Knowledge Centered Service

Through the lens of systems, governance and complexity
The best people to create and maintain knowledge are the people who use it everyday.

Reward learning, collaboration, sharing and improving.

Synergies with ITIL and Agile.

Addresses traditional KM challenges.

Operational Efficiency

Self-Service Success

Service Improvement

Consortium for Service Innovation

Knowledge Centered Service

Knowledge Centered Service
Self Service

Knowledge articles available to end-users

Knowledge Centered Service
Create content during problem-solving & evolve content based on customer demand

1. Level
2. Level
3. Level
Development
Strategy:

Attitudes

Behaviour

Culture
Where next?

2018 2022
Tier 2 & 3 Adoption + Other Business Units
KCS Evolution
Self Service
Mobile Self Service
Virtual Customer Assistant
Intelligence Swarming

Leadership & Communication
Performance Assessment
Process Integration
Content Health
Improve
Structure
Capture
SOLVE
EVOLVE
Final thoughts...
KCS through the lens of systems, governance and complexity

“I can do things you cannot, you can do things I cannot; together we can do great things.”
- Mother Teresa

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