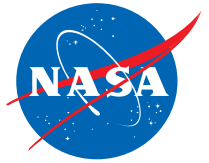


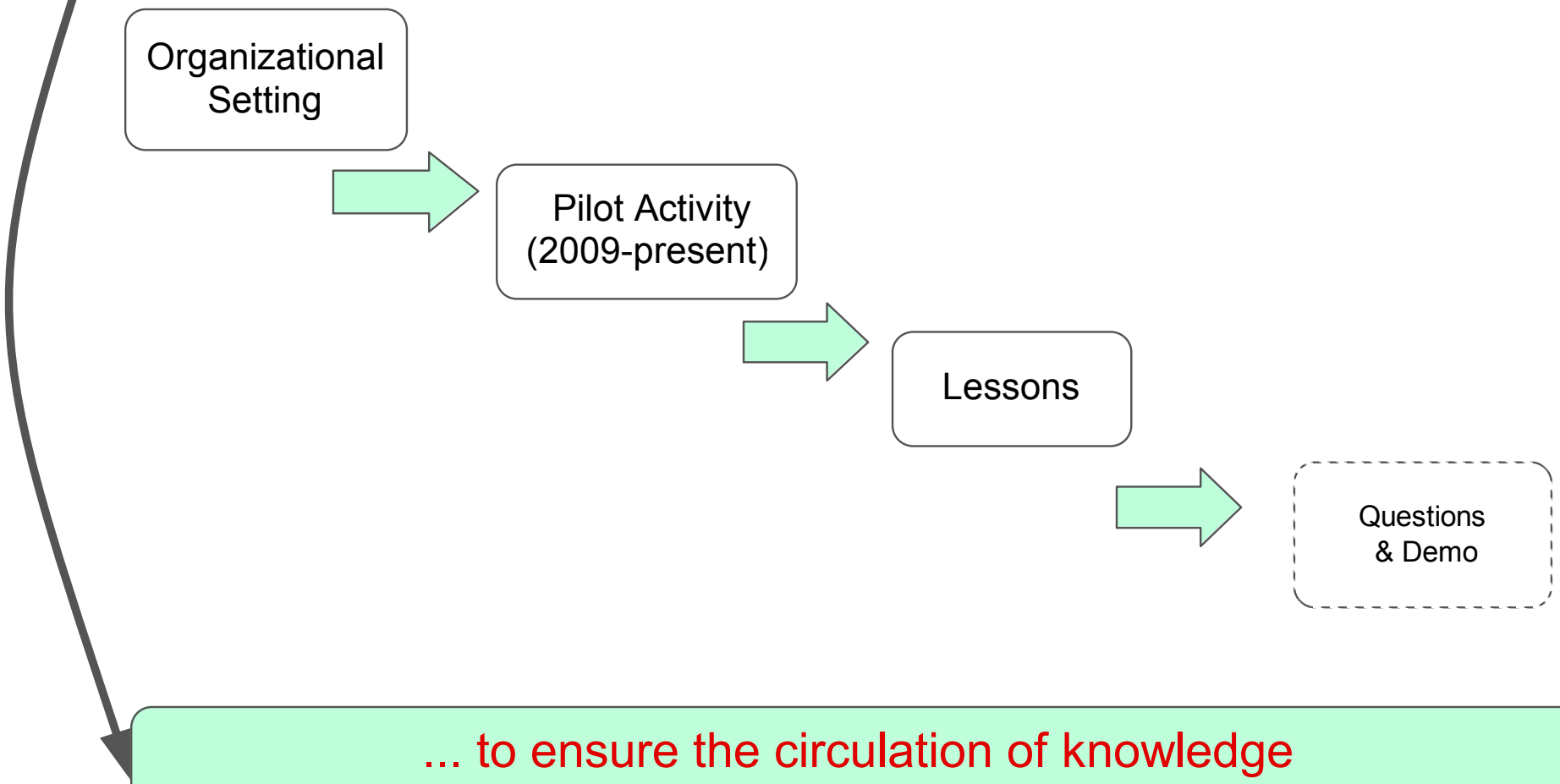
Mapping to Support Organizational Learning:

