

Knowledge Management (KM)

What is your system?

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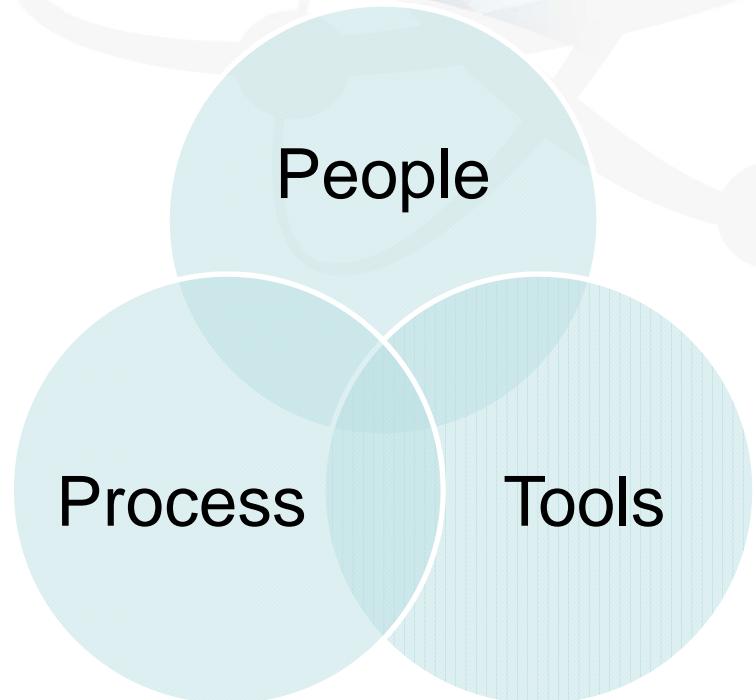
What is knowledge management?

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?

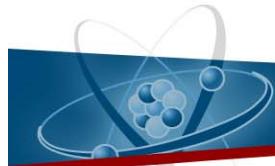
- Investment in people
- Strengthens organizational culture
- Improves data retrievability, traceability, and transparency
- Reduces employee turnover costs
- Organizational sustainability



