



Goddard Knowledge Exchange for Lessons Learned

GKE application, Organizational Points-of-Contact
Dr. G.S. Krishnan, Chief Knowledge Officer (Acting)
April 1, 2014

Goddard Knowledge Exchange for Lessons Learned

<https://knowledge.gsfc.nasa.gov> or <https://gke.gsfc.nasa.gov>

The screenshot shows the homepage of the Goddard Knowledge Exchange for Lessons Learned. The header features the NASA logo and the site title. A navigation menu includes Home, Process Flow, Points of Contact, Knowledge Resources, and Knowledge Sharing Events. A search bar is located in the top right. On the left, there are buttons for 'Create A Lesson' and 'All Lessons'. The main content area includes a row of six images: a globe, a satellite, a globe with a heatmap, a group of people, a satellite, and a hurricane. Below this is an 'About this Application' section with an RSS icon, followed by three paragraphs of text. The footer contains links for 'Web Accessibility and Policy Notes', 'GSFC Home', 'Responsible NASA Official: GSFC Lessons Learned POC', 'Curator: GKE Curator', and 'Site Administration', along with the date 'Last Modified: 04/22/2013'.

NASA Goddard Knowledge Exchange
for Lessons Learned

Login | Register

Home Process Flow Points of Contact Knowledge Resources Knowledge Sharing Events

Create A Lesson
All Lessons

About this Application

Welcome to the Goddard Knowledge Exchange for Lessons Learned. The owner of the this application and the associated Lessons Learned Process is the Chief Knowledge Officer. It complies with NPR 7120.6, Lessons Learned Process.

The vision of the Goddard Knowledge Exchange for Lessons Learned is to provide an integration space for the many collections and libraries that exist at Goddard. It also provides space for organizational units to store and collect their own lessons if they do not have a local system for doing so. Therefore lessons we have learned may be captured in the Goddard Knowledge Exchange for Lessons Learned database or may be linked through this application. This application provides Goddard with a system to collect, organize and share program/project lessons learned that is searchable and secure. External knowledge and lessons learned repositories included in search functions are clearly identified.

Any individual or organization can submit lessons directly. All submissions are reviewed and validated before posting.

The system also facilitates the movement of priority and broadly applicable lessons to a center level of awareness and as appropriate, to the Agency Lessons Learned System through a simple approval and validation process using a Center LL Committee chaired by the Center Chief Knowledge Officer.

Information contained within this application may be subject to Export Control and/or International Trade in Arms Regulations. Identification and appropriate access controls for such content by content owners is expected.

[Web Accessibility and Policy Notes](#) | [GSFC Home](#) | Responsible NASA Official: [GSFC Lessons Learned POC](#) | Curator: [GKE Curator](#) | [Site Administration](#)
Last Modified: 04/22/2013

Intro to Goddard Knowledge Exchange for Lessons Learned (GKE)

- GKE is an application/system to:
 - Create, organize, share and [search](#) program/project lessons learned in a Secure Repository (FIPS 199 Moderate)
 - Organizations may store/collect lessons in the GKE database if they have no existing system
 - Provide links to additional Agency or External knowledge and lessons learned repositories
 - [Knowledge Resources](#)
 - [Knowledge Sharing Events](#)
 - Support a [workflow process](#) for Lessons Learned review/approval and publishing to Center or Agency; publishing to Agency NED supported by new Center Lessons Learned Working Group
 - Provide Access Restrictions to GKE Lessons Learned content (by Organizations)

GKE Additional Rationale & Benefits

- Compliance with NPR 7120.6 - Lessons Learned Process
- Action/Response to “Review of NASA’s Lessons Learned Information System” report by Office of the Inspector General, March 2012
 - Provides a Lessons Learned process to approve Lessons Learned publication to the Agency NEN
 - A new Working Group will be established to review Lessons Learned at the Center
- Reduce cost to establish and maintain a Lessons Learned Repository for GSFC Organizations that do not yet have one
 - GKE is a customized application based on the NASA JSC Lessons Learned Database
 - Application is hosted at NASA JSC