Integrating Multiple KM Practices

Presented by Barbara Fillip, Ph.D.
Office of the Chief Knowledge Officer(OCKO)
NASA/Goddard Space Flight Center

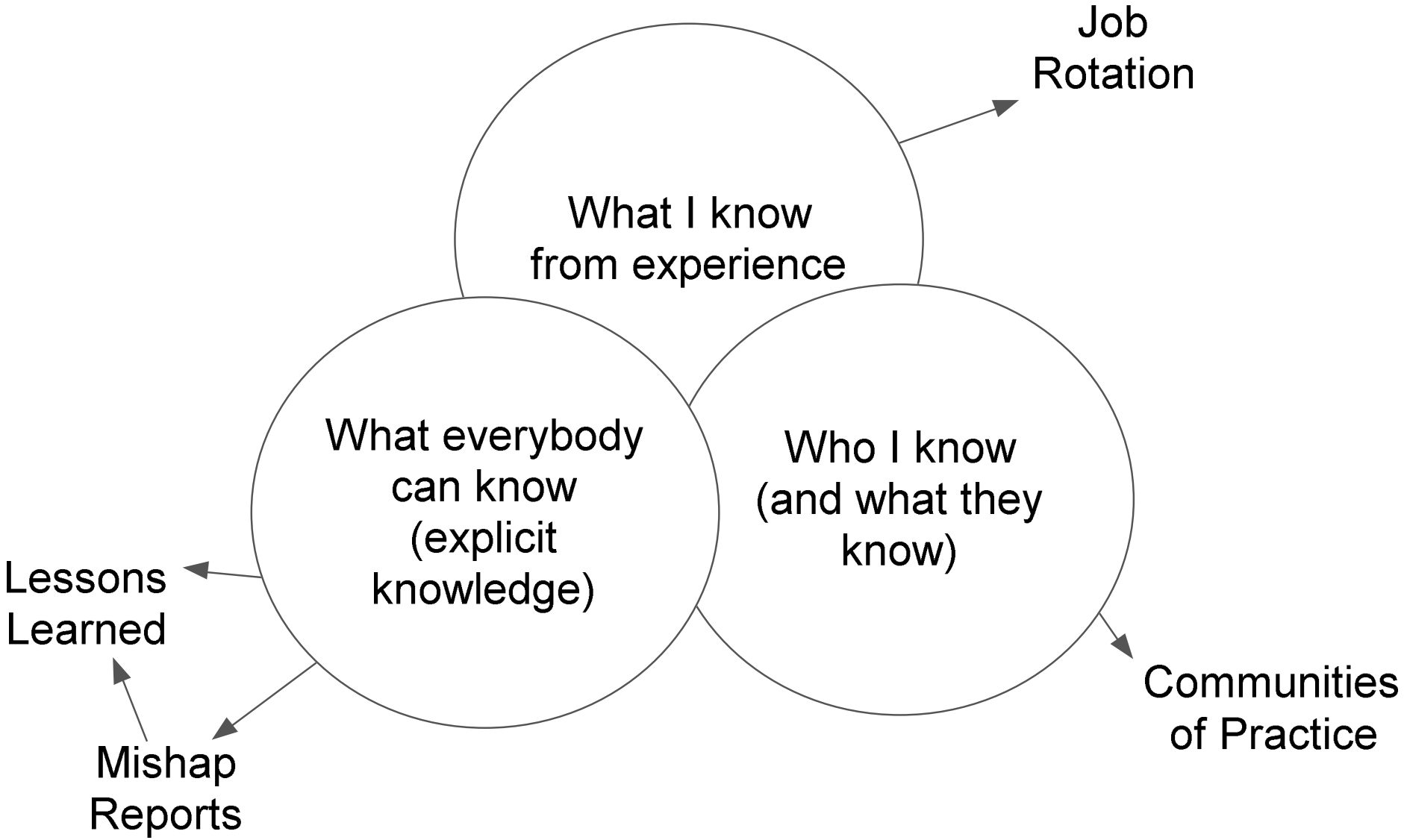
June 21, 2010

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

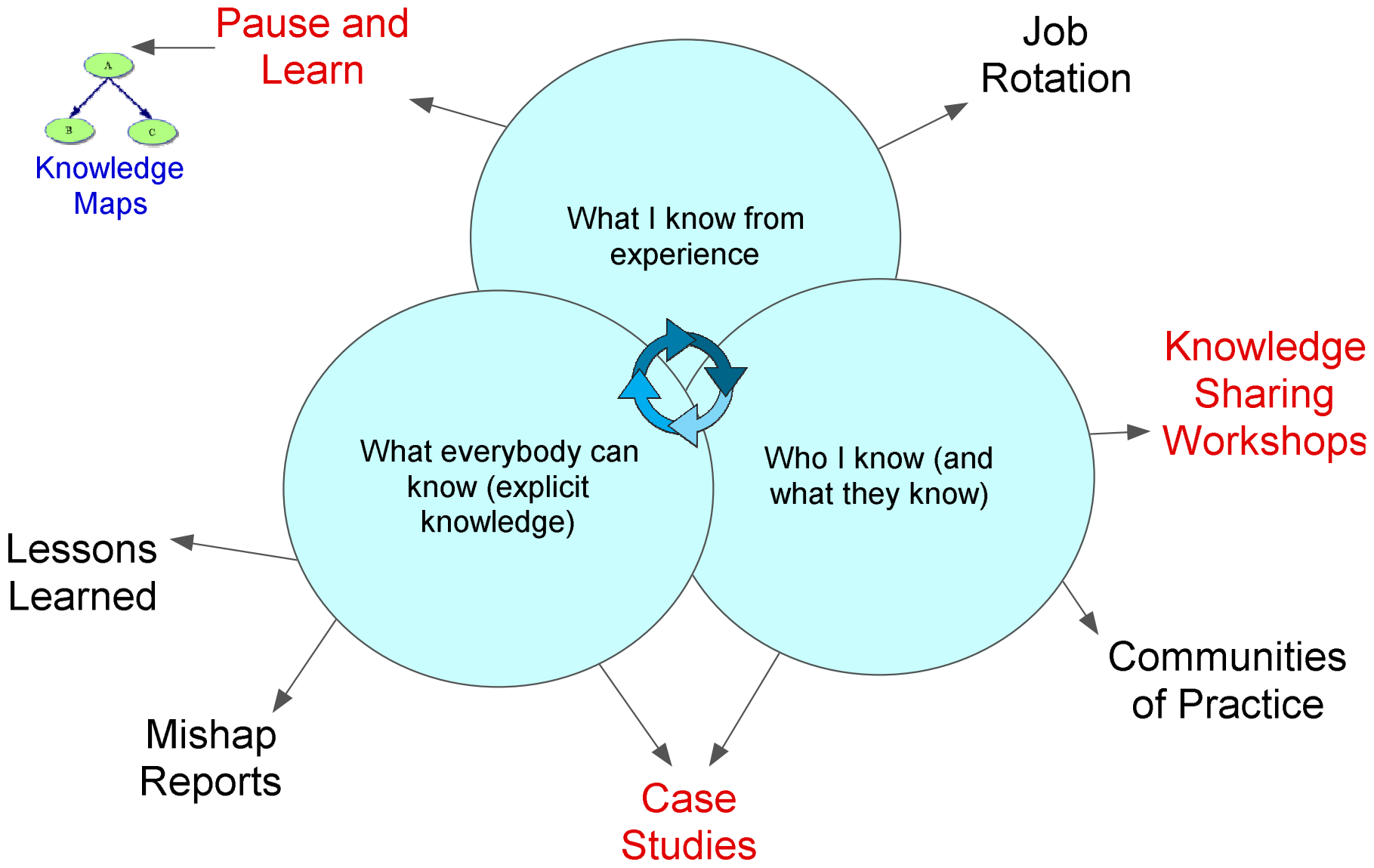


