

# Elearning

**Course Name**

KCS v6 Fundamentals

**Course Description**

IT Ops is moving towards adopting Knowledge Centred Service (KCS) as our methodology for the creation, maintenance and management of knowledge that is created and consumed by support teams. This is a fundamental shift in the way IT Support analysts interact with knowledge during their day-to-day activities. The v6 Fundamentals course helps them to understand how and why KCS works.

**Audience**

This training is aimed at first time attenders but could also be used as refresher training where individual training opportunities are identified.

**Duration:** 1 Day(s) **Class Size:**

**Competence Name Awarded**

**Competence Awarded**

**Course Code**

**Prerequisite Name**

**Prerequisite Short Code**

**Skills Assessment Scheme Regime**

**Course Type**



Elearning

**Download Date:** 3/12/2024