



KCS: Agile Knowledge Management Program Team Meeting Agenda

October 3-5, 2018

Hosted by MindTouch at 101 W. Broadway, San Diego, CA

[Click here to register](#)

The premise: Agile Knowledge Management (KCS) and Intelligent Swarming (IS) does for support organizations what Agile Development did for software. KCS + Intelligent Swarming + Predictive Customer Engagement = Agile Customer Engagement? What are the implications of this? How might our language and approach shift if we described KCS in Agile terms?

Wednesday, October 3 - DAY 1

(remote dial-in access 9am to 5pm PDT)

8:30 Coffee served

9:00 Welcome and introductions - *Kelly Murray, Consortium*

10:00 Break

10:15 Setting the Context - *David Kay, DB Kay & Associates*

11:15 Member experience: visualizing KCS adoption and quality for managers and executives - *Jacob Watts, Red Hat*

12:00 Lunch

1:00 Content: A Metrics Framework. Can we calculate an ROI on content? *Sara Feldman, Mindtouch and Neal Kaplan, Splunk*

2:30 Break

2:45 What are the inputs and outputs of Agile Knowledge Management? How do you know if you're doing Agile Knowledge Management?

Measures that influence development? - *Lynda King, ServiceNow*

3:30 Asking the Right Questions: Not only is the case becoming irrelevant, the article is, too.

4:30 Adjourn

Thursday, October 4 - DAY 2

(remote dial-in access 9am to noon PDT)

8:30 Coffee served

9:00 KCS for CSM's: the next frontier? Communicating what's in it for them.



KCS: Agile Knowledge Management Program Team Meeting Agenda

10:15 Break

10:00 Story cards and the brand promise: collecting the threads - *Group Discussion*

11:15 The Agile Workflow from a Developer's Point of View - *Bonnie Chase, Spencer Kittleson, and Dan Lee, MindTouch*

12:00 Lunch

1:30 Open Space: meeting attendees nominate topics for exploration

4:30 Open Space Report Outs

5:00 Adjourn

Friday, October 5 - DAY 3

(remote dial-in access 9am to noon PDT)

8:30 Coffee served

9:00 Implications for Measuring KCS as Agile Knowledge Management and how it fits in the big picture?

10:00 Break

10:15 Wrap up: next steps and summary

- Pros and cons of rebranding KCS as Agile Knowledge Management
- Agile Customer Engagement = KCS + IS + PCE?

12:00 Adjourn