... to ensure the circulation of knowledge within and across project teams

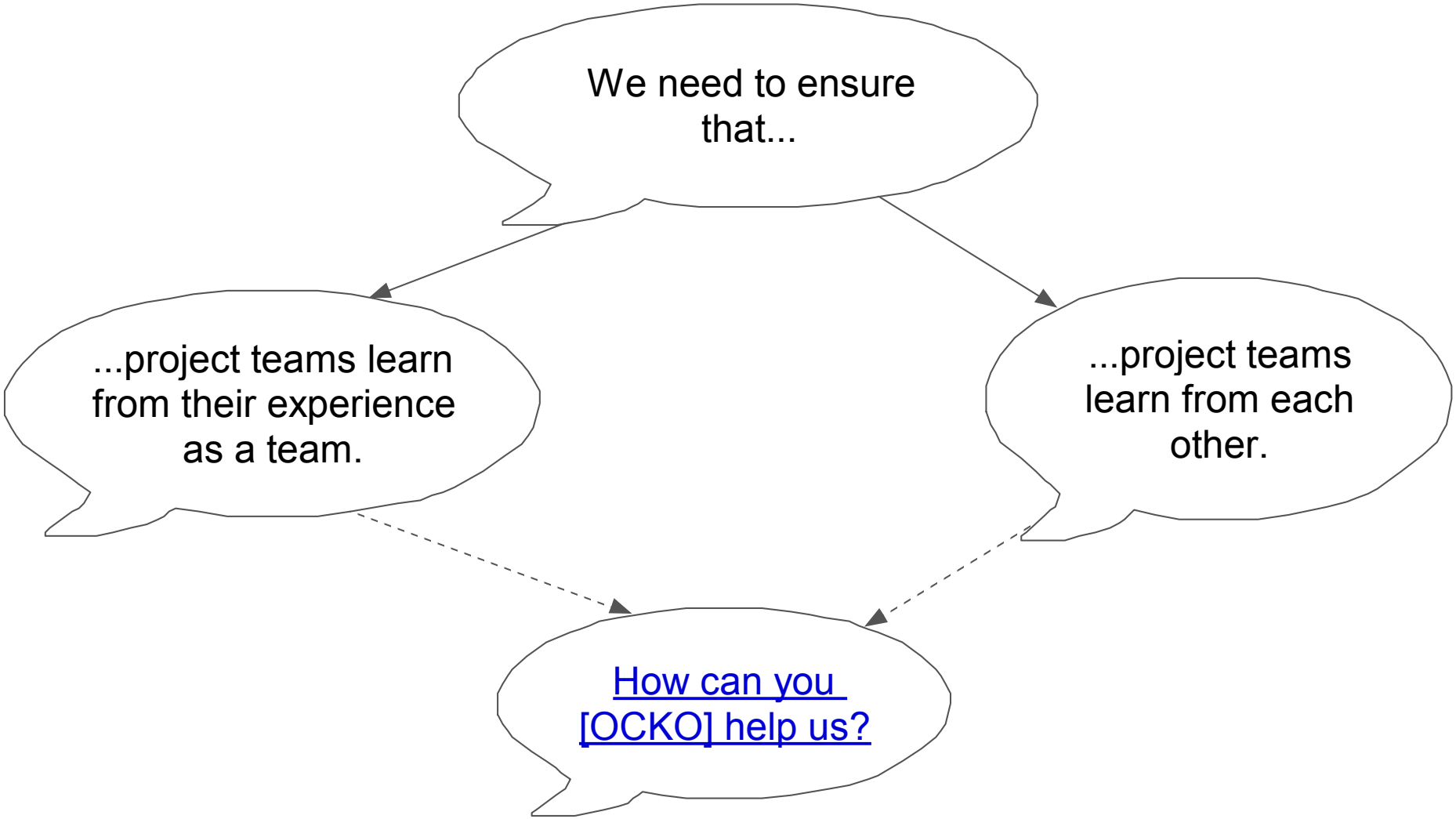
How do we learn at NASA?



