



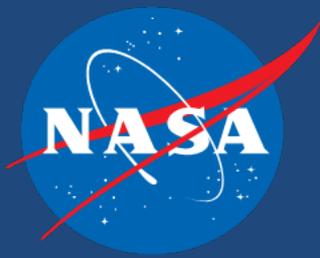
Knowledge Management

Glenn Research Center (GRC)

Knowledge Management (KM) at GRC

Marton Forkosh
GRC Chief Knowledge Officer

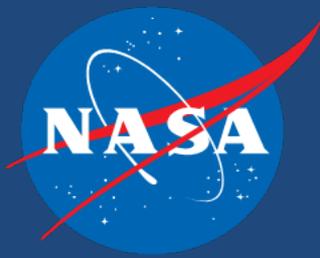
April 7, 2014



The KM Mission *

To provide tools, technique and guidance to grow and sustain the knowledge NASA's demanding missions require.

* *From the Agency Policy for Knowledge Management*



The KM Approach at GRC

The GRC Knowledge Management approach is based on the NASA Policy Directive for Knowledge Management NPD 7120.6.

Knowledge Management

Glenn Research Center (GRC)



The KM Approach at GRC Cont.

- * Identify knowledge critical to the Agency and Center missions
- * Assess gaps in knowledge retention and sharing
- * Implement continuous improvement of Center knowledge management processes
- * Plan and implement measures to address knowledge management using:
 - Online tools
 - Case studies/publications
 - Lessons Learned/KM activities



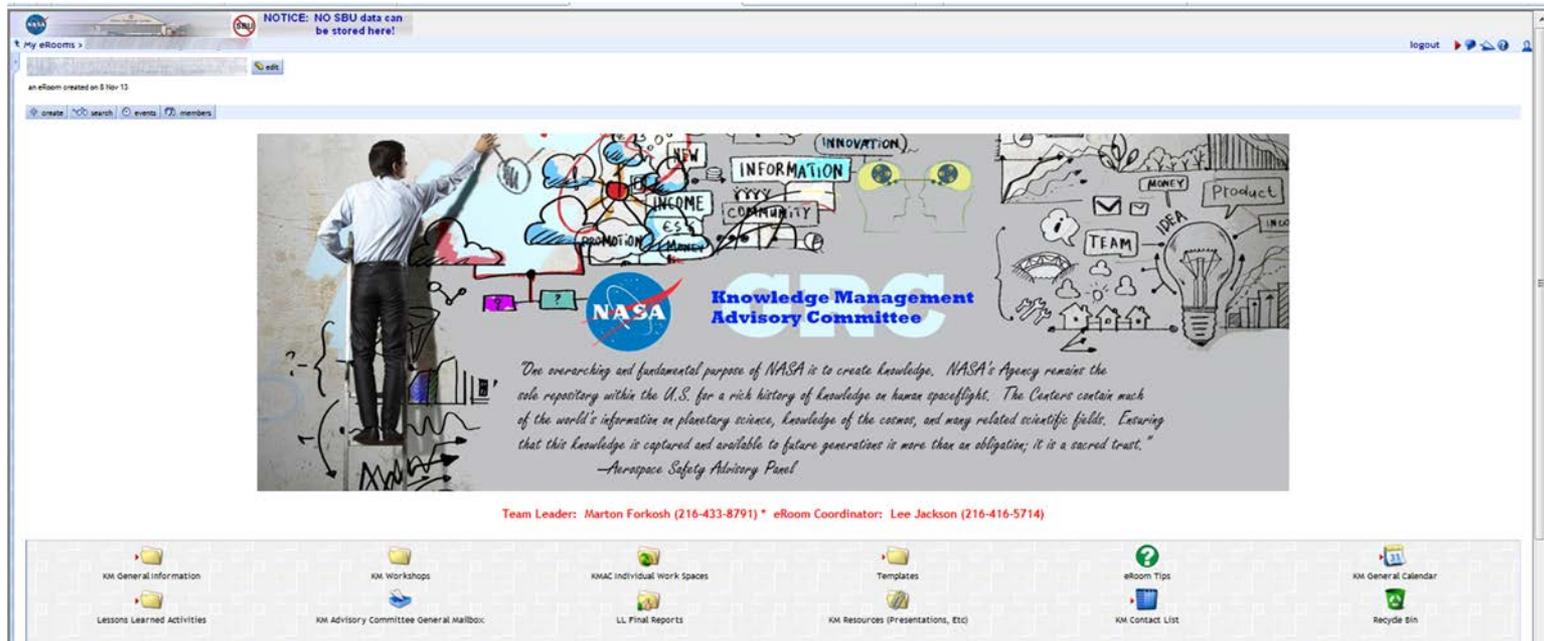
The KM Approach at GRC Cont.

- Knowledge networks
- Social exchanges
- Training, mentoring, coaching
- * Established a Knowledge Management Advisory Committee (KMAC), with membership from several GRC Codes



Current KM Activities at GRC

- * Created a collaboration and data management tool (e-Room) for the KMAC activities





Current KM Activities at GRC Cont.

- * An internal GRC KM website is currently finalized, and will be available to the Center personnel by the end of April

Knowledge Management
Glenn Research Center (GRC)

National Aeronautics and Space Administration
Glenn Research Center

Visit NASA.gov
NASA Glenn

Search site Go

Knowledge Management

- Home
- KM Activities
 - Lessons Learned
 - Knowledge Transfer
- Knowledge Management Advisory Committee (KMAC)
- Success Stories
- Media Library
- Feedback
- FAQ
- Site Map

"One overarching and fundamental purpose of NASA is to create knowledge. NASA's Agency remains the sole repository within the U.S. for a rich history of knowledge on human spaceflight. The Centers contain much of the world's information on planetary science, knowledge of the cosmos, and many related scientific fields. Ensuring that this knowledge is captured and available to future generations is more than an obligation; it is a sacred trust." (Aerospace Safety Advisory Panel Annual Report for 2011)

Knowledge management (KM) focuses on the policies, processes and practices that allow the Agency to identify and manage knowledge gained by its workforce in varied forms. KM specifically addresses how knowledge is created, retained, shared, and transferred throughout NASA and with its partners and contractors. It involves dynamic contextual learning that supports the effective transfer and utilization of knowledge throughout the Agency. Knowledge management is critical for sustaining and expanding the use of the Agency's intellectual capital across NASA's enterprises and generations, increasing collaboration across barriers, and supporting the workforce in successfully carrying out NASA's missions.

(Edit)

KMAC Calendar

S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

← Sep

RETURN TO TOP OF PAGE

NASA Official:
Curator:
Page Last Updated: February 26, 2014

Privacy Policy and Important Notices
Document and Media Viewers
NASA Glenn WordPress Users Guide



Current KM Activities at GRC Cont.

- * Developing a Glenn Policy Directive (GLPD) for KM
- * Revising Glenn Procedural Requirement (GLPR) 7120.6, Lessons Learned Capture Process
- * Developing a GLPR for Knowledge Transfer
- * Implemented a revised approach to Lessons Learned (LL) activities
- * To date, six Lessons Learned activities representing a broad sampling of GRC organizations have been conducted



Current KM Activities at GRC

- * Lessons Learned Workshops Cont.:
 - Facilitate a discussion of the submitted LL Capture Forms:
 - ✓ Members of the KM Advisory Committee are invited to attend
 - ✓ Non-disclosure and discussion rules create an open and safe environment during the meeting
 - A final report is generated by the KMAC and given to the Project at the end of the activity
 - To date, six Lessons Learned activities representing a broad sampling of GRC organizations have been conducted



Current KM Activities at GRC Cont.

- * Pause and Learn:
 - Projects are offered this activity as a method to address an individual lesson from a specific event among team members
- * Brown bag lunches:
 - Conducted on a regular basis, with topics of broad interest offered for discussion
- * Case studies:
 - Plan to make them an integral part of organizational learning at the Center
 - There are a great number of Agency case studies available



Current KM Activities at GRC Cont.

* Workshops:

- A forum of learning that includes subject matter experts who share their expertise with participants
- A workshop introducing Agency and GRC KM activities was held in December, 2013. It was attended by 75 people
- Sponsored a taping of a Masters with Masters session directed by the Agency CKO, Dr. Ed Hoffman.