Goddard Knowledge Exchange for Lessons Learned

GKE application, Organizational Points-of-Contact
Dr. G.S. Krishnan, Chief Knowledge Officer (Acting)
April 1, 2014
Goddard Knowledge Exchange for Lessons Learned

Intro to Goddard Knowledge Exchange for Lessons Learned (GKE)

• GKE is an application/system to:
  • Create, organize, share and search program/project lessons learned in a Secure Repository (FIPS 199 Moderate)
    • Organizations may store/collect lessons in the GKE database if they have no existing system
  • Provide links to additional Agency or External knowledge and lessons learned repositories
    • Knowledge Resources
    • Knowledge Sharing Events
  • Support a workflow process for Lessons Learned review/approval and publishing to Center or Agency; publishing to Agency NED supported by new Center Lessons Learned Working Group
  • Provide Access Restrictions to GKE Lessons Learned content (by Organizations)
GKE Additional Rationale & Benefits

• Compliance with NPR 7120.6 - Lessons Learned Process
  • Provides a Lessons Learned process to approve Lessons Learned publication to the Agency NEN
  • A new Working Group will be established to review Lessons Learned at the Center
• Reduce cost to establish and maintain a Lessons Learned Repository for GSFC Organizations that do not yet have one
  • GKE is a customized application based on the NASA JSC Lessons Learned Database
  • Application is hosted at NASA JSC
### GSFC Points of Contact

<table>
<thead>
<tr>
<th>Org Code</th>
<th>Organization</th>
<th>Point of Contact</th>
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<tbody>
<tr>
<td>GSFC/100</td>
<td>Office of the Chief Knowledge Officer</td>
<td>G.S. Krishnan (Chair)</td>
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<td>GSFC/110</td>
<td>Office of Human Capital Management</td>
<td>Pam Barrett</td>
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<td>GSFC/150</td>
<td>Office of the Chief Financial Officer</td>
<td>Jon Wolz</td>
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<td>GSFC/200</td>
<td>Management Operations Directorate</td>
<td>Roger Banting</td>
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<td>GSFC/210</td>
<td>Procurement Operations Division</td>
<td>Tom Russell</td>
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<tr>
<td>GSFC/300</td>
<td>Safety and Mission Assurance Directorate</td>
<td>Jesse Leitner</td>
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<td>GSFC/400</td>
<td>Flight Projects Directorate</td>
<td>Dan Blackwood</td>
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<td>GSFC/500</td>
<td>Applied Engineering and Technology Directorate</td>
<td>Tim Trenkle, Steve Scott</td>
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<td>GSFC/600</td>
<td>Sciences and Exploration Directorate</td>
<td>Warren Connley, Barbara Grofic</td>
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<td>GSFC/700</td>
<td>Information Technology and Communications Directorate</td>
<td>Mary Ann Bents, Robert (Bob) Spector</td>
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<tr>
<td>GSFC/800</td>
<td>Suborbital and Special Orbital Projects Directorate (Wallops Flight Facility)</td>
<td>David Pierce</td>
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Plans for GKE Operations Support – Proposed Roles & Responsibilities – Part 1

• Goddard/ITCD
  • Manage and Fund Annual JSC support task for GKE Maintenance & Operations
  • Provide Technical & GKE Site Administration Support, including workflow configurations
  • Provide Tier 1 Help Desk POC & Liaison with JSC Support
  • Develop and Present Train-the-Trainer Sessions for Working Group Members (GKE POCs)

• NASA JSC
  • Maintain GKE Service Level Agreement
  • Provide GKE application hosting, maintenance & upgrades, troubleshooting
  • Provide and maintain GKE User Guide and Admin Guide
  • Work to implement Federated Search to provide ‘automated’ publication of lessons to NEN
Plans for GKE Operations Support – Proposed Roles & Responsibilities – Part 2

- Goddard/OCKO
  - Establish and Lead Center Lessons Learned Working Group & Approval Process for elevation of lessons to Agency NEN
  - Market the GKE application
  - Maintain GKE Lessons Learned Workflow Documentation
  - Maintain GKE Goddard Controlled Vocabulary; consider development of GSFC GKE Taxonomy

- Goddard/Organizations
  - Adopt GKE or Use Organizational Lessons Learned Repository; link Organizational Repositories to GKE; Promote use of GKE
  - Recommend links for GKE Knowledge Resources and Knowledge Sharing Events
  - Identify GKE Lessons Learned Working Group Reps & GKE POCs
  - Participate in GKE Training & Provide 1st level support for their GKE users
GKE LL Approval Process Flow

1. **User**
   - Are you satisfied with the response?
     - Yes: Provide Addtln Info.
     - No: Load LL to Dir. DB

2. **Submits LL to Dir. POC**
   - Is it Approved for Dir.?
     - Yes: Submit to OCKO for Review
     - No: Load LL to GKE

3. **Is it Applicable to Other Directorates?**
   - Yes: Is it Approved?
     - Yes: Submit it to Agency LLIS for Review
     - No: Provide Addtln Info.
   - No: Is it Approved to Other Centers?
     - Yes: Load LL to GKE
     - No: Provide Addtln Info.
GKE Next Steps

- Next Steps Summary
  - Establish Center Lessons Learned Working Group to formalize Lessons Learned review/approval process and adoption of GKE
  - Publicize GKE to Center employees
  - Establish and Present GKE Train-the-Trainer Sessions to GKE Points-of-Contact
  - Monitor and Manage User Feedback
Questions and Answers