GKE Lessons Learned POCs & Working Group Members

Home

Process Flow

Points of Contact

Knowledge Resources

Knowledge Sharing Events

GSFC Points of Contact

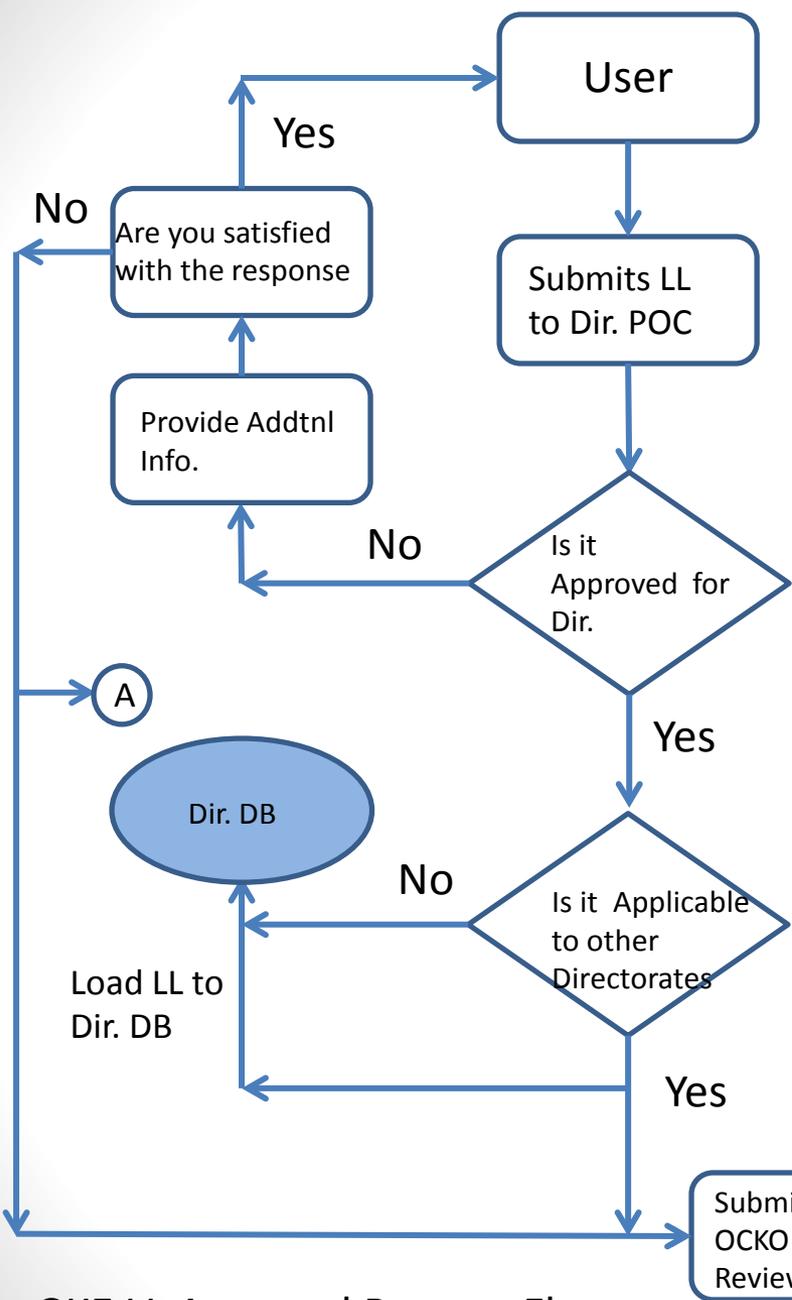
Org Code	Organization	Point of Contact
GSFC/100	Office of the Chief Knowledge Officer	G.S. Krishnan (Chair)
GSFC/110	Office of Human Capital Management	Pam Barrett
GSFC/150	Office of the Chief Financial Officer	Jon Wolz
GSFC/200	Management Operations Directorate	Roger Banting
GSFC/210	Procurement Operations Division	Tom Russell
GSFC/300	Safety and Mission Assurance Directorate	Jesse Leitner
GSFC/400	Flight Projects Directorate	Dan Blackwood
GSFC/500	Applied Engineering and Technology Directorate	Tim Trenkle Steve Scott
GSFC/600	Sciences and Exploration Directorate	Warren Connley Barbara Grofic
GSFC/700	Information Technology and Communications Directorate	Mary Ann Bents Robert (Bob) Spector
GSFC/800	Suborbital and Special Orbital Projects Directorate (Wallops Flight Facility)	David Pierce

