

THETA

The Higher Education Technology Agenda

Knowledge Centered Support within a Service Management Framework

Executive Summary / Introduction:

If you work in the information industry, then you're knowledge worker, and if you're already using your knowledge, why not capture and reuse it whilst you work?

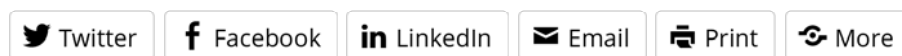
Knowledge Centred Support (KCS) is gathering momentum, but it is evident that many people are still unsure of its concepts and are also a little sceptical of the benefits of Knowledge Management in the arena of Service Management.

If you are willing to shift the focus of your support organisation from 'Call/Transaction Centric' to 'Knowledge Centric' then you'll reap the benefits that have been realised by many information service organisations who have implemented KCS.

Paul Jay has been implementing KCS in many large organisations since 2005 and he'll share on the many tips and traps that come with rolling out an Integrated Knowledge Management solution which leverages the KCS methodology.

Paul Jay
Service Quality

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