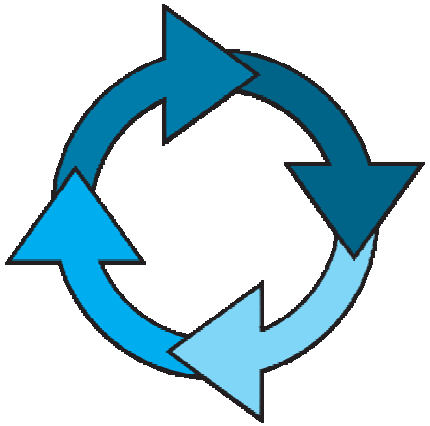
What can the Goddard KM Office do to support organizational learning?



A call for help... a small project office reaching out to the OCKO

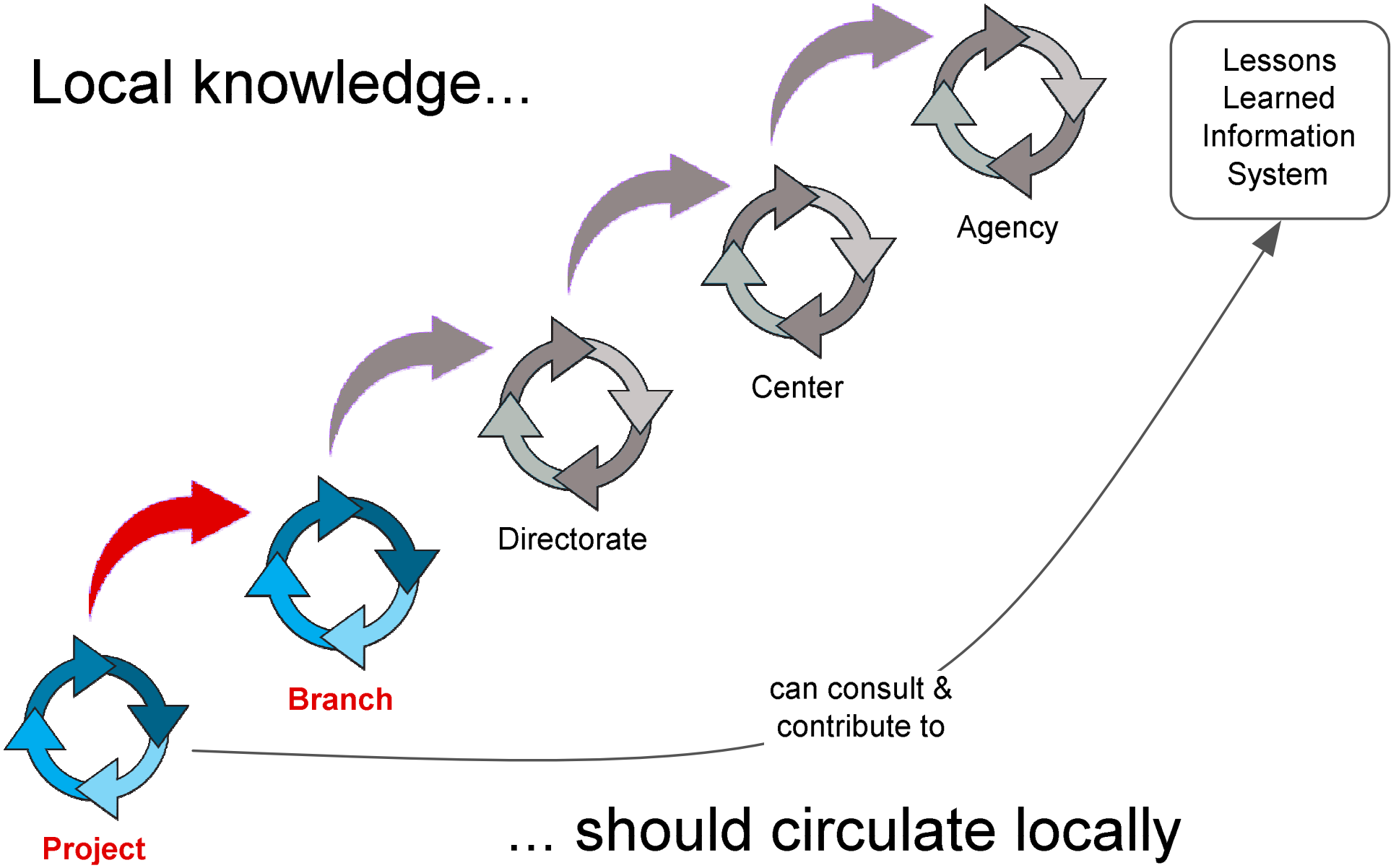


Design a local learning loop...