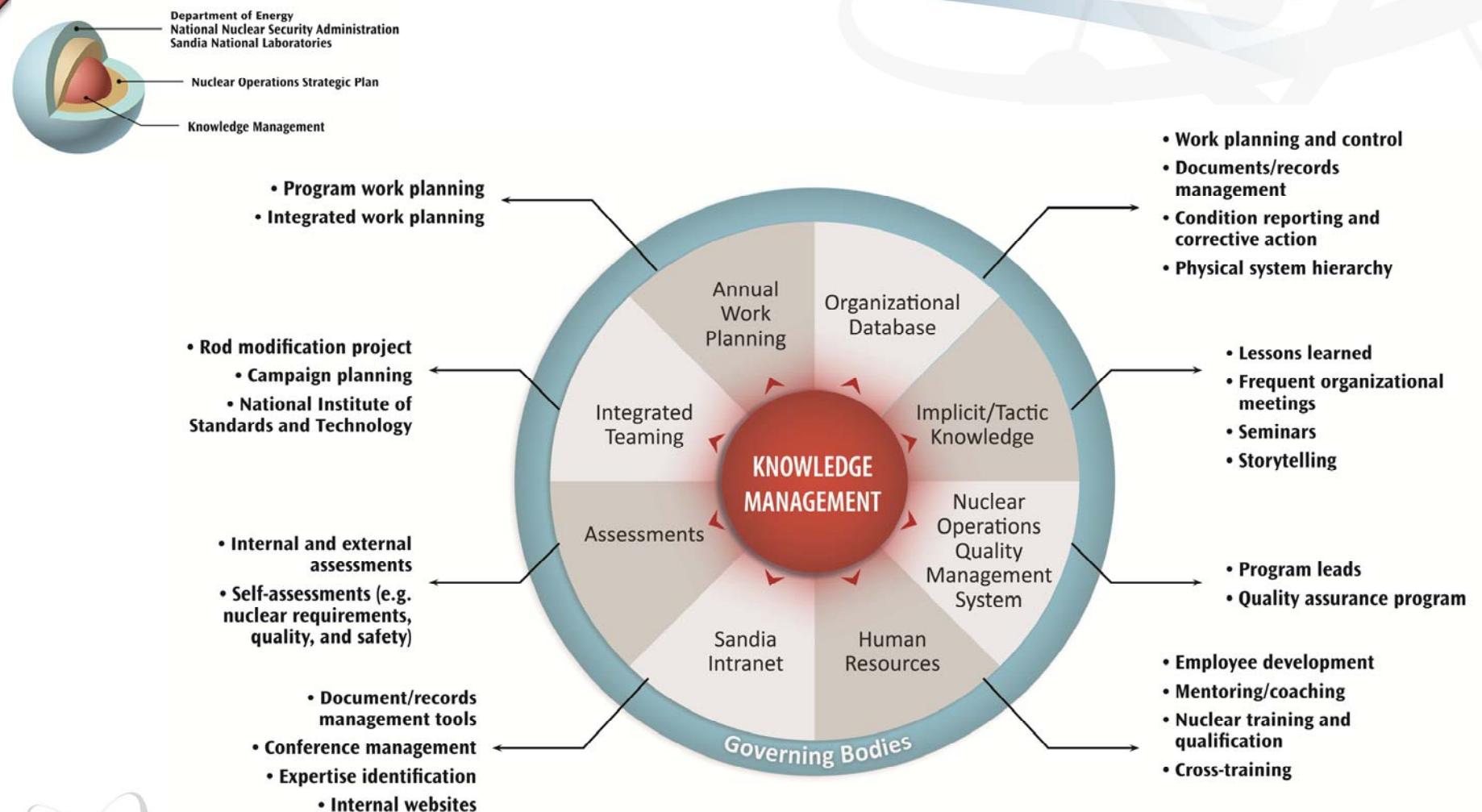


Why does SNL, Nuclear Operations care about KM?

It is about preparing people to inherit the organization!

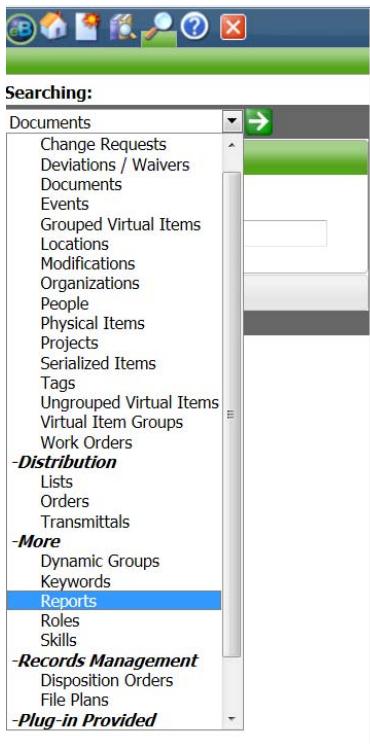


What does the Nuclear Operations model look like?



Nuclear Operations Examples

Enterprise Bridge (eB)

