Mapping to Support Organizational Learning: Integrating Multiple KM Practices

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Mapping to Support Organizational Learning
Integrating Multiple KM Practices at the local level

Organizational Setting

Pilot Activity (2009-present)

Lessons

Questions & Demo

... to ensure the circulation of knowledge within and across project teams
How do we learn at NASA?

- What I know from experience
- What everybody can know (explicit knowledge)
- Who I know (and what they know)

Lessons Learned
Mishap Reports

Job Rotation
Communities of Practice
What can the Goddard KM Office do to support organizational learning?

Pause and Learn

Job Rotation

Knowledge Sharing Workshops

Communities of Practice

Mishap Reports

Lessons Learned

Case Studies

What I know from experience

What everybody can know (explicit knowledge)

Who I know (and what they know)
A call for help... a small project office reaching out to the OCKO

We need to ensure that...

...project teams learn from their experience as a team.

...project teams learn from each other.

How can you [OCKO] help us?
Design a local learning loop...

...to ensure the circulation of knowledge within and across projects.
Local knowledge...

- Project
- Branch
- Directorate
- Center
- Agency

Lessons Learned Information System

Can consult & contribute to

... should circulate locally
Learning Process & Integration across Projects

Process for Project A

Project team A is assembled → Milestone 1 is reached → Milestone n is reached → Project Completion

Workshop

Pause & Learn Session

Concept Maps: A, B, C

Repository of "insights"

Process for Project B

Project Team B is assembled → Milestone 1 is reached → Milestone n is reached → Project Completion

Workshop

Pause & Learn Session

Concept Maps: A, B, C

KM Office Support
Knowledge Mapping

Visual representation of knowledge

organized by

key topics

then aggregated

across projects
PaL X Partnerships

Other Centers

Contractors

Academia

Other Space Agencies

Talking bubbles are used for quotes / paraphrasing directly from the rough PaL notes.

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If you are working with [Partner A], make sure to [do X].

This shape is used to identify related documents (link).

Details of conversation

Details of conversation
If you are working with [partner A], make sure to [do X].
(PaL X)

Key Insight (PaL Y)

Key Insight (PaL Z)

Key Insight (PaL X)
KEY TOPICS

Staffing & Roles  
Budget  
Team Communications  
Partnerships  
Reviews
Knowledge Mapping (2)
Key elements to consider w/ local learning loops

1. Don't skim on group reflection

2. Embed KM activities within existing work processes

3. Determine roles and responsibilities up front and revisit the issue as the initiative matures

4. Maintain trust and traceability
Questions?

- Return to a previous slide / visual?
- How is "local learning" linked to agency-wide lessons learned processes?
- Can this pilot be scaled up? How?
- When does it become a policy issue?
- What were the factors that made this pilot possible?
- Access rights
- Growth and maintenance
- Roles and responsibilities
- What are the next steps with the pilot? (i.e. remaining challenges)
Contact Information

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