

Knowledge Management (KM) What is your system?

Presented on Behalf of: Sandia National Laboratories, Nuclear Operations
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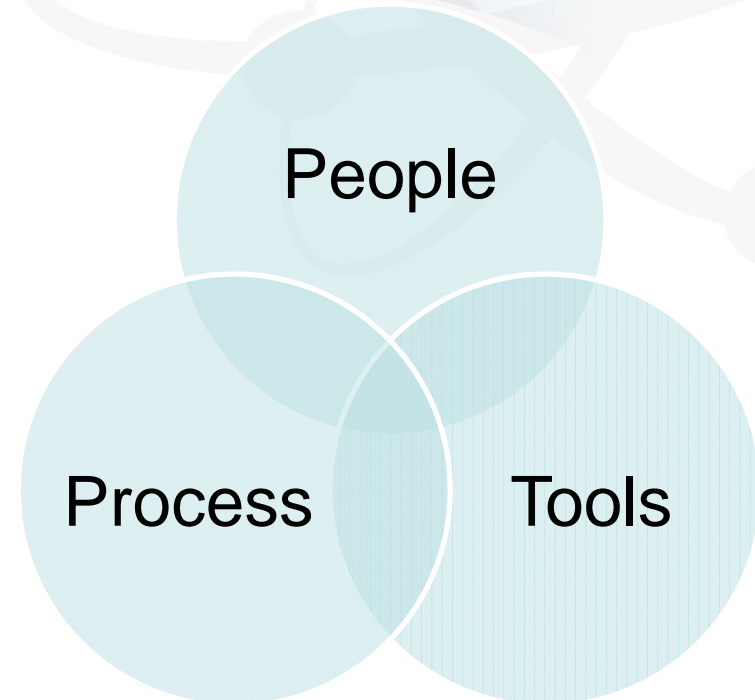
What is knowledge management?

IAEA

An integrated, systematic approach to identifying, acquiring, transforming, developing, disseminating, using, and preserving knowledge, relevant to achieving specified objectives

SNL, Nuclear Operations

The identification, capturing, and sharing of information to prepare and allow the next generation of workers to inherit the organization.



Reference: “*Knowledge Management for Nuclear Industry Operating Organizations*,” International Atomic Energy Agency, IAEA-TECDOC-1510, Vienna (2006).

Why is KM important?

- Investment in people
- Strengthens organizational culture
- Improves data retrievability, traceability, and transparency
- Reduces employee turnover costs
- Organizational sustainability

