Knowledge-Centered Service (KCS)

Knowledge Centered Service is an enterprise approach to KM that has a philosophy of continuous improvement via lightweight practices based on capturing, creating, sharing and updating knowledge.


KCS is a proven methodology for integrating the use, validation, improvement, and creation of knowledge into the workflow. Inherent in the methodology is a process of continuous improvement that is based on the experience of those doing the work and the patterns that emerge from knowledge reuse. KCS is very different from the traditional knowledge engineering approach, which is based on the concepts of knowledge from a few for the use of many. KCS is a many-to-many model. Its elegance stems from the fact that it is demand-driven and self-correcting, because it is based on the academic concepts of double loop learning.

- http://library.serviceinnovation.org/
- KCS v6 Practices Guide
- KM KCS Excerpts and Beth Coleman Notes
- Beth Colman August 16, 2017 presentation recording
- Suggestions for capturing user feedback on KB articles