

Knowledge-Centered Support Feasibility Study

IHS Support Solutions' Feasibility Study has three key phases: Advocate, Evaluate, and Advise. Upon completion of this study, key stakeholders will have an understanding of Knowledge-Centered Support (KCSSM) and the path required for successful implementation within a specific support organization.

To perform this study, IHS will assign a senior consultant with extensive knowledge management experience. Our consultant will partner with a site contact, which your organization assigns, to complete the study in a five-day period. Your contact will provide current operations and business metrics at the start of the engagement.

On this timeline, the IHS consultant will be onsite for three days to advocate KCS and evaluate the current state. The fourth day will be spent offsite to define and package next steps into a report and presentation. We will deliver our advice on the fifth day.

1. Advocate KCS

As advocates of KCS, IHS will deliver an Executive Briefing to stakeholders within the support organization at the beginning of this engagement. This two-hour session will explain the core processes and concepts of KCS, providing the understanding necessary to build support for and complete an implementation.

2. Evaluate Current State

Based on the Knowledge Management Maturity Model, IHS will work with your site contact to evaluate the support center's current state. Analysis will include an examination of the support flow throughout the organization and the level of knowledge usage. Data of the organization's current performance will serve as a benchmark to forecast the potential capacity gains from a full KCS implementation, such as increasing productivity and driving more contacts to the Web.

3. Advise Next Steps

IHS will deliver the analysis in both a written report and presentation that summarizes the current state and describes the roadmap for adopting KCS and realizing its benefits in your environment.

Why IHS?

Our consultants have an extensive background in Knowledge Management and leveraging best practices. They have experiences with both the traditional knowledge engineering methodologies and the Knowledge-Centered Support (KCS) methodology.

IHS Support Solutions is the founder of the Knowledge Management Maturity Model and has assisted Consortium for Service Innovation and the Help Desk Institute in the development of KCS.

KCS is a service mark of the Consortium for Service Innovation, www.serviceinnovation.org