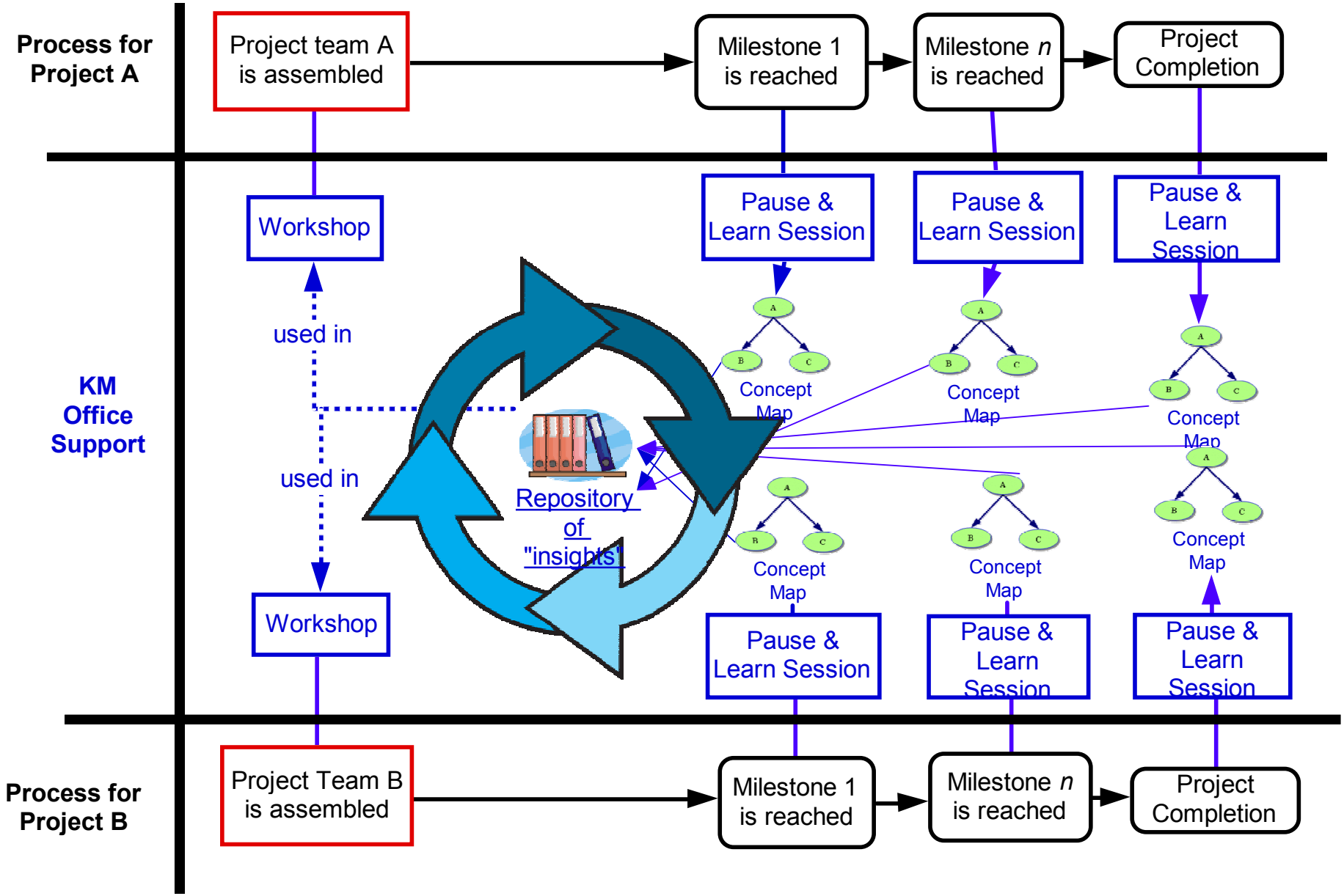
...to ensure the circulation of knowledge within and across projects.