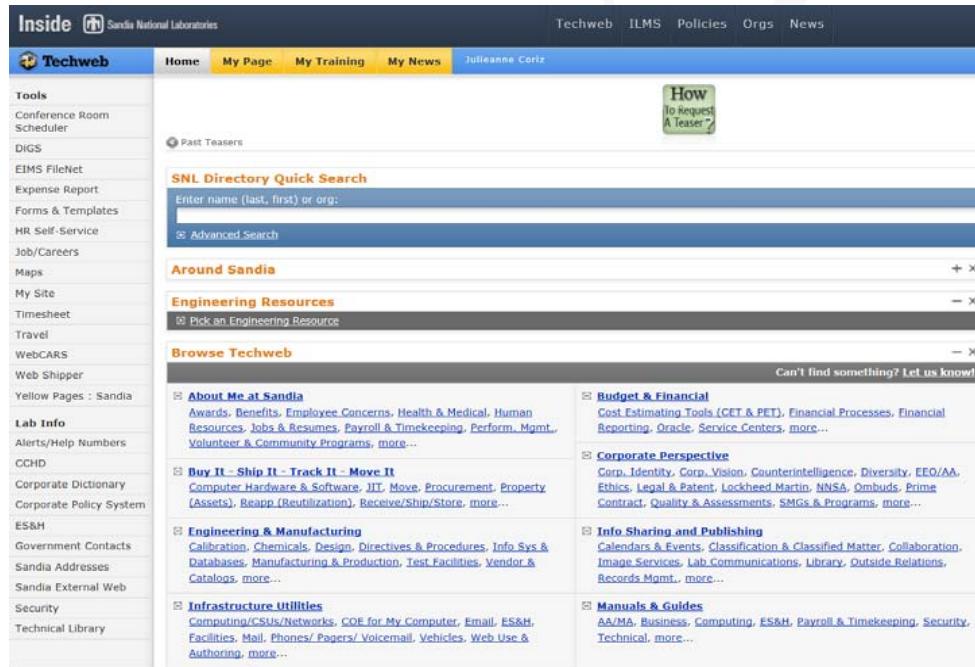


The screenshot shows the Enterprise Bridge (eB) interface. At the top is a green header bar with icons for Home, Search, and Help. Below is a search bar labeled "Searching:" with a dropdown menu. The main content area is a list of document types: Change Requests, Deviations / Waivers, Documents, Events, Grouped Virtual Items, Locations, Modifications, Organizations, People, Physical Items, Projects, Serialized Items, Tags, Ungrouped Virtual Items, Virtual Item Groups, and Work Orders. To the right of this list is a "Distribution" section with options for Lists, Orders, and Transmittals. Further right is a "More" section with Dynamic Groups, Keywords, Reports (which is selected), Roles, and Skills. At the bottom is a "Records Management" section with Disposition Orders and File Plans, and a "Plug-in Provided" section.



The screenshot shows the FileNet Workplace interface. At the top is a header bar with the FileNet logo and "FileNet Workplace PRODUCTION VERSION 1.0". Below is a navigation bar with links for "My Workplace", "Tasks", "Shortcuts", "Browse", "Search", and "Author". The "Shortcuts" tab is selected, showing a list of shortcuts: Search, Forms, Templates, and a specific entry for "01380 Nuclear Facilities and Applied Technology". The main content area shows a "Path: All Shortcuts" and a "Shortcuts:" list with "Search" and "Forms". At the bottom are links for "Templates" and "01380 Nuclear Facilities and Applied Technology".

