

KCS Coaching & Process Documentation Framework

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Summary

This article outlines how the **KCS (Coaching) Framework** was designed and implemented to transform fragmented support documentation into a unified knowledge ecosystem. It also showcases a key deliverable — the **BSIT Escalation Process SOP** — as a case study proving measurable operational impact.

Background / The Challenge

- Inconsistent knowledge article quality across business units
- Limited agent confidence in search results and KB reliability
- High onboarding friction for new agents
- Undefined escalation pathways for complex system issues

Business Impact: Slow resolution times, duplicated tickets, and incomplete engineering handoffs.

Solution Overview — The KCS Coaching Framework

Goal: Establish a culture of continuous knowledge improvement supported by metrics and peer accountability.

Component	Description
Article Quality Checklist (AQC)	Objective rubric evaluating accuracy, structure, and findability.
Peer Coaching Program	Senior agents mentor junior staff on style and taxonomy consistency.
Performance & Adoption Dashboard	Tracks reuse rate, AQC scores, and KCS participation per team.
Standardized SOP Templates	Pre-approved formats for procedures, job aids, and escalations.

Tools Used: ServiceNow KB module, Confluence, JIRA, Cerberus, Visio

Case Study — BSIT System Issue Escalation SOP

Problem Statement: There was no consistent workflow for escalating system-wide bugs. Agents logged issues across tools with no traceability for L3 Engineering, causing duplicate effort and delayed fixes.

- 1 **Initiate BHCSE JIRA Ticket** — capture customer impact details and environment.
- 2 **Create Cerberus Ticket** — log customer-facing communications and update thread.
- 3 **Triaging Threshold** — minimum of three verified accounts experiencing the same error before elevating to BSIT.
- 4 **Linking Protocol** — associate all related JIRAs and Cerberus records to the primary BSIT case to ensure mass resolution and traceable root cause analysis.

Reference Document: BSIT Process (PDF link available on portfolio page)

Measured Impact

Metric	Before	After	Improvement
Repeat Client Service Calls	Baseline	↓	30%
Average Handle Time (AHT)	Baseline	↓	25%
Escalation Resolution Time	Baseline	↓	25%

Lessons Learned & Next Steps

- Embed KCS review checkpoints in the onboarding curriculum.
- Automate AQC metrics via ServiceNow dashboards.
- Expand coaching framework to include field technicians and product teams.

Summary of Outcomes

The KCS Coaching Framework and BSIT Process SOP transformed a fragmented support operation into a scalable, metrics-driven knowledge ecosystem — delivering measurable efficiency and confidence across the organization.