



Knowledge Strategy Status and Plans

Manjula Ambur

NASA Langley Research Center

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Langley Knowledge Strategy Status

- Knowledge Retention and Transfer Strategies workshop – April 2013
 - Center wide and Co-Sponsored by OCIO and OCE (~ 25 attendees)
 - All mission organizations represented
 - Conducted by Dr. Jay Liebowitz, University of Maryland

- Key Topics covered
 - Organizational challenges
 - KM benefits and strategies
 - Calculating the loss of knowledge
 - Mapping knowledge flows and gaps
 - Case studies and Exercises

- Overall Outcomes – very positive
 - Good engagement and agreement that this is very important
 - Understanding of KM concepts , frameworks and approaches

- Followed up with attendees
 - Suggestions for actions and approach



Langley Knowledge Strategy Plans

- Follow up to Knowledge Retention and Transfer Strategies workshop

- Key Suggestions
 - Data management and archive
 - Knowledge loss of experts – use retirees and fellows
 - Knowledge capture of facilities operations expertise
 - NESC Academy for short focused knowledge capture
 - Wikipedia or Twiki for knowledge capture
 - Formal mentoring program
 - Both Process knowledge and Technical knowledge are important

- Key Issues
 - Culture
 - Time
 - Resources and Priorities

- Next Steps
 - KM working group (Attendees and others)
 - Choose 2-3 focus areas and pilots
 - Knowledge Strategy



Langley Lessons Learned Status

- LLC focusing on knowledge sharing
 - Members from all mission organizations
 - Committee members bringing lessons to the team meetings and taking the lessons back to organizations; seems to be working

- Projects Lessons capture
 - Written lessons approach not working – lack of time
 - Experimenting with individual interview approach
 - Working with Project Manager to identify key individuals
 - Half hour interviews with them after KDP reviews to discuss the key lessons; discussion with Project Manager about documentation and next steps
 - Much more hands on approach and hoping for useful outcomes



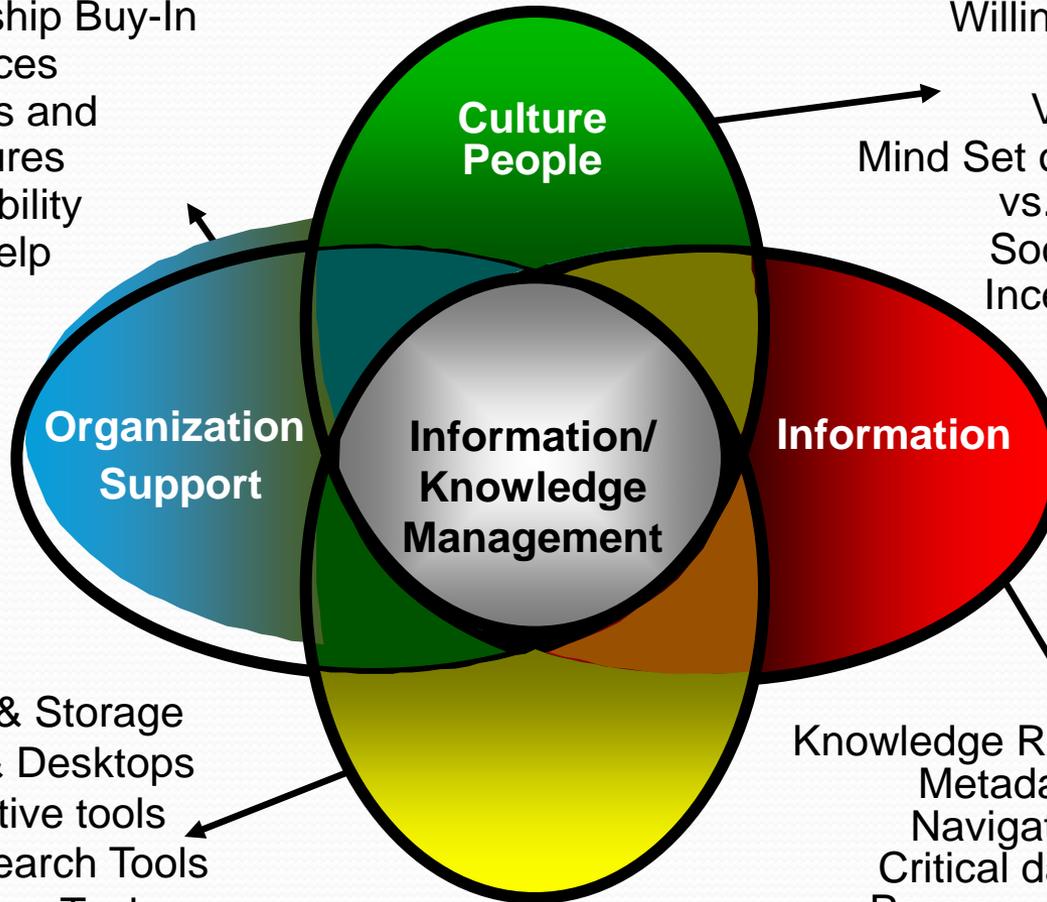
Langley Knowledge Strategy and Plans – Could use help

- Agency emphasis and resources for knowledge retention and transfer
 - Agency strategy, framework and approach for dealing with knowledge loss of experts retiring
- Agency wide collaboration technologies and systems
 - Need robust and easy to use common set of tools and processes
 - Critical for Team and Project collaboration and sharing
 - Supports asynchronous and synchronous communications
 - Supports video, audio, chat, documents, blogs etc. in an integrated way



NASA IM/KM Strategy Components

Senior Leadership Buy-In
Resources
Processes and Procedures
Sustainability
User Help



Willingness to share & seek information
Valuing information
Mind Set of “don’t reinvent the wheel” vs. “not invented here”
Social/people Networks
Incentives and Rewards

Hardware & Storage
Networks & Desktops
Collaborative tools
Access & Search Tools
Data Mining Tools

Knowledge Resources & Repositories
Metadata and Taxonomy
Navigation and searching
Critical data and Information
Permanent/Long term Archival
Document and Content Management