FileNet

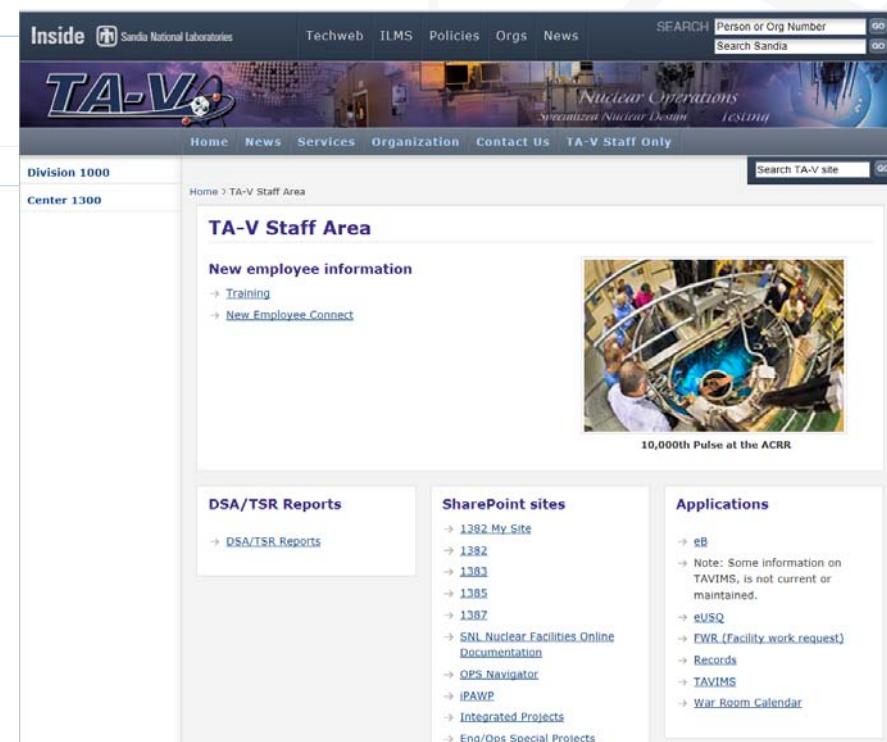


The screenshot shows the Sandia National Laboratories (SNL) Intranet interface. At the top is a header bar with the "Inside" logo and "Sandia National Laboratories". Below is a navigation bar with links for "Home", "My Page", "My Training", "My News", and "Juliesanne Coriz". The "Techweb" tab is selected. The main content area features a "How To Request A Teaser?" button. It includes sections for "Past Teasers", "SNL Directory Quick Search" (with a search bar), "Advanced Search", "Around Sandia", "Engineering Resources" (with a "Pick an Engineering Resource" link), "Browse Techweb", and a "Can't find something? Let us know!" link. On the right side, there are sections for "About Me at Sandia", "Budget & Financial", "Corporate Perspective", "Engineering & Manufacturing", "Infrastructure Utilities", and "Manuals & Guides".