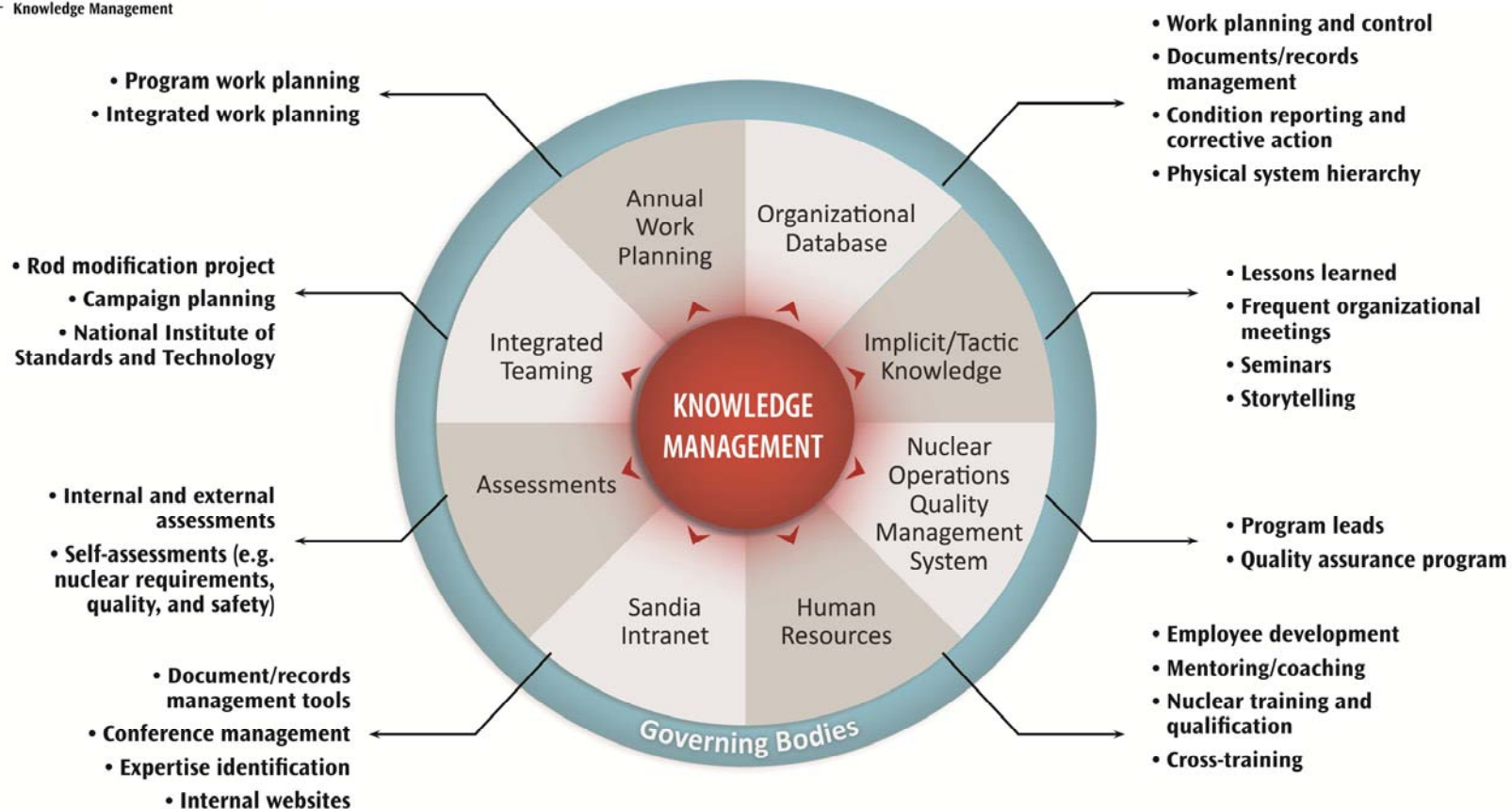
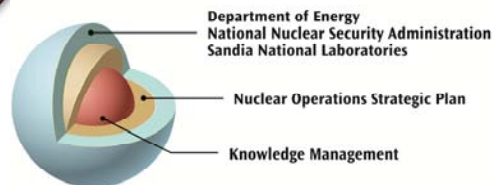


Why does SNL, Nuclear Operations care about KM?

It is about preparing people to inherit the organization!

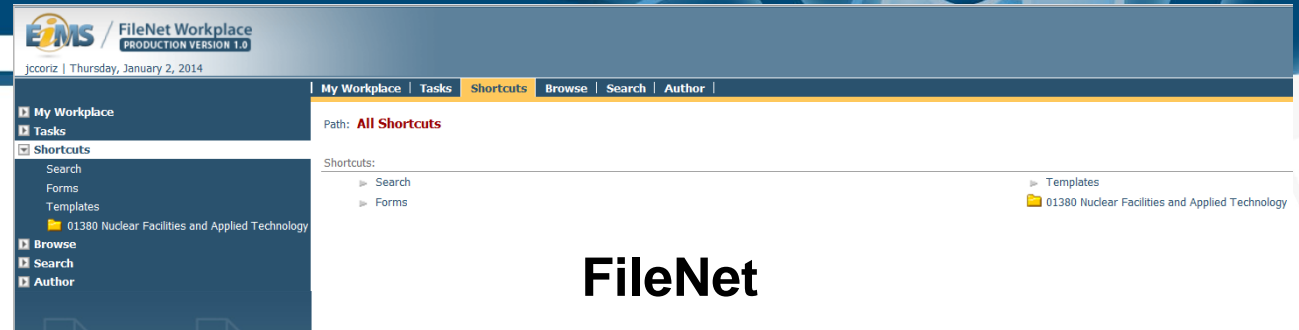
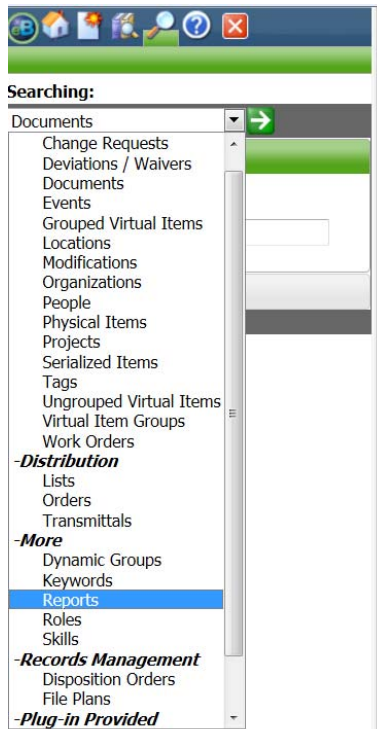


What does the Nuclear Operations model look like?

