KCS Certification: v5 to v6

Jan. 28, 2017
Topics

• Timeline for v5 to v6 upgrade
• Overview of changes to the KCS v6 Practices Guide
• Review of the KCS v6 Practices Exam Instructions and registering for the v6 exams
• Review of the KCS v6 Practices Certification Study Guide
• Q&A
• Updates and Upcoming Events
Summary of KCS v6

- Making KCS generic
  - The interaction is the trigger to reuse, improve or create
  - Principles and core concepts

- Vocabulary updates
  - Taking out the references to case/incident and other support vocabulary

- Update article state
  - 3 independent article attributes: visibility, quality, governance

- Strengthen the leadership and communication responsibilities
  - Evolving the role of the manager

- Organizing the KCS indicators of health
  - Measures for Process Integration and Leadership an communication
Documentation Updates/ Openness

**Closed**: Small group controls updates

**Open**: Known group of people (licensed?) does updates
Timeline for KCS v6

- KCS v6 Practices Certification released Sept 2016
- KCS v5 to KCS v6 Bridge exam offered to those currently KCS Practices v5 and KCS Publisher certified (only offered until Sept 2017) $85
- After Sept 2017 only full KCS v6 Practices Certification exam available
- KCS v6 Aligned and Verified criteria release April 2017
KCS v6 Bridge Exam

- Online – not proctored exam, 25 questions, 60 min
- Available for 1 year from release date (Sept 2016)
- Covers the Principles and Core Concepts and key Practices updates only
- Pricing:
  - Bridge Exam $85, $85 retake, 30 day wait period
Changes to Vocabulary for KCS v6

KCS v5
- Knowledge-Centered Support
- Issue
- Customer
- Support Analyst
- Business
- Reward

Create in the workflow

KCS v6
- Knowledge-Centered Service
- Request
- Requestor or user
- Knowledge Worker (Responder)
- Organization
- Recognize

Search, Reuse, Link, Improve and if it doesn’t exist, Create
Objectives: KCS v6 Bridge Exam

- 25 objectives (questions) that cover:
  - Principles
  - Core concepts
  - Article states
  - Process Integration Indicators
  - Leadership and Communications

- Study guide for the bridge exam is in a link from the KCS v6 Practices Certification Instructions (v6 items are highlighted)
Resources

- KCS v6 Practices Guide
- KCS Adoption Guide
- KCS v6 Practices Certification Instructions – Directions to get KCS v6 Practices Certified
- KCS v6 Practices Certification Study Guide – Exam objectives/topics with links to the relevant documentation.
KCS v6 Principles

- **Abundance**
  - The more we share, the more we learn
  - The more people engaged, the higher the quality and impact

- **Create Value**
  - Complete task in the context of the bigger picture
  - Knowledge is the by-product of interaction, capture what we learn

- **Demand Driven**
  - Sense and respond, autonomic systems
  - Reuse, improve, and capture (if it doesn’t exist) what we learn through interactions

- **Trust**
  - Provide people with the information they need to make good Judgments and trust that they will
  - Enable the most capable: empower, engage, and recognize
  - Handle the least capable as exceptions
Principles Exam Objectives

• Identify how Abundance contributes to KCS success
• Identify how Create Value contributes to KCS success
• Identify how Demand Driven contributes to KCS success
• Identify how Trust contributes to KCS success.
Core Concepts Exam Objectives

- Identify the benefits of the Double Loop Process (Solve Loop (A) and Evolve Loop (B)).
- Identify why is it important to have buy-in to the KCS practices
- Identify elements that drive organizational change
- Identify the elements that sustain KCS benefits over time.
- Identify how knowledge integration impacts the benefits of KCS
- Identify why the investment in coaching is important
Article State

• Three metadata attributes (fields) to control article state
  – Article Confidence
    • How confident was the last person who used the article in the resolution and compliance with the content standard
  – Article Visibility
    • Who can see the article
  – Article Governance
    • Who can create and/or modify the article
Article Confidence

