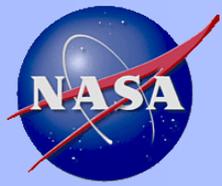




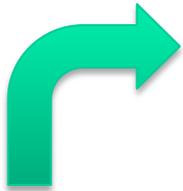
Knowledge Strategies and Strategic Plans

**Where are we
Where are we going
Where do we need help**

Michael Bell, Ph.D.
Chief Knowledge Officer, Kennedy Space Center
<http://km.nasa.gov/>



Turning Knowledge Policy into Action



1. What key info / knowledge do we have?



2. What are the knowledge needs?



4. What activities/ methods /tools do we need to stop/ start/ continue?



3. What activities/ methods /tools do we use?



5. Implement a knowledge/learning processes that ensure the workforce has the knowledge, skills, and competencies necessary for mission success



Survey Distribution

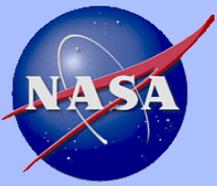
- **e-mail from Center Director**
- **Survey open for two weeks**
- **Follow ups from directorate reps**

From: KSC-Center-Director
Sent: Wednesday, November 06, 2013 5:11 PM
To: KSC-DL-ExchangeWorld-(NASA)
Subject: Survey on NASA Knowledge Sharing Services

KSC depends heavily on our operational experience, what we know and learn from doing our job, to build the necessary expertise and professional skills in our workforce to be successful. Knowledge sharing is the transfer of this knowledge to the future workforce through mentoring, networking, and a variety of knowledge systems and services. We all utilize and benefit from knowledge sharing to continuously improve our performance.

KSC Knowledge Management is conducting a survey of knowledge sharing activities at KSC. The survey will be open until November 15. Please take time to complete this short, 10-question survey at <https://www.surveymonkey.com/s/L2BFQ CJ>. Your feedback is important.

Keep Learning!
Bob



Preference for learning from the Knowledge Sharing activities

1-Most preferred Face to Face Knowledge Sharing Forum

2-Less preferred On-Line Tools/Lessons Learned Systems

3-Rarely preferred Classroom /Case Study Discussion

4-Least preferred Peer to Peer or Mentoring Network



* Results from KSC knowledge survey in November 2013



CONTACT LIST						
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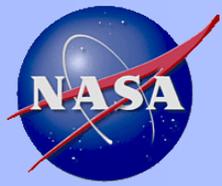
Summary

- Most preferred knowledge sharing method is Face to Face
- Most familiar with Face to Face & Online Systems (55% of respondents)
- **Most effective method is Online Systems (73% of respondents)**
- **Most ineffective is Case Study method (20% of respondents)**



Next Steps?

- a) Publicize/ promote current knowledge sharing methods/ systems**
- b) Quantify directorate knowledge sharing needs?**
- c) Inventory of knowledge sharing systems by directorate?**
- d) Measurement of directorate knowledge sharing effectiveness?**
- e) Do nothing**



Directorate Knowledge Sharing Inventory

The purpose is to develop a list of knowledge sharing tools used by each organization.

1. To show the Center how much knowledge sharing is already being done
2. For organizations to understand what is being done at the Center so they can share other organizations resources or do the same thing in their organization.
3. To identify what gaps may need to be filled

Activity	Content/ Description	URL or POC	Target Audience / Availability	Delivery Method	Used by
Lessons Learned Information System	Lessons learned entries	https://nen.nasa.gov/web/ll/ksc	All / available agency wide	Online System/ Publication 	
Tech-Doc	One-stop shop for documented process, policies, ect	http://techdoc/		Online System/ Publication 	
Kennedy Engineering Academy	Knowledge sharing sessions about a project success story with questions from the audience and discussion of challenges.	http://kea.ksc.nasa.gov/	NE / All KSC	Face to Face Forum 	
APPEL Case studies session				Classroom /Case Study Discussion 	
Spaceport Innovators	Meets monthly to serve as an incubator for innovative ideas, foster innovation and knowledge sharing		All KSC	Face to Face Forum 	
Mentor Match				Peer to Peer or Mentoring Network 	



Aerospace Safety Advisory Panel (ASAP)

2nd Quarterly Meeting Agenda

Kennedy Space Center (KSC)

April 21-23, 2014

9 – 1:15 p.m.	Center Director Overview/ KSC Technical Authority Implementation	Mr. Bob Cabana <i>KSC Center Director</i>
1:15 – 2:00 p.m.	Launch Services Program (LSP) roles, relationships and processes with specifics on relationship to CCP	Ms. Amanda Mitskevich <i>Manager, Launch Services Program</i>
2:00 – 2:45 p.m.	Ground Systems Development and Operations (GSDO) Program roles, relationships and processes with specifics on relationship to ESD	Mr. Michael Bolger <i>Manager, Ground Systems Development and Operations Program</i>
2:45 – 3:00 p.m.	Break	
3:00 – 3:30 p.m.	Infrastructure Strategy – KSC's proactive approach regarding infrastructure efficiencies	Mr. Scott Colloredo <i>KSC Director, Center Planning and Development</i>
3:30 – 4:00 p.m.	Knowledge Capture	Dr. Michael Bell <i>Chief Knowledge Officer, Kennedy Space Center</i>
4:00 – 4:15 p.m.	Break	
4:15 – 5:00 p.m.	Safety and Mission Assurance Update	Mr. Russ Deloach <i>Director, KSC Safety and Mission Assurance</i>
5:00 – 5:30 p.m.	Wrap Up	ASAP Members Only