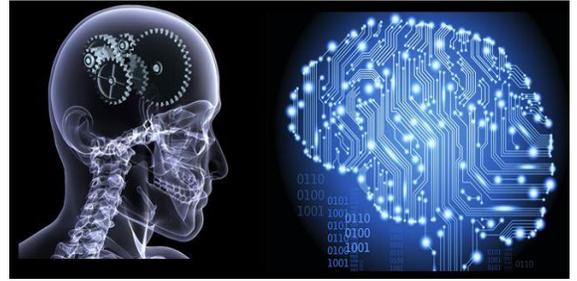


Knowledge Management Process

What is it?

Image source from <https://culturedecanted.files.wordpress.com/2014/09/brain-as-clock-or-computer.ioe>

The Knowledge Management Process is the architecture used to acquire and benefit from knowledge resources and capabilities. The goals of the process should be to make it increasingly easier to capture and use these resources and capabilities for obtaining a significant organizational benefit. At NASA, KM processes are any defined process that an organization uses to identify or capture knowledge, lessons learned, or best practices, including: Lessons Learned Information System vetting process, organization-specific lessons learned processes, benchmarking, use cases, knowledge sharing recognition programs, knowledge product validation processes, and communications about expectations related to knowledge sharing.



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How do I start?¹

As you answer the questions below, consider what you believe to be the best strategy for managing knowledge based on your current circumstances, resources, and capabilities. Because knowledge is commonly captured in order to enhance the quality of products, processes, or decisions, it's recommended that you start by trying to identify and then focusing your efforts on a key product, process, or decision that will have the biggest impact or will benefit you the most. Now that you have taken your resources into consideration and determined the most likely use for the knowledge being captured, you also need to take into consideration who the likely users are so that you can more easily envision the best approach for the following steps.

Step 1

How will it most likely be discovered?

Knowledge may be acquired by a multitude of sources which includes hearing, seeing, conversing, imagining, using technology, identifying, synthesizing, etc. You may decide to hold brainstorming sessions, talk to experts, access data, conduct an experiment, etc.

Step 2

What will be the best strategy to capture knowledge?

Depending on the scenario the best strategy may be memorization, saving it to digital storage, codifying it in writing, video recording, etc.

Step 3

How will it need to be processed?

Once captured, the knowledge may need to be reorganized, placed into long-term storage or altered so that it can be analyzed, searched, found, tagged, converted, repackaged, manipulated, enhanced or synthesized to increase its utility.

Step 4

How will it be shared?

We frequently manage knowledge for the purpose of sharing it with others. So to do this, we first need to identify those who are most likely to need and use it. Next, we need to determine the best method for making it easily accessible to those individuals. This may include teaching a class, email distribution, memos, newsletters, social media, informal discussions, push/pull marketing, visualizations, a central repository, etc.

Step 5

What is the envisioned benefit?

The most common goals for capturing and managing knowledge include informing, clarifying, making decisions, improving products/services, or meeting a requirement.

¹ Bob Westbrooks, Richard McCaffery, and Christopher Scott. INSIGHT Initiative. US Small Business Administration, Office of Inspector General. <http://www.scottssquaredventures.com/strategic-decision-making.html>

Knowledge Management Process

Important Tips

- Keep in mind that technology-based knowledge management systems are great at capturing explicit knowledge, but not so great at capturing tacit knowledge. Tacit knowledge is more often captured by softer systems, like specific actions or meetings that take place to share knowledge and help people connect with one another.²

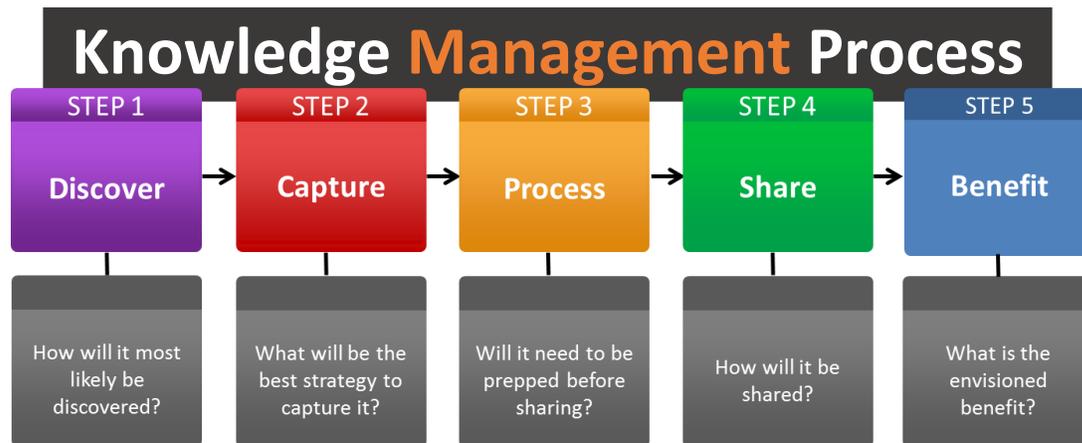


Image created by Christopher Scott

How can I learn more?

- **REAL Knowledge at NASA:**
<http://km.nasa.gov/wp-content/uploads/sites/3/2015/03/Real-Knowledge-at-NASA.pdf>
- **Video - From Knowledgeable to Knowledge-Able:**
<http://www.youtube.com/watch?v=LeaAHv4UTi8>
- **Knowledge Sharing Cycle:**
<http://www.skyrme.com/kmbasics/kcycles.htm>
- **CKO NASA Knowledge Map - Knowledge Processes:**
<http://km.nasa.gov/knowledge-map/>

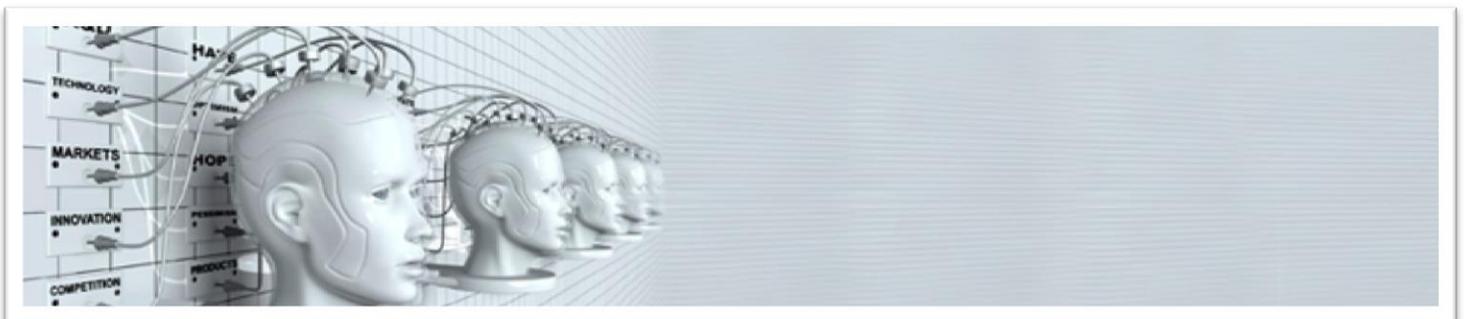


Image source <http://www.imd.org/research/challenges/TC032-08.cfm>

² MindTools. Making the Most of Intellectual Assets. Retrieved from: http://www.mindtools.com/pages/article/newISS_87.htm