JSC KM Strategy
JSC KNOWLEDGE MANAGEMENT STRATEGY

- **Strategy**
  - Objectives
  - Business Case
  - Budgets

- **People**
  - Communication
    - JSC Guidelines
  - Change Mgmt.
    - JSC Culture
  - Resources
  - Governance
    - MDM, Taxonomy

- **Process**
  - Knowledge Process
  - KM Approaches
  - Measurement

- **Content and IT**
  - Content Mgmt.
  - IT Process & Tools

**Knowledge Architecture**

Office of the
CHIEF KNOWLEDGE OFFICER
KNOWLEDGE ARCHITECTURE – KNOWLEDGE MANAGEMENT AND INFORMATION ARCHITECTURE

Sources:
- Sensor
- Experimental
- Computed (modeling & simulation)

Forms:
- Digital
- Text
- Visual

Organization:
- Structured
- Semi-Structured
- Unstructured

Functions:
- Governance
- Taxonomy
- Ontology
- Comm. Plan
- Operations Management
- Security
- Master Data Management
- Content Management
- Metadata
- Data Quality

Tools & Environments:
- Large scale storage
- RDBMS
- Parallel RDBMS
- NOSQL
- Hadoop

Organization:
- Structured
- Semi-Structured
- Unstructured

Data Products:
- Predictions
- Models
- Visualizations
- Decision Analysis
- Wiki
- Search

Access Pattern:
- Structured
- Semi-Structured
- Unstructured
- Predictable
- Unpredictable

Data Acquisition & Creation → Data Management → Data Warehousing → Data Analytics, BI (Knowledge Extraction) → Knowledge Presentation and Visualization → User
WHAT IS KNOWLEDGE ARCHITECTURE

The people, processes, and technology of designing, implementing, and applying the intellectual infrastructure of organizations.

What is an intellectual infrastructure?

The poor neglected cousin of technology and organizational infrastructures

It is just the set of activities that deal with creating, capturing, organizing, visualizing, presenting, utilizing, understanding, the information part of the information age.
CHIEF KNOWLEDGE ARCHITECT

Work with Chief Knowledge Officer
   Build a Knowledge Culture
   Advocate, Evangelize

Design & lead integration of all the elements of the Intellectual infrastructure of the Enterprise

Design measurement and analytics of KM in organization

Define and lead the KA Team

Research New Ideas and Technologies
   Personas, Stories, Semantic Web and RDF, Cognitive Anthropology, Complexity Theory
STRATEGY

• Objectives
• Budgets
PEOPLE

• Communication
  • JSC Guidelines
• Change Management
  • JSC Culture
• Resources
  • People/Tools
• Governance
  • Master Data Management, Taxonomy/Ontology
• Knowledge Process - OLP
• KM Approaches, oral histories, case studies, enhanced search, videos, gamification, data analysis, road shows, working groups, communities, expert finder, lesson learn
• Measurement – PUMP training
CONTENT & INFORMATION TECHNOLOGY

- Content Management
- IT Processes and Tools
  - Intellectual Infrastructure - set of activities for creating, capturing, organizing, visualizing, presenting, utilizing, and understanding, the information part of the information age.
FY 16 FORWARD WORK

• Data Science skill sets
• Data Management Governance
  • Master Data Management plan
    • Newly created data
    • Legacy data
  • Metadata criteria
  • Operations Management of data
  • Security coordination with OCIO
• JSC referee program
• Findability
  • Natural Language Query
• Communication Plan
  • Embed KM culture in programs and projects
QUESTIONS?
JSC KNOWLEDGE MANAGEMENT STRATEGY

- Business Case
  - Objectives
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- People
  - Communication
  - Change Mgmt.
  - Resources
  - Governance
  - JSC Guidelines
  - JSC Culture
- Knowledge Process
  - KM Approaches
  - Measurement
  - Content Mgmt.
  - IT Process &Tools
- Content and IT
- Process
- Strategy

Knowledge Architecture

Office of the CHIEF KNOWLEDGE OFFICER

JSC GUIDELINES

KNOWLEDGE ARCHITECTURE

DATA

DETERMINE

COLLABORATE

COLLECT

ASSESS

KNOWLEDGE

INFORMATION