This document is intended to describe the principles and core concepts of Knowledge-Centered Service (KCS).

- KCS Principles
- KCS Core Concepts
- References and Resources
- RIGHT TO USE WITH ATTRIBUTION
- Definitions

- KCS v6

- KCS v6 Adoption Guide
- KCS v6 Practices Guide
- Measurement Matters
• KCS Certification Information

The certification programs were designed by a small, passionate group of Consortium members who are using KCS in their organizations, while also helping the Consortium develop and maintain the KCS methodology.

◦ KCS v6 Fundamentals Certification Instructions
◦ KCS v6 Practices Certification Instructions
◦ KCS v6 Certified Trainer Instructions
◦ KCS v6 Certified Internal Trainer Instructions
◦ KCS v6 Aligned Instructions
◦ KCS v6 Verified Instructions

• KCS: Ask an Expert

◦ PII: Should we have "Modify Loss" as an option?
◦ KCS Roles: What do we do with our existing knowledge authors and editors?
◦ All our issues are unique, so does KCS even make sense for us?
◦ Should we mass migrate existing content into a new knowledge base?
◦ How should we structure Responder (end user) training?
◦ How does KCS affect case closure codes?
◦ How do I get legal/compliance to let us do KCS?
◦ What are good names to simplify and easily explain validation status?
◦ Where is the balance in having KDE's do the research and Managers being accountable?
◦ What are some best practices on implementing KCS with a BPO team?