

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: 10/8/2024