

NLLC Institutional Information and Knowledge Management Working Group

Report to STIP Working Meeting

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NLLC “Charge”

- Advancing data discovery, authentication, retrieval and preservation of institutional knowledge.
- Providing solid strategies for sharing scientific and technical information (STI) and electronic tools whenever possible to maximize efficiency and cost savings on technology investments.

Working Group Members

Lead: Mary Petersen (BNL)

Yvette Woell (ANL)

Sandra Lee (FNAL)

Jackie Loop (INL)

Sandra Biermann (INL)

Colleen Thompson (INL)

Catherine Plowman (INL)

Lynn Melander (INL)

Miriam Blake (LANL)

Mary Donahue (NREL)

Cynthia Manley (ORNL)

Annanaomi Sams (PNL)

Beth Moser (SNL)

Working Group Activities/Products

1. Knowledge Management Definition
2. Mission Statement
3. Working Group Goals
4. KM Benchmarking Audit

Knowledge Management Definition

KM is the management of information across the enterprise and its integration with organizational work processes. KM includes

- Document, e-mail, and web content management.
- Leveraging information stored in institutional databases, and documentary and image repositories.
- Identification and management of record information in accordance with federal regulations and other requirements.
- Capturing the knowledge of key staff and ensuring the transfer and preservation of institutional knowledge, in anticipation of organizational changes and staff turnover.
- Identification and capture of archival information and material (record and non-record) to ensure its preservation for historical reference.
- Transfer of legacy information from analog to digital form, so that it remains retrievable and useful throughout its life-cycle.

Mission

- Provide leadership for the management of institutional information and knowledge to enable the collaborative creation, sharing, and utilization of information across the enterprise.
- Promote the management of information as integral to our organizations' research and business processes.
- Promote the library's role as champion of, and strategic partner in institutional information and knowledge management initiatives.
- Promote the use of technology to manage information, in any form or format, and to support the integration of institutional repositories (documentary, data, and image repositories).
- Serve as the NLLC forum for sharing successful strategies and lessons learned, and for the collaborative development of approaches, tools, and resources to support knowledge management initiatives.

2008 Goals and Status

1. Based on definition, develop a benchmarking survey of KM at DOE Laboratories.
 - a) Developed KM Audit. Test implementation.
2. Present first deliverables at NLLC Leadership Working Meeting - October 2008.
 - a) Obtained input to and validation of
 - KM Definition
 - WG Mission and Goals
 - KM Audit
3. Propose a speaker (WG member, or external expert) on a KM topic at the NLLC Meeting.
 - a) A. Sams (PNL) and B. Moser (SNL) presented initiatives at their sites
4. Develop a template for integrating life-cycle information management with product/project life-cycle management.
 - a) No action yet on this goal.

2009 Goals and Status

1. Implement the KM Audit (benchmarking survey) of DOE Laboratories.
 - a) Sent to NLLC points of contact on 4/6/2009.
 - b) Response requested by 5/8/2009.
2. Summarize the results of KM Audit.
3. Report Audit results at the October 2009 NLLC Leadership Meeting.
4. Propose speakers to address a KM topic at the NLLC Meeting. (e.g. updates from sites, and/or guest speaker SME).
5. Develop a template for integrating life-cycle information management with product/project life-cycle management.

KM Audit Objectives

1. Establish a baseline status of institutional and knowledge management at our sites.
2. Capture information about current and planned KM initiatives.
3. Identify software systems/tools currently in use and planned acquisitions.
4. Identify sites that may have experience to share (successes and lessons learned).
5. Understand the current and potential roles of libraries in relation to institutional information and knowledge management.
6. Serve as a tool for periodically updating the status of KM and measuring our progress.

KM Audit – Lab Profile

I. Laboratory Profile		
A.	Total Lab Population	
B.	Lab Budget	
	Total Lab Operating Budget (excluding construction)	
C.	KM organization * List internal KM organization(s) below	
1	Name of Formal KM Function (if applicable)	
2	Participating organization	
3	Participating organization	
4	Participating organization	
5	Participating organization	
	Please add rows as needed	

* Please attach organization chart showing structure and reporting of KM organization(s)

KM Audit – KM Systems

II. KM Systems		
Institutional KM Software Systems		
Please add rows to capture multiple systems within categories		
A.	Enterprise KM	
1	System Name	
2	Mging. Organization(s)	
3	Year Purchased/Developed	
4	System Purchase/ Development Cost	
5	Annual Maint. Cost	
B.	Document Management	
1	System Name	
2	Mging. Organization(s)	
3	Year Purchased/Developed	
4	Purchase/Development Cost	
5	Annual Maint. Cost	
C.	E-Mail Management (excluding E-mail server and routine back-up systems)	
1	System Name	
2	Mging. Organization(s)	

KM Audit – KM Systems

D.	Web Content Management	
1	System Name	
2	Mging. Organization(s)	
3	Year Purchased/ Developed	
4	Purchase/Development Cost	
5	Annual Maint. Cost	
E.	Records Management	
1	System Name	
2	Mging. Organization(s)	
3	Year Purchased/Developed	
4	Purchase/Development Cost	
5	Annual Maint Cost	
F.	Library	
1	System Name	
2	Mging. Organization(s)	
3	Year Purchased/Developed	
4	Purchase/Development Cost	
5	Annual Maint Cost	

KM Audit – KM Systems

Publications Review/Release	
System Name	
Mging. Organization(s)	
Year Purchased/Developed	
Purchase/Development Cost	
Annual Maint. Cost	
Institutional Repository	
System Name	
Mging. Organization(s)	
Year Purchased/Developed	
Purchase/Development Cost	
Annual Maint Cost	
Other KM System	
System Name	
Mging. Organization(s)	
Year Purchased	
Purchase/Development Cost	
Annual Maint. Cost	

KM Audit – KM Systems

SubTotals	
Purchase/Development Costs	\$0
Annual Maint. Costs	\$0
Total Costs for All KM Systems	\$0

KM Audit – KM Initiatives

C.	Name of Current or Planned Initiative	
1	Start Year	
2	% Complete	
3	Lead Organization	
4	POC Name and E-mail Address	
5	Estimated Cost of Initial implementation	
6	FY 08 or Estimated Annual Maintenance Cost	
7	Personnel	
7a.	FY 08 or Estimated FTEs	
7b.	FY 08 or Estimated Personnel Costs	\$0
8	Other FY 08 or Estimated Annual Costs	\$0
9	Total FY 08 or Estimated Annual Budget	\$0
D.	Total FY 08 and Estimated Budget for all Initiatives	\$0

Next Steps

- Compile KM Audit results and report back to responding organizations.
- Produce a summary report.
- Present at NLLC Leadership meeting and engage participants in selecting next priorities.

Suggestions, comments, questions?