consortium.

3. How long does the Verification designation last?

The verification will be issued for a major release of a specific product based on the current version of KCS. Verification for future major releases of that product may be applied for by submitting the self-assessment to the Consortium for approval. The current fee for release upgrades is \$500.

4. What is the cost to become KCS *Verified*?

The one time initial verification fee for a major number product release is \$3,500. The fee for *Verified* product release upgrade is \$500.

5. What is the process to become KCS *Verified*?

The steps to become KCS *Verified* are:

1. Attend the KCS Foundations Workshop (usually a Product Manager)
2. Complete the self-assessment
3. Download and complete "KCS *Verified* Application Form" located at www.serviceinnovation.org/kcsverified and schedule an online session for the Consortium to validate the functionality.

6. What if I complete the self-assessment and discover my product does not meet the functional criteria?

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Completing the self-assessment has no risk associated with it. You do not pay the verification fee until after you complete the self-assessment. Should you require more of an understanding of the KCS methodology, there are several resources available to help increase your knowledge. These resources include; whitepapers on the Consortium web site www.serviceinnovation.org, consulting with the Consortium staff or outside partners, attending the KCS foundations workshops or becoming part of the Consortium KCS Program team. This is however, a benefit of Consortium membership, and you would need to become a Consortium member.

7. Once I apply for Verification, how long do I have to complete the process?

Once you submit the application and pay the verification fee, you have one year to complete the verification process.

8. What if during the demo process my product fails to meet all the KCS requirements?

If a shortcoming is discovered during the demo you will have up to one year to schedule a follow up session. One follow up session is included in the program fee.

9. What if someone from our company has already been to the KCS Foundations Workshop, do I have to repeat it?

No.

10. Where can I register for the KCS Foundations Workshop?

www.serviceinnovation.org/events

11. Where can I find the KCS *Verified* application form?

www.serviceinnovation.org/kcsverified

12. What is the KCS *Verified* License Agreement?

The KCS *Verified* License Agreement outlines the terms and conditions of the program and the specific rights and privileges of those who become KCS *Verified*. It is entered into by both the Consortium and the candidate company for KCS Verification at the time the KCS *Verified* Application form is submitted.