Plans for GKE Operations Support – Proposed Roles & Responsibilities – Part 1

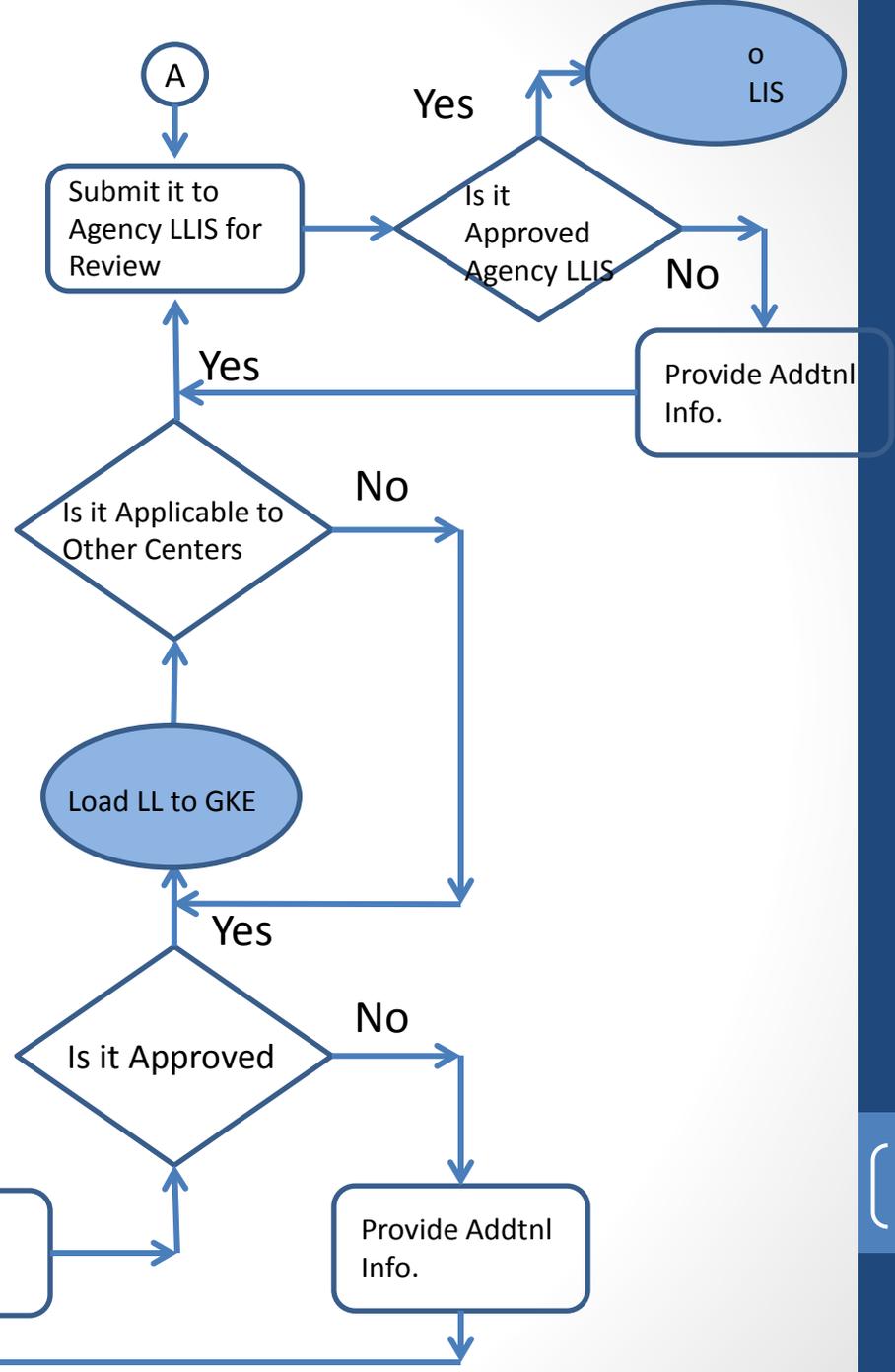
- Goddard/ITCD
 - Manage and Fund Annual JSC support task for GKE Maintenance & Operations
 - Provide Technical & GKE Site Administration Support, including workflow configurations
 - Provide Tier 1 Help Desk POC & Liaison with JSC Support
 - Develop and Present Train-the-Trainer Sessions for Working Group Members (GKE POCs)
- NASA JSC
 - Maintain GKE Service Level Agreement
 - Provide GKE application hosting, maintenance & upgrades, troubleshooting
 - Provide and maintain GKE User Guide and Admin Guide
 - Work to implement Federated Search to provide ‘automated’ publication of lessons to NEN

Plans for GKE Operations Support – Proposed Roles & Responsibilities – Part 2

- Goddard/OCKO
 - Establish and Lead Center Lessons Learned Working Group & Approval Process for elevation of lessons to Agency NEN
 - Market the GKE application
 - Maintain GKE Lessons Learned Workflow Documentation
 - Maintain GKE Goddard Controlled Vocabulary; consider development of GSFC GKE Taxonomy
- Goddard/Organizations
 - Adopt GKE or Use Organizational Lessons Learned Repository; link Organizational Repositories to GKE; Promote use of GKE
 - Recommend links for GKE Knowledge Resources and Knowledge Sharing Events
 - Identify GKE Lessons Learned Working Group Reps & GKE POCs
 - Participate in GKE Training & Provide 1st level support for their GKE users



GKE LL Approval Process Flow



GKE Next Steps

- Next Steps Summary
 - Establish Center Lessons Learned Working Group to formalize Lessons Learned review/approval process and adoption of GKE
 - Publicize GKE to Center employees
 - Establish and Present GKE Train-the-Trainer Sessions to GKE Points-of-Contact
 - Monitor and Manage User Feedback

Questions and Answers

NASA Goddard Knowledge Exchange
for Lessons Learned

Login | Register

Home | Process Flow | Points of Contact | Knowledge Resources | Knowledge Sharing Events

Create A Lesson
All Lessons
GKE User Guide
GKE Admin Guide

Home | Process Flow | Points of Contact | Knowledge Resources | Knowledge Sharing Events

W
L