



Public Event | Virtual



Feb 19 | 10-11 AM Pacific



KCS in Action

Small Team Success at Farm Credit Mid-America



CONSORTIUM
for Service Innovation™

Overview

Environment:

- Internal Support Team serving about 1,600 team members
- End-to-End Loan Origination Processes
- Collaboration with IT
- Technology: ServiceNow

Team (today):

- 10 Tier 1 Analysts / 5 Tier 2 Resource Managers
- Business Professionals trained in Service Management

Knowledge Centered Service

Knowledge Workers

- All Tier 1 and Tier 2 are KCS trained
 - Other team members not directly engaged in daily support also KCS trained
- **Knowledge Coaches**
 - 3 coaches in Tier 1 Support
 - Perform CSC reviews / provide feedback
 - Rotating coaches to provide opportunities
- **Knowledge Bases**
 - One internal for our team
 - One published for self service – internal customers
- **Leverage KCS Role permissions within ServiceNow ITSM / Case Management**
 - Based on demonstrated performance – not time in role

Team Challenges



Customer Challenges



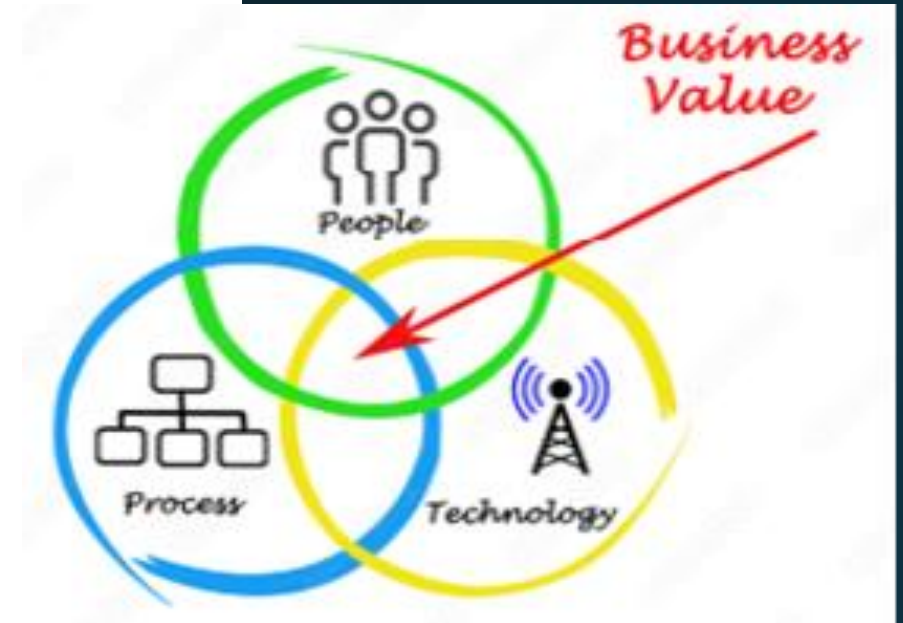


Leadership Vision

- Foster Collaboration
- Build Relationships
- Be Open-Minded to New Ways
- Continue Learning
- Lead/Model the Way
- Be Courageous
- Create Sustainability