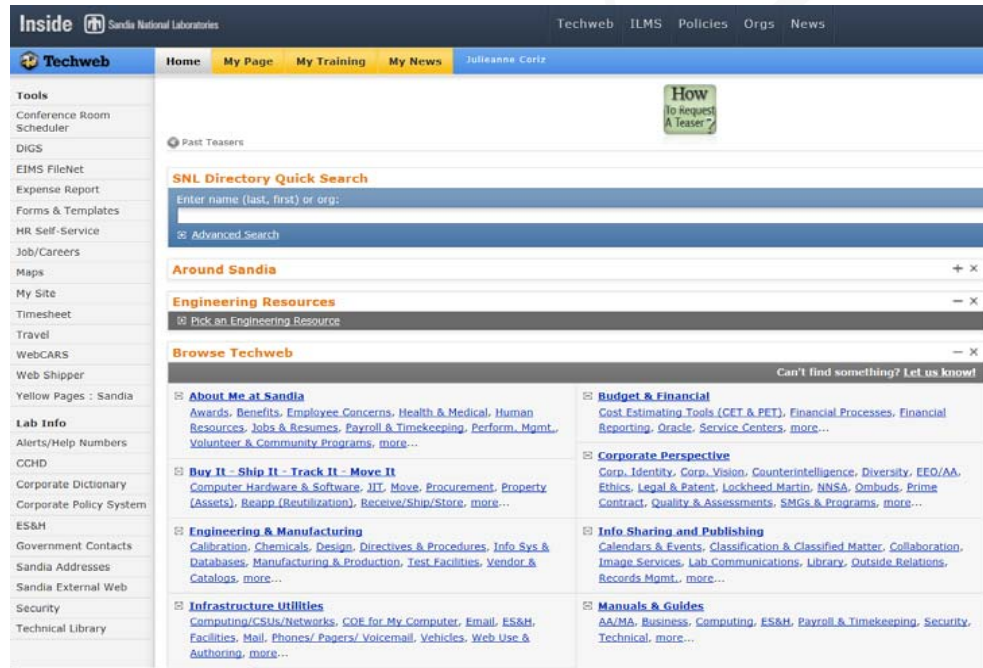


Nuclear Operations Examples

Enterprise Bridge (eB)