SNL Intranet

More Examples

Nuclear Operations Internal Website



Inside Sandia National Laboratories

TA-V Nuclear Operations Internal Website

Division 1000

Center 1300

TA-V Staff Area

New employee information

- Training
- New Employee Connect

DSA/TSR Reports

- DSA/TSR Reports

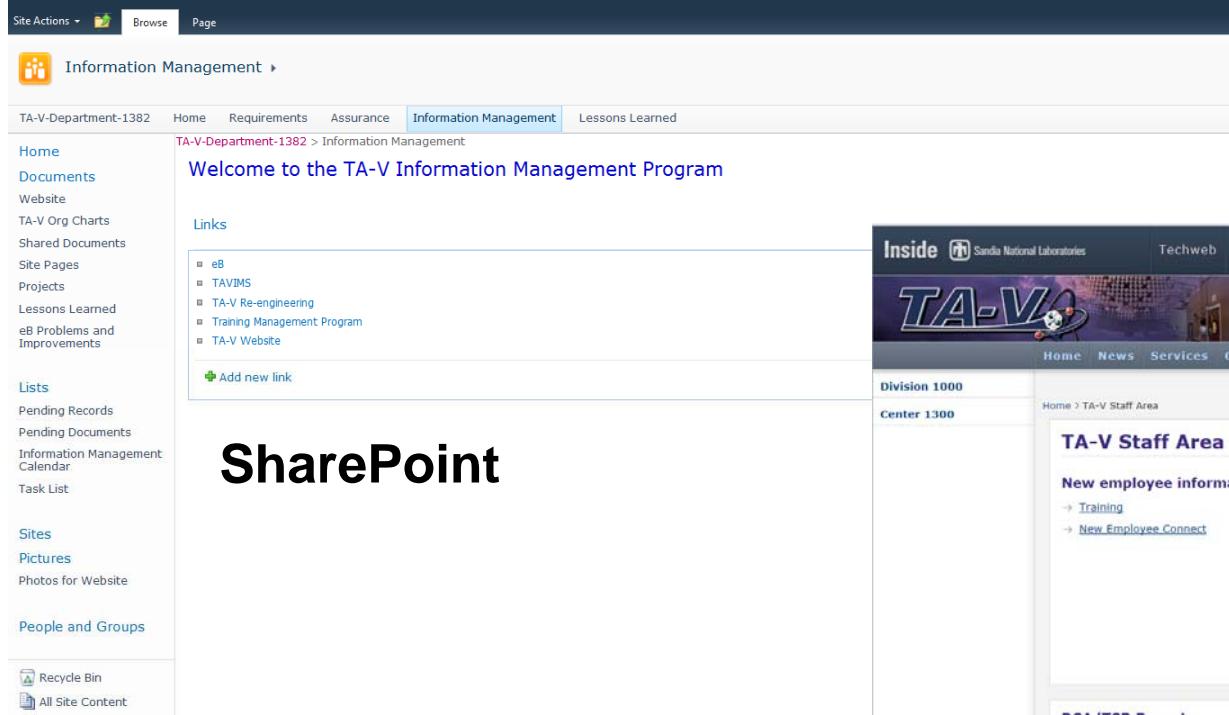
SharePoint sites

- 1382 My Site
- 1382
- 1383
- 1385
- 1387
- SNL Nuclear Facilities Online Documentation
- OPS Navigator
- iPAWP
- Integrated Projects
- Eng/Ops Special Projects

Applications

- eB
- Note: Some information on TAVIMS, is not current or maintained.
- eUSQ
- FWR (Facility work request)
- Records
- TAVIMS
- War Room Calendar

SharePoint



Site Actions Browse Page

Information Management

TA-V-Department-1382 Home Requirements Assurance Information Management Lessons Learned

Home Documents Website TA-V Org Charts Shared Documents Site Pages Projects Lessons Learned eB Problems and Improvements

Lists Pending Records Pending Documents Information Management Calendar Task List

