Knowledge Management

Use the built-in capabilities of MindTouch to measure the success of your content and implement KCS methodology.

Knowledge Management Best Practices

Knowledge Management principles enable your product content to successfully scale across your organization. Create well-structured product documentation optimized across all sized devices.

• KCS Methodology

Knowledge-Centered Service (KCS®), formerly Knowledge-Centered Support, is a methodology that integrates knowledge creation and improvement into operational processes.

◦ Apply KCS methodology to your content
◦ Article Quality Index (AQI)
◦ Explore MindTouch KCS Capabilities
◦ KCS Practice 1: Capture
◦ KCS Practice 2: Structure
◦ KCS Practice 3: Reuse
◦ KCS Practice 4: Improve
◦ KCS Practice 5: Content Health
◦ KCS Practice 6: Process Integration
◦ KCS Practice 7: Performance Assessment
• Knowledge base

A knowledge base (KB) is a repository of organized information that users can access through browse and search functions.

• Use MindTouch for your knowledge base

• Self-Service

• Effective self-service