



Framework for a NASA KM Strategic Plan

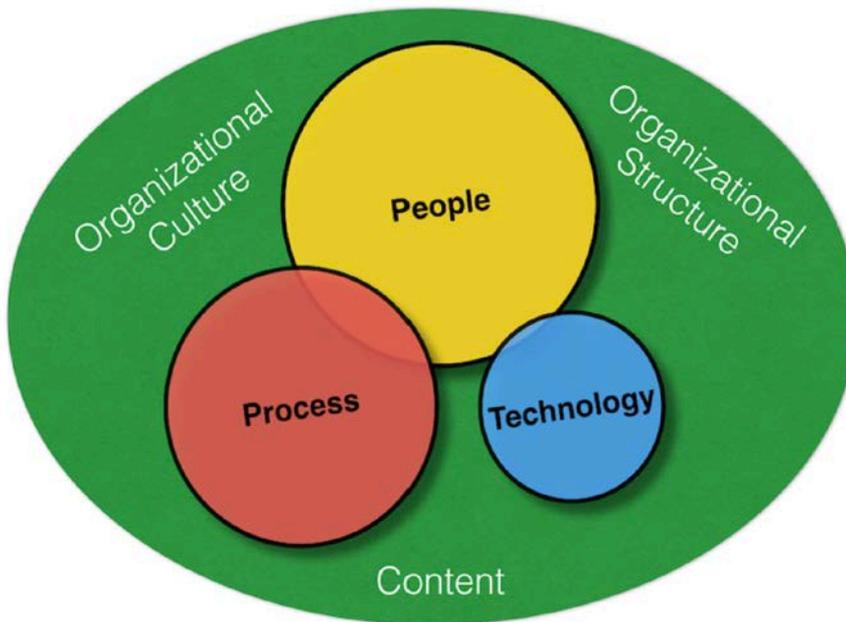
Outline of the Proposed Approach

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December 2, 2015



Governance

- Federated approach
- CKO role
- Reporting

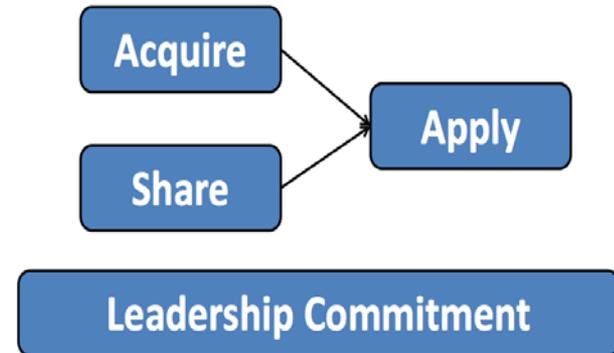




KM Program

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- KM objectives
- Vision statement
- Program attributes/guiding principles
 - Purpose driven
 - Institutional support
 - Building upon what exists
 - Risk-informed
 - Agile
 - Partnering
 - Focus
 - Product-based
 - Quick wins
 - Vision

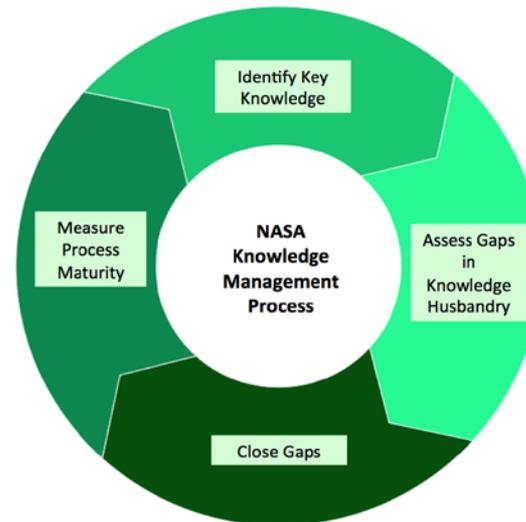
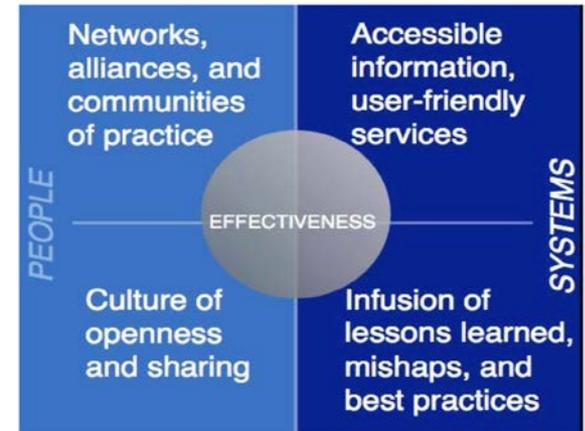