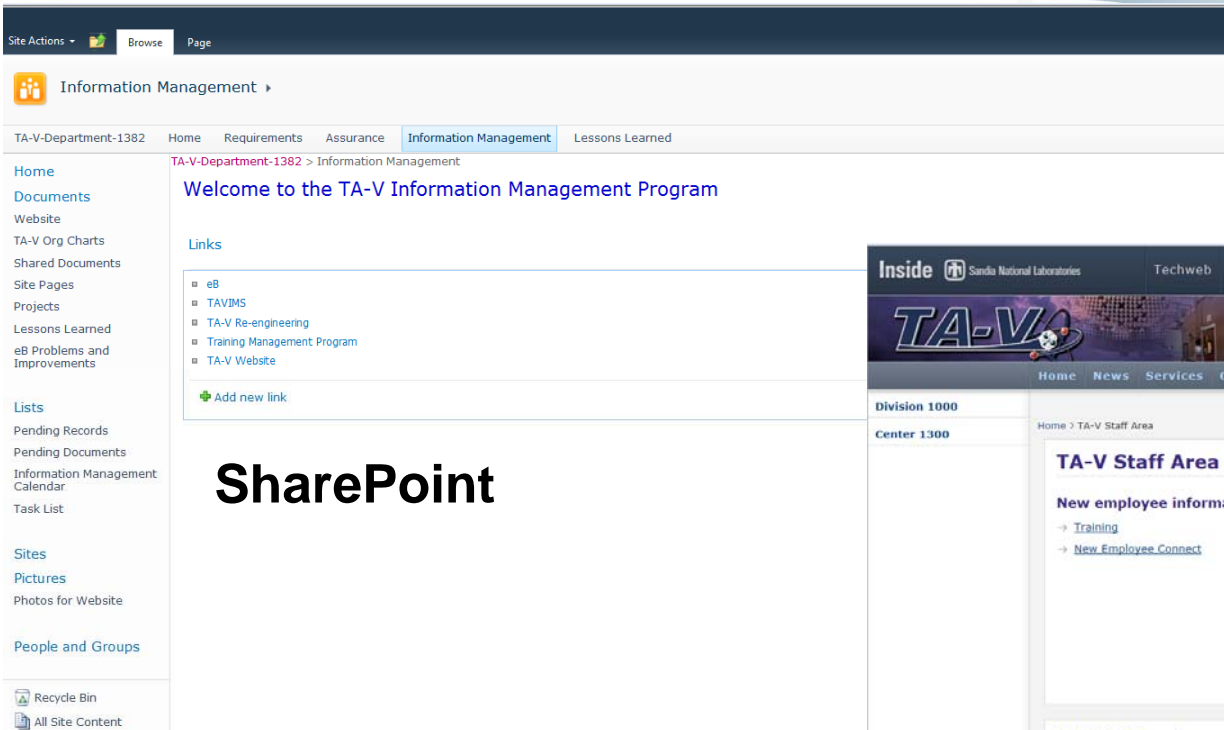
FileNet



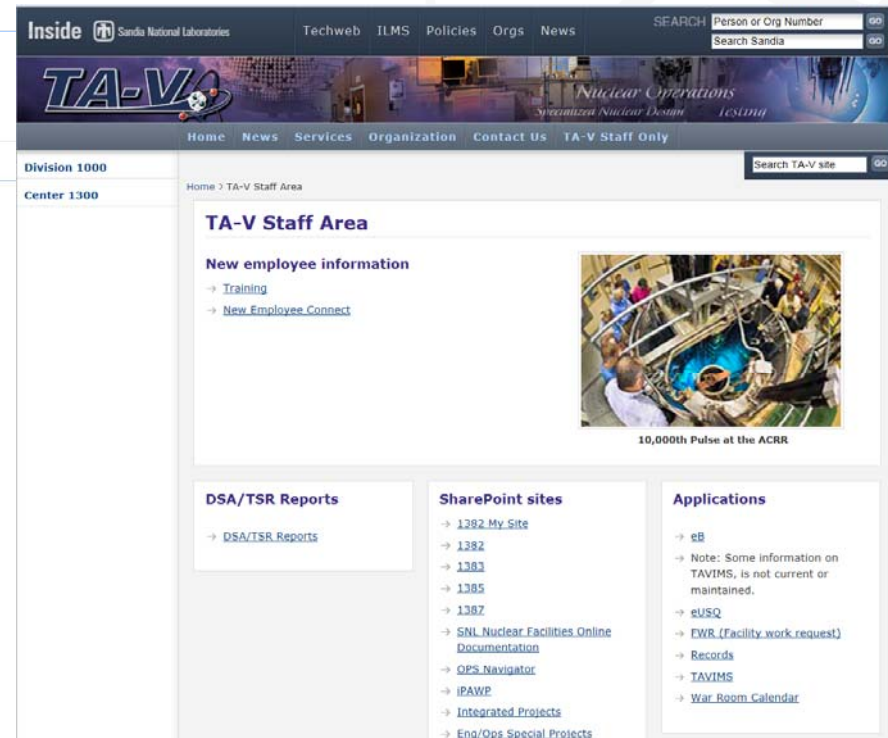
SNL Intranet

More Examples

Nuclear Operations Internal Website



SharePoint



What is going on at SNL?

- **Conference Tool**

- What conference did you attend?
- Tell me something about it. Did you like it? Why?
- Rate it! ★★☆☆☆
- Connect with others