Local knowledge…

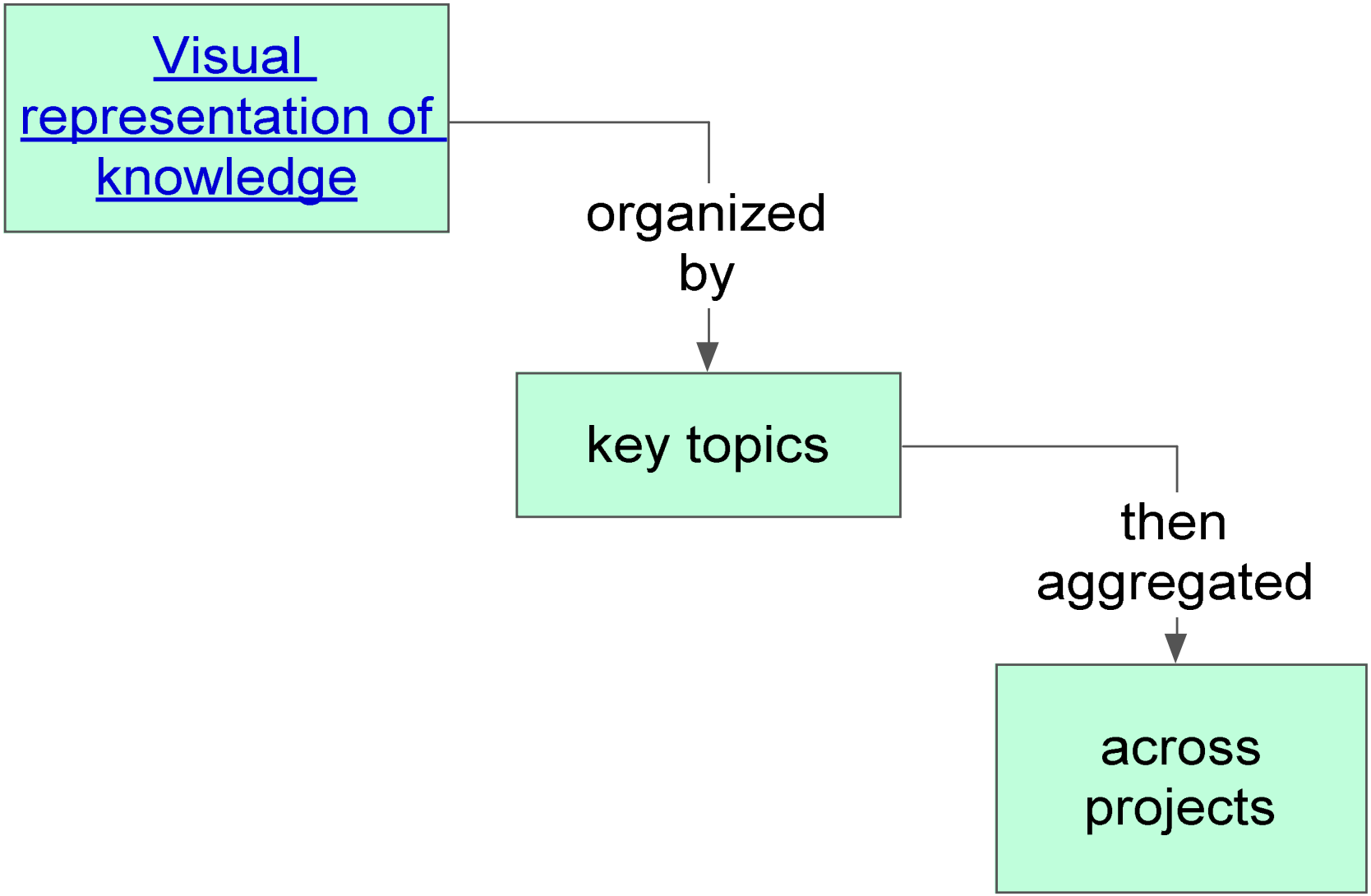