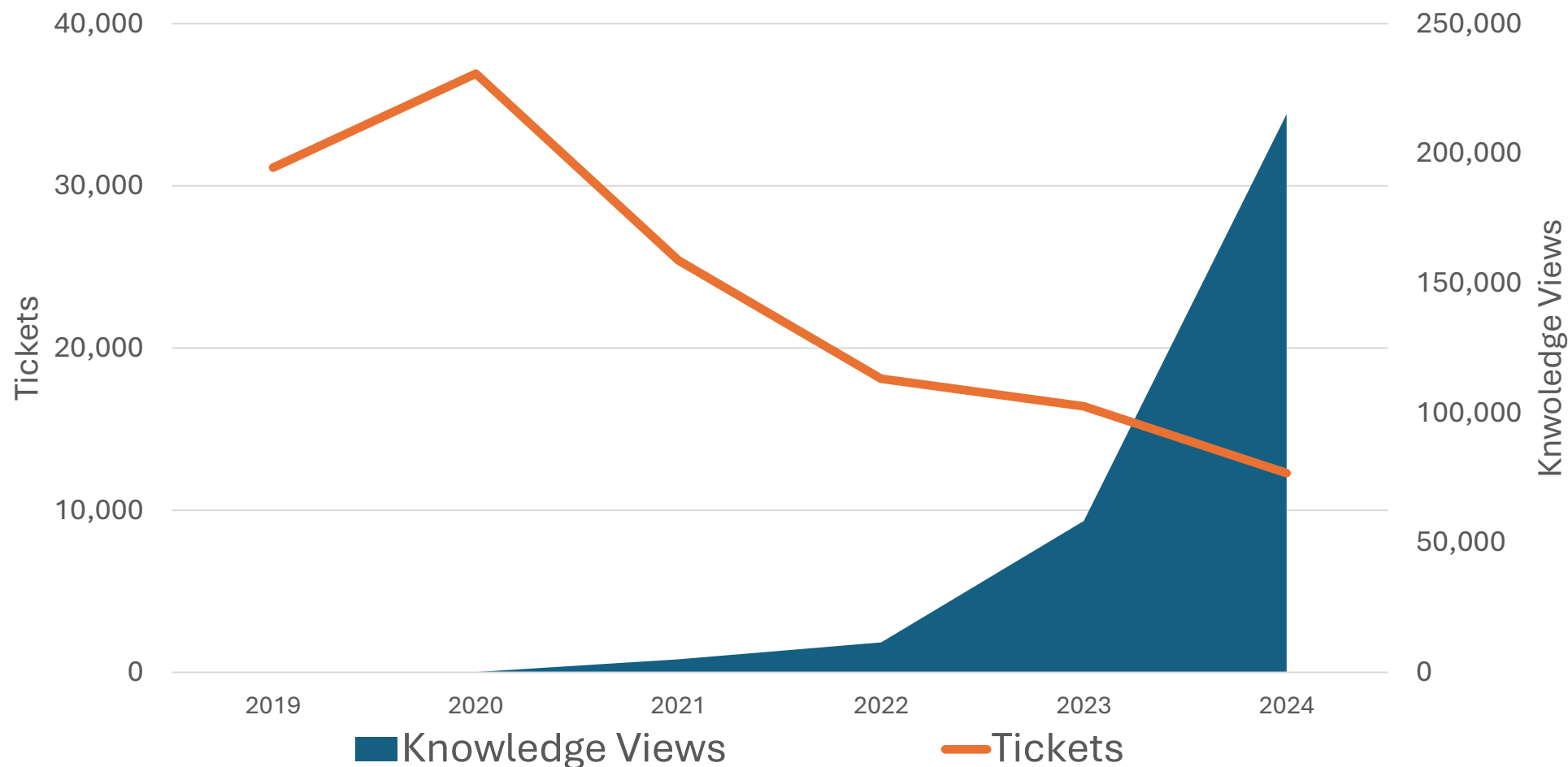
Strategic Vision

- Integrate Knowledge Centered Service
- Invest in Training
- Commit to:
 - Sustainability & Management Strategy
 - “Out of the Box”
- Improve Over Time
 - Create Business Value by Encouraging Knowledge Sharing
 - Improve Access to Integrated Process and Knowledge Resources



Customer Experience Journey

CONSISTENCY



Customer Experience Today

CONSISTENCY



**Average Resolution
Time**



**3 Hours,
25 Minutes**

Survey Rating



4.85 of 5



Today: *Making it Happen!*

- **Team**

- Investment in training
- Team Growth and Excitement
- Technology supports KCS
- Onboarding improvements!

- **Organization**

- Established Structure and Accountability
- Knowledge Council
- Executive Buy-In: “Knowledge is an organizational asset!”



Team Member Feedback

“Our dedication to knowledge creation has empowered us to serve our customers swiftly and efficiently, always keeping their needs at the heart of everything we do.”

“...By actively contributing to this body of Knowledge through writing, sharing and updating knowledge, this enables new employees to learn quickly and effectively. This collaborative approach not only boosts my confidence but also ensures that I provide fast, reliable and excellent customer service ...”