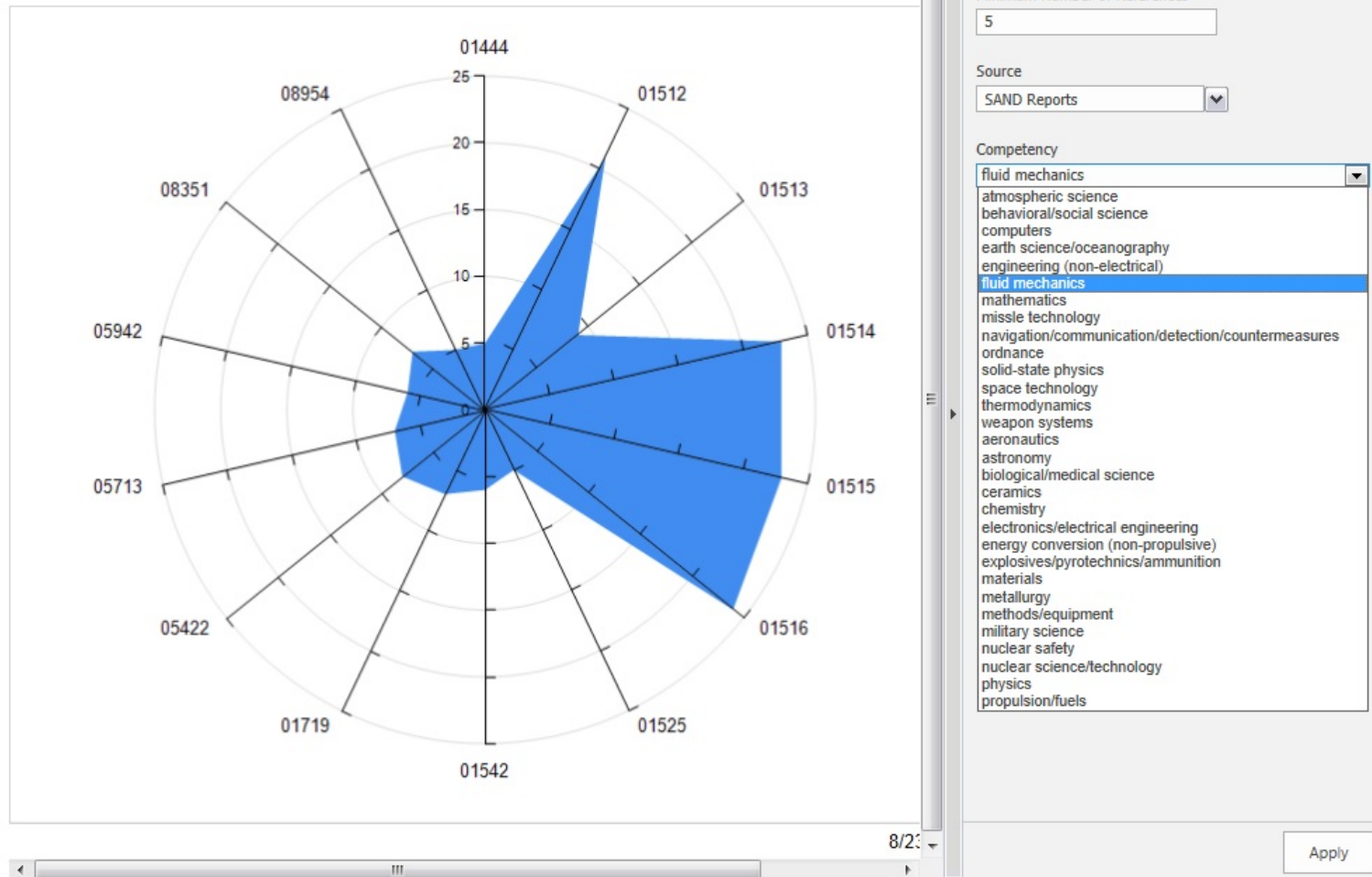
- **Expertise Identification Tool**

- Leverages the following to identify where the expertise at SNL lies:
 - Published reports
 - Microsoft SharePoint MySite entries
 - Laboratory Directed Research and Development (LDRD) abstracts
 - Social Networking site