KM Strategic Plan Elements

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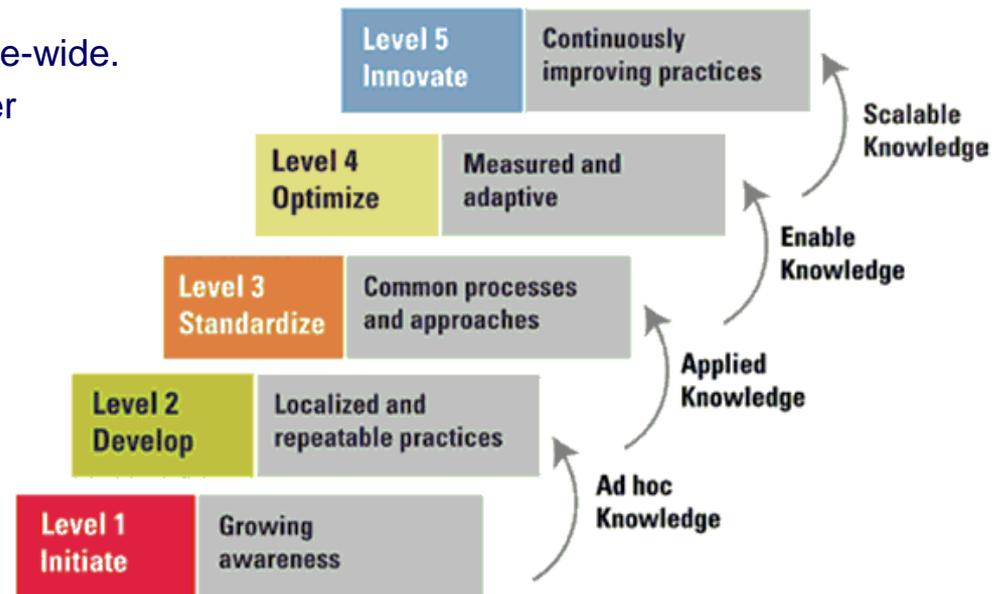
- **Task 1**: Find out what we know
- **Task 2**: Evaluate existing KM processes & identify knowledge retention/transfer gaps
- **Task 3**: Seek to “make better use of what we know”
- **Task 4**: Conduct intra-Agency coordination
- **Task 5**: Continuous Improvement Process





APQC Model

- Examples of KM metrics
- APQC's KM process maturity model
 - **Level 1.** Knowledge sharing and transfer is informal and ad hoc.
 - **Level 2.** A KM strategy is developed to build buy-in, secure resources, and establish oversight of the program.
 - **Level 3.** Standard KM processes and approaches are embedded in the flow of work.
 - **Level 4.** KM initiatives are enhanced and expanded enterprise-wide.
 - **Level 5.** KM is combined with other business processes to enable breakthrough innovation.





15 Accelerators of KM Maturity

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1. Document the KM strategy and roadmap
2. Create a formal business case outlining the expected benefits and impact of applying KM to business opportunities
3. Conduct financial analysis and document benefits to show the value of KM investments
4. Engage senior leaders and the business units in setting and aligning the strategy
5. Secure champions and resources from the business units
6. Charter a cross-functional steering or advisory committee
7. Complete knowledge maps to identify gaps and needs
8. Build a strong partnership with IT to support the KM toolkit



15 Accelerators (Cont.)

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9. Standardize knowledge flows and approaches to capture and retain individual knowledge
10. Standardize content management structures and workflows
11. Put a change management strategy in place to support the KM strategy and approaches
12. Create a formal KM communication plan to raise awareness of KM and share success stories
13. Define KPIs and measure both satisfaction and impact
14. Regularly assess, benchmark, and analyze KM efforts and trends
15. Assess KM maturity and capabilities over time

Source: APQC