Sites Pictures Photos for Website

People and Groups

Recycle Bin All Site Content

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

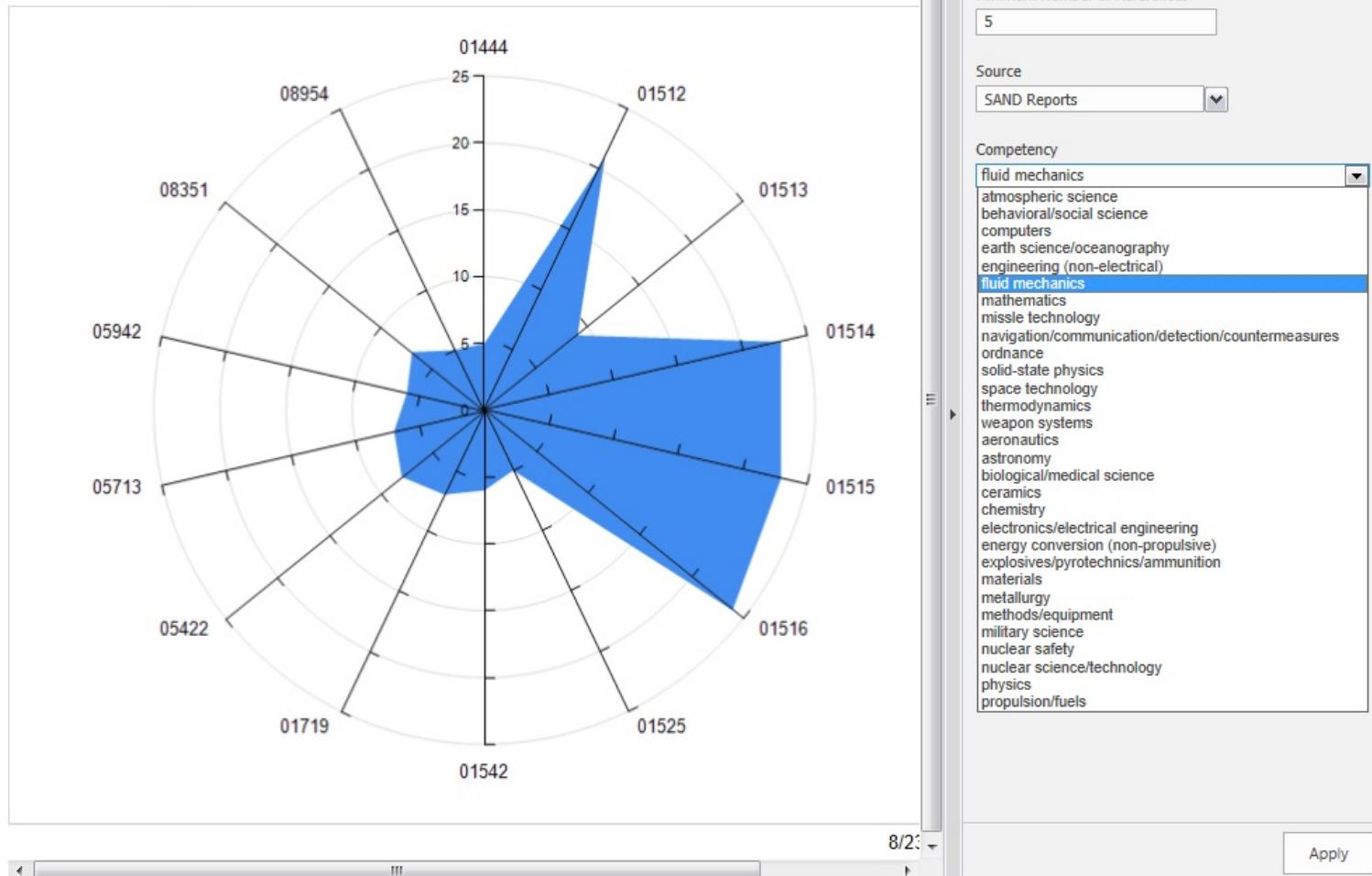
- **Expertise Identification Tool**

- 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

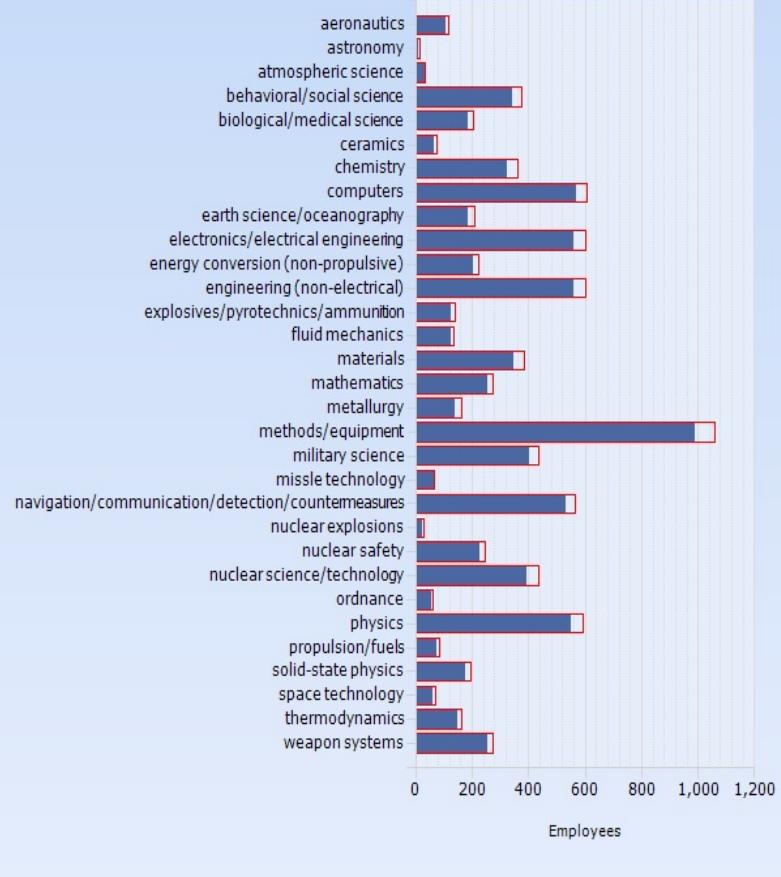
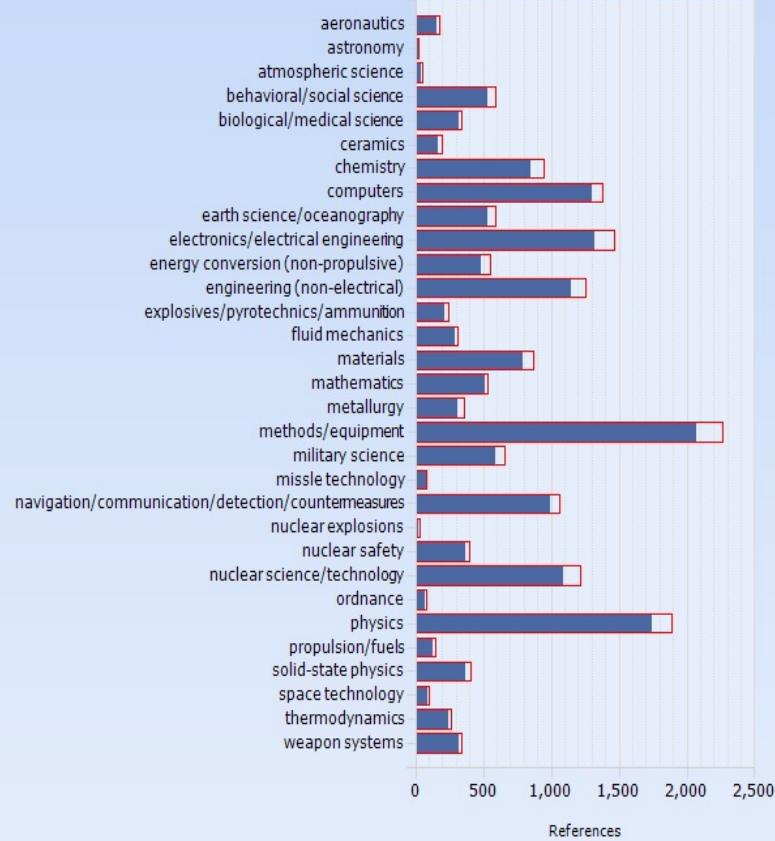