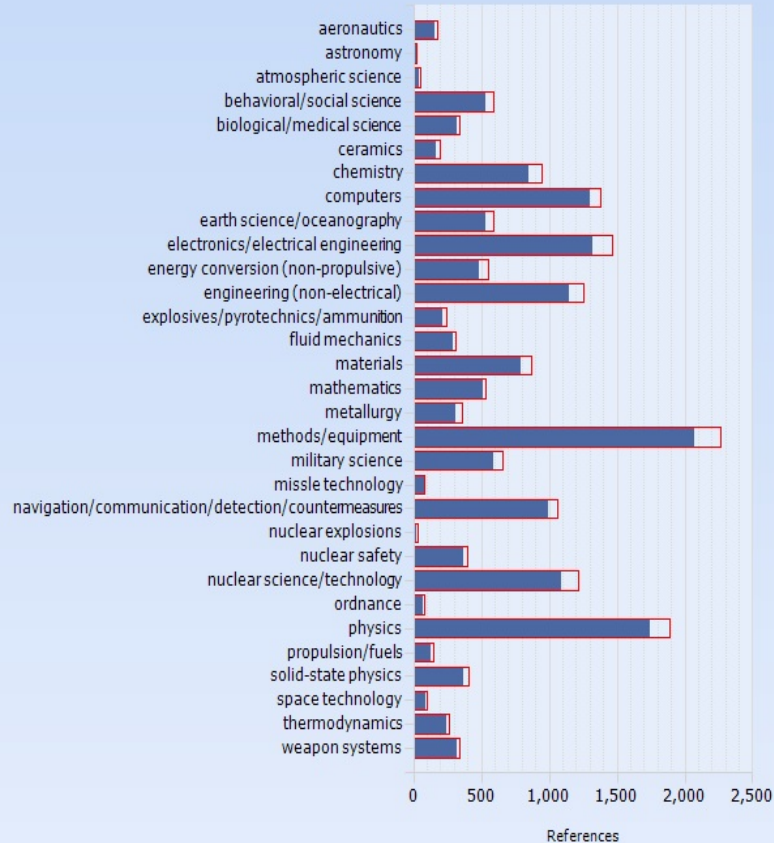
Reference: Mareda, John. "Automating Expertise Identification Using Information You Already Have."
PowerPoint Presentation. Boston, MA. 30 Sep 2013.

Expertise Identification Tool Example

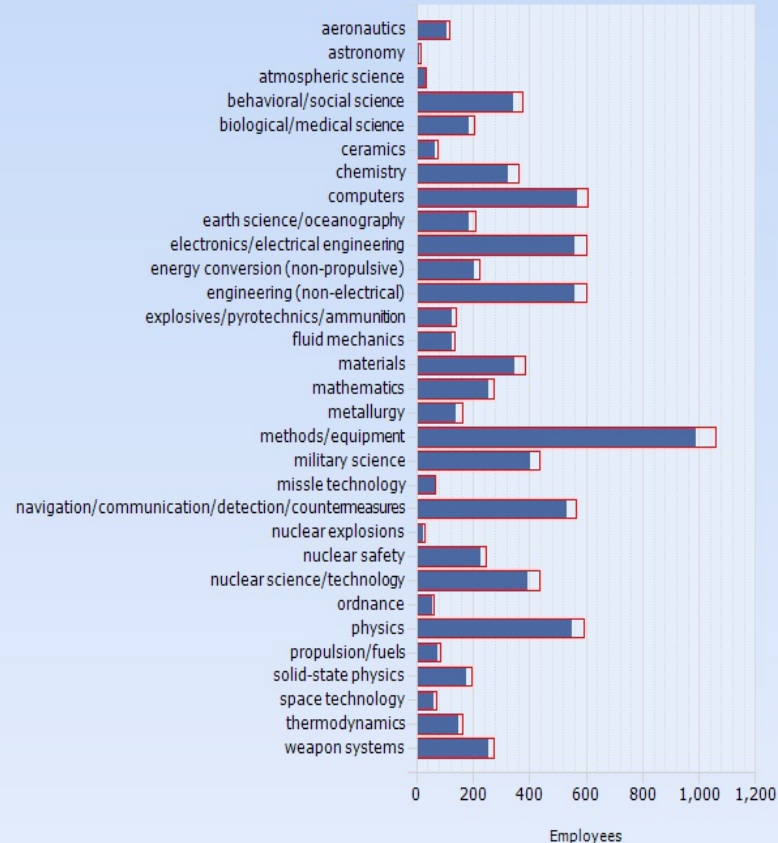
Orgs with Expertise in 'fluid mechanics' by Number of References



Expertise Identification– Loss of expertise due to retirement



References After Retirement References Before Retirement



Emps After Retirement Emps Before Retirement

Where do you start?

- Gain institutional support
- Start small
- What is crucial information
- Conduct an analysis on the organizations current state
- Design the methods and tools for the users that will embody them
- Adapting to the next generation





Takeaways



1. Gain institutional support – the success of KM is directly proportionate to the value placed upon it
2. Conduct an analysis on the organizations current state
3. Identify your crucial information and start small
4. There is no one-size-fits-all solution
5. Be patient, flexible, and committed