

CERTIFIED

# Knowledge Management™ (CKM)

## Course Overview

In today's fast-paced support industry, it is critical to know how to leverage your organization's information through proper management. The Certified Knowledge Management course will provide vital insight into cutting-edge knowledge management techniques. Participants will learn essential knowledge management framework strategies. The course includes a strong focus on the implementation of necessary tools and procedures to create and maintain a world-class knowledge management environment.

## Course Objectives

There are essential skills needed in order to properly leverage an organization's information. This course will review the definition of knowledge management, how to evaluate and organize existing information, the selection of knowledge management tools, how to create a method of categorization, best practices for writing solutions, and the maintenance and evaluation of knowledge base effectiveness.

## Prerequisites

Students should be familiar with the basic concepts of a customer support center.

## Certification Steps

The CKM certification consists of two parts: class attendance and a certification exam. Students will have four weeks from class conclusion date to complete the web-based certification exam. Delegates are given 2 1/2 hours to complete the 50-question, multiple-choice exam. An exam score of 90 percent or higher must be achieved in order to obtain certification. If necessary, an STI Knowledge Certified Instructor will review the exam and assist the participant in their preparation for success.

## Course Outline

### Defining Knowledge Management

- The Evolution of Knowledge Management
- Information vs. Knowledge
- Ineffective Knowledge Management
- Strategic Knowledge Management
- The Three C's of Knowledge Management

### Evaluating and Organizing Existing Knowledge

- Harvesting Existing Information
- Transforming Raw Information into Knowledge
- Creating a Knowledge Management Team

### Selecting a Tool

- Identifying Requirements
- Basic Functionality of a Knowledge Base
- Evaluate Tools
- Knowledge Base Tool Enhancements

### Create a Method of Categorization

- Organizing your Solutions
- Getting to the Root of the Problem
- Defining the Hierarchy
- STEM Methodology
- The Necessity of Categorization
- Reporting

### Write a Solution—Best Practices

- Standardizing Knowledge for Publication
- Avoiding Common Errors
- Writing a Solution
- The Role of Decision Trees
- Verifying Documentation
- Pre-Production Testing

### Maintaining the Knowledge Base

- Training the Team
- Maintaining Knowledge Base Tool
- Best Practices for Maintenance

### Evaluate Knowledge Base Effectiveness

- Measure your Success
- Obtaining Feedback
- Customer Involvement in Evaluation
- Measurements for Job Performance
- Incentives for Creating Solutions
- Marketing the Knowledge Base

**\$1,295.00 per student**

## Want to learn more?

Let STI Knowledge educate and certify your professionals to become world-class. For more information, call an Education Account Manager today at **800.350.5781** or email us at [www.stiknowledge.com](http://www.stiknowledge.com).



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