



# **NASA KM Community Forum**

## **The NASA Employee as a “Knowledge Champion”**

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# How did your friends & family respond?

“What’s a ‘CKO?’ What is knowledge management?”



# How do you motivate an organization?

Pride and guilt



# “The JPLer as a ‘knowledge champion’”

- The CKO doesn't manage knowledge. It's the rank and file that manage knowledge, and there are daily actions they can take to help support the Center's continued success:
  1. **Knowledge champion.** Promote knowledge husbandry and reuse by serving as an advocate for cultural change in your line organization and project.
  2. **KM liaison.** Take on KM-related duties in your section or on your project, identifying KM needs and acting as a local representative for KM initiatives.
  3. **Knowledge broker.** Alert your co-workers to knowledge needs, and link them to information resources beyond those you commonly share.
  4. **Knowledge steward.** Take the initiative to archive (i.e., not just on your hard drive) knowledge that may be valuable to JPL at a later date.
  5. **KM innovator.** Suggest new JPL initiatives or improvements to KM services and tools.
  6. **KM expediter.** Facilitate knowledge capture and sharing sessions, such as noontime seminars.



## What's a “knowledge champion” (cont.)

7. **KM reporter.** Gather and widely communicate stories of local KM contributions and achievements.
  8. **KM evaluator.** Provide feedback to line management on the impact of KM activities.
  9. **KM leader.** Recognition by a JPL manager of KM as a priority within the section or division, reflected in performance reviews.
  10. **KM collaborator.** Network with knowledge champions in other organizations and technical disciplines, and recruit new knowledge champions
- NPD 7120.6 says, “NASA employees will actively participate in knowledge-sharing activities to ensure mission success and the retention of vital information and lessons learned as follows:
    1. Assume responsibility for gathering, organizing, and sharing knowledge.
    2. Host and attend knowledge-sharing sessions across organizations.
    3. Actively participate in knowledge activities in order to learn and contribute knowledge to the shared goal of mission success.
    4. Ensure that technical reports, data, or other means used to document knowledge are marked with respect to proprietary or export control restrictions and consistent with guidance set forth for SBU in NID 1600.55 at the time of generating those documents.



# Survey Question

- Survey Question: *Are there NASA experts that you would like to hear from at the forum?*
- *“I’d like to hear from JPL how they have examined their information flows through different organizations, and if they were able to identify places where information, knowledge, or lessons learned could be infused in how they do business.*
- We’ve made a stab at mapping knowledge at [http://ocko.jpl.nasa.gov/knowledge\\_map.html](http://ocko.jpl.nasa.gov/knowledge_map.html) and in examining JPL knowledge networks at <http://ocko.jpl.nasa.gov/highlights.html>.
- Example: JPL companion bibles-- infusing lessons learned into the *JPL Design Principles* and into the *JPL Flight Project Practices*