KCS Basic Assessment

Monday, November 03, 2014 15:53
Block 1, 15 question(s), maximum score 15 Question block created by wizard To test your knowledge of the instructional portion of this course, and to receive professional development credit, you must successfully complete the *KCS Basics Assessment* with a passing score of 80%.   To navigate question-by-question through the assessment, use the **Next Question** button below. You can also click the **Assessment Navigator** button to navigate to a specific question number. Once you have reviewed all the assessment questions and selected an answer choice for each, click the **Submit** button to view your results.   If you experience technical issues, or have questions or comments, please contact the HR Service Center at 602-557-MyHR (6947) or 1-877-MyHRLive (694-7548).

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When organizational content is organized for a specific purpose and context, it becomes actionable. Knowledge is simply information upon which people can act.

○ True

○ False

IF choice a. is selected Set score to 1   Correct

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Which is **not** true of Apollo's adoption of KCS methodology?

○ Apollo is promoting a knowledge-sharing culture

○ Knowledge will be created and maintained as a key asset

○ Information will exist for all tasks

○ Access to knowledge will positively impact the organization

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IF choice c. is selected Set score to 1   Correct - having a knowledge base will not guarantee information exists for all tasks or job components

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Select all that are true of knowledge.

☐ Gained through interaction and experience

☐ Constantly changing

☐ Never 100% complete or 100% accurate

☐ Validated through use, experience, and interaction (not by subject matter experts)

IF choice a. is selected AND choice b. is selected AND choice c. is selected AND choice d. is selected Set score to 1   Correct

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Anything else No score defined.   Incorrect - All are true of knowledge

The KCS method changes depending on the tool you use.

○ True

○ False

IF choice b. is selected Set score to 1   Correct - the tool may be different, so the steps to complete a task may be different, however the method of consistently creating and maintaining knowledge does not change

Select all true benefits of consistently creating and sharing knowledge.

☐ Increased organizational capacity

☐ Improved efficiency

☐ Improved customer experience

☐ Employee empowerment

IF choice a. is selected AND choice b. is selected AND choice c. is selected AND choice d. is selected Set score to 1   Correct

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Anything else No score defined.   Incorrect - All are benefits of consistently creating and sharing knowledge

By consistently creating and sharing knowledge, it allows for organizations to be consistent with their customer interactions.

○ True

○ False

IF choice a. is selected Set score to 1   Correct - without a singular source for knowledge, customer advisement becomes more inconsistent

Which is **not** one of the 4 (four) basic concepts for KCS?

○ Create content as a by-product of solving issues

○ Evolve content based on use

○ Develop a plan to solve business unit issues

○ Reward learning, collaboration, sharing, and improving

IF choice c. is selected Set score to 1   Correct - KCS focuses around the creation, maintenance, and sharing of knowledge

Which is **not** one of the major 3 (three) components of KCS?

○ Evaluation Track

○ Knowledge Article

○ Solve Loop

○ Evolve Loop

IF choice a. is selected Set score to 1   Correct

The Evolve Loop represent actions that occur at the individual level.

○ True

○ False

IF choice b. is selected Set score to 1   Correct

Which Loop would include monitoring content health?

○ Solve Loop

○ Evolve Loop

IF choice b. is selected Set score to 1   Correct

Which Loop would involve correcting an article?

○ Solve Loop

○ Evolve Loop

IF choice a. is selected Set score to 1   Correct

The Solve & Evolve model is chronological in nature where the company begins to solve issues through the Solve Loop and once complete, can evolve solutions.

○ True

○ False

IF choice b. is selected Set score to 1   Correct - the Solve & Evolve model is not chronological and each of the eight subcomponents that make up the model can occur at any time

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Which is **not** a role of the KCS 0 - Reader?

○ Use knowledge

○ Request new articles

○ Submit articles for compliance review

○ Rate articles

IF choice c. is selected Set score to 1   Correct

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Which is **not** a role of the KCS 1 - Candidate?

○ Manage feedback

○ Create articles when not found

○ Create articles by request

○ Submit suggestions

IF choice a. is selected Set score to 1   Correct

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Which is **not** a component of the Licensing Model?

○ KCS coach

○ Knowledge domain expert

○ KCS council

○ Knowledge committee

IF choice d. is selected Set score to 1   Correct

 Pass 80% to 100% Congratulations, you have successfully completed the *KCS Basics Assessment*! To view individual question feedback, click the **Assessment Navigator** button to navigate to a specific question number. In the Assessment Navigator, correctly answered questions appear in white and incorrectly answered questions appear in yellow. Click the **Close** button below to close the assessment window.

Fail 0% to 79% You failed to achieve the minimum passing score. To view individual question feedback, click the **Assessment Navigator** button to navigate to a specific question number. In the Assessment

Navigator, correctly answered questions appear in white and incorrectly answered questions appear in yellow. Click the **Close** button below to close the assessment window.

Note – options are understood to be listed A through D when it comes to selecting a correct answer. The user will not see the options for A-D but this answer key runs with that logic.