Work in Progress (WIP)

Not Validated

Validated

Archived

Optionally flag and move back to “Not Validated”
Article Governance

Collective

Controlled

Open: Large group of KCS licensed Contributors and Publishers

Closed: Small group controls updates
Content Health Exam Objectives

- Identify the purpose of the metadata field for Article Confidence
- KCS Identify the purpose of metadata field for Article Visibility
- Identify the purpose of KCS metadata field for Article Governance
- Identify the key enablers for self-service success
Process Integration Indicators

- Problem solving process
  - Searching (activity)
    - Did they search early and often, timing of the search
  - Link rate (reuse, activity)
    - % of cases closed with article linked
    - Timing of link vs. case close
  - Link accuracy (outcome)
    - Is the article linked: specific, relevant and actionable
  - Modify rate (activity)
    - % of articles reused that are modified
  - Create rate (activity)

- Contribution index (activity), Are we doing the Solve Loop?
  - Of the opportunity we have to link, modify, create… how often do we?
Process Integration Exam
Objectives

• Identify the value of having the Process Integration Indicators
• Identify the elements of the Process Integration Indicators

Hint: Not part of AQI. AQI is about content PII is about workflow.
Leadership: Elements of Vision

• Compelling purpose
  – A value statement
  – The value we seek to create

• Mission statement
  – How will go about creating the value

• Values
  – How we will interact with others in creating value

• Brand promise
  – The desired attributes of our relationship with others
  – The things we want others to say about us
Leadership Exam Objectives

• Identify the benefit of having and communicating a compelling purpose
• Identify the benefit of having explicit organizational values
• Identify the benefit of having a brand promise
• Given a scenario identify why assessing communication effectiveness is important to a successful KCS adoption
• Identify internal motivators
• Identify leadership's responsibility in sustaining KCS

Hint: Recognition not rewards
KCS Adoption Exam Objectives

• Identify why waves of adopters are important in a KCS adoption
• Identify why phases of adoption are important in a KCS adoption

Hint: Those doing the job should design the workflow not leadership
Practices v5 to v6: Bridge Exam

If you hold a KCS Practices v5 certification and would like to upgrade your certification to KCS v6, there is a 25 question, non-proctored, 80 minute online Bridge Exam available. The KCS v6 Bridge Exam contains questions on the new objectives and changes that were added to KCS v5 (highlighted in yellow in the KCS v6 Practices Study Guide).

Please note: The KCS v6 Bridge exam will only be available for one year and must be passed before Sept. 1, 2017.

Overview of the Bridge Exam Process

1. Log in to your account in [Webassessor](#).
2. Register for the “Practices v6 Cert Bridge Exam” under the KCS v6 Catalog.
3. Complete payment information (If you passed the Practices v6 exam after April 17, 2016, please email Jill DaGraff for a coupon to waive the $85 fee.)
5. When you’re ready, log into Webassessor and launch the exam. As this is a non-proctored exam, you can take it at your convenience. Please note that the test cannot be paused, and there is a 60 minute time limit.
Instructions – KCS v6 Bridge Exam

• Login to your existing Webassessor candidate account (not your proctor account).

• The information came in a Welcome to Webassessor email.
To register an examination for Melissa George, please select an examination from the list below.

+ KCS v6 Practices Catalog
+ KCS v6 Trainers Catalog
+ KCS v6 Fundamentals Catalog
+ KCS v5 Catalog
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<th>KCS v6 Practices Bridge Exam</th>
<th>Those holding a KCS Practices v5 certification have until August 31, 2017 to take and pass this 25 question, non-proctored, 60 minute online Bridge Exam to upgrade their certification to v6. Pre-requisites:</th>
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Check Out
Updates and Upcoming Events

• KCS Fundamentals online interactive training and exam. Introduction to KCS for knowledge workers. In beta – Release end of Feb 2017

• Consortium Member Summit – April 3-5 Monterey CA