Reference: Mareda, John. "Automating Expertise Identification Using Information You Already Have." PowerPoint Presentation. Boston, MA. 30 Sep 2013.

Expertise Identification Tool Example

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

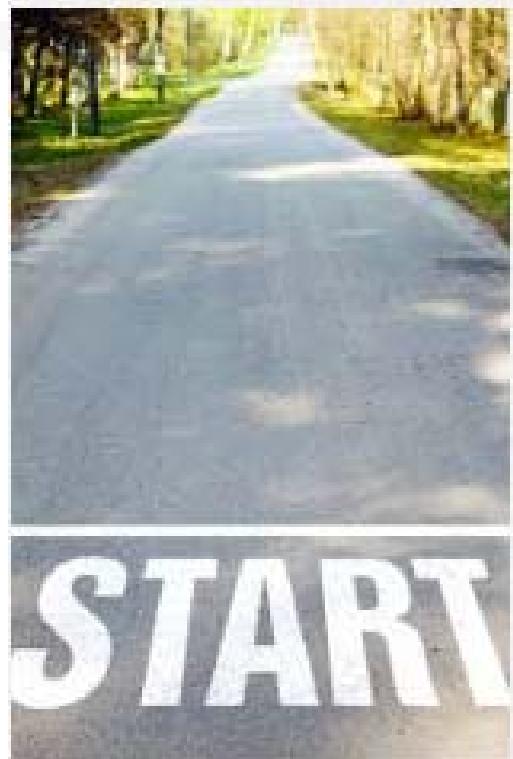


Expertise Identification– Loss of expertise due to retirement



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