

## Consortium for Service Innovation Work Register for FY2003

<b>Problem Statement</b>	In a diverse, highly connected, rapidly evolving, customer centric and knowledge driven world, the traditional organizational structures and management practices are not effective in serving our customers. Creating customer valued relationships in a cost effective way requires rethinking how we interact with customers and how we collectively learn from those interactions.
<b>Vision</b>	A highly efficient market place that creates value and well-being for all the market participants.
<b>Mission</b>	Develop sustainable business strategies, methodologies and standards that enable cost effective/profitable improvements in the customer experience and their success with vendor products/services.
<b>Alliance Partner</b>	The Consortium for Service Innovation (CSI) is a non-profit alliance of customer service organizations that are working together to solve industry-wide challenges through a process of collective thinking and collective experience. The Consortium members are working to improve the whole experience of customers, employees and partners through the development of innovative strategies, business models and industry standards.
<b>Prior Work</b>	<p>Joint effort with the DMTF in developing the Service Incident Exchange Standard (SIS) and Solution Exchange Standard (SES)</p> <p>Developed and validated through member adoption the Knowledge-Centered Support (KCS) methodology. KCS is a rich set of principles and practices for capturing and evolving knowledge through customer interactions.</p> <p>Scenarios for an uncertain future – the Support Futures team used the scenario based planning methodology to develop four possible scenarios for the future state of the industry.</p>
<b>Current Work</b>	The Consortium's work on knowledge management practices (KCS) has lead to the development of a model for an Adaptive Enterprise. This business model represents a shift from the static, hierarchical, command and control structures of the past 100 years to a dynamic, knowledge enabled network structure. The Adaptive Enterprise aligns to a purpose, enables persistent learning and embraces the power of the human spirit.
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