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.
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
An internal GRC KM website is currently finalized, and will be available to the Center personnel by the end of April.
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.:
  o 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
  o A final report is generated by the KMAC and given to the Project at the end of the activity
  o 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:
  o Projects are offered this activity as a method to address an individual lesson from a specific event among team members

* Brown bag lunches:
  o Conducted on a regular basis, with topics of broad interest offered for discussion

* Case studies:
  o Plan to make them an integral part of organizational learning at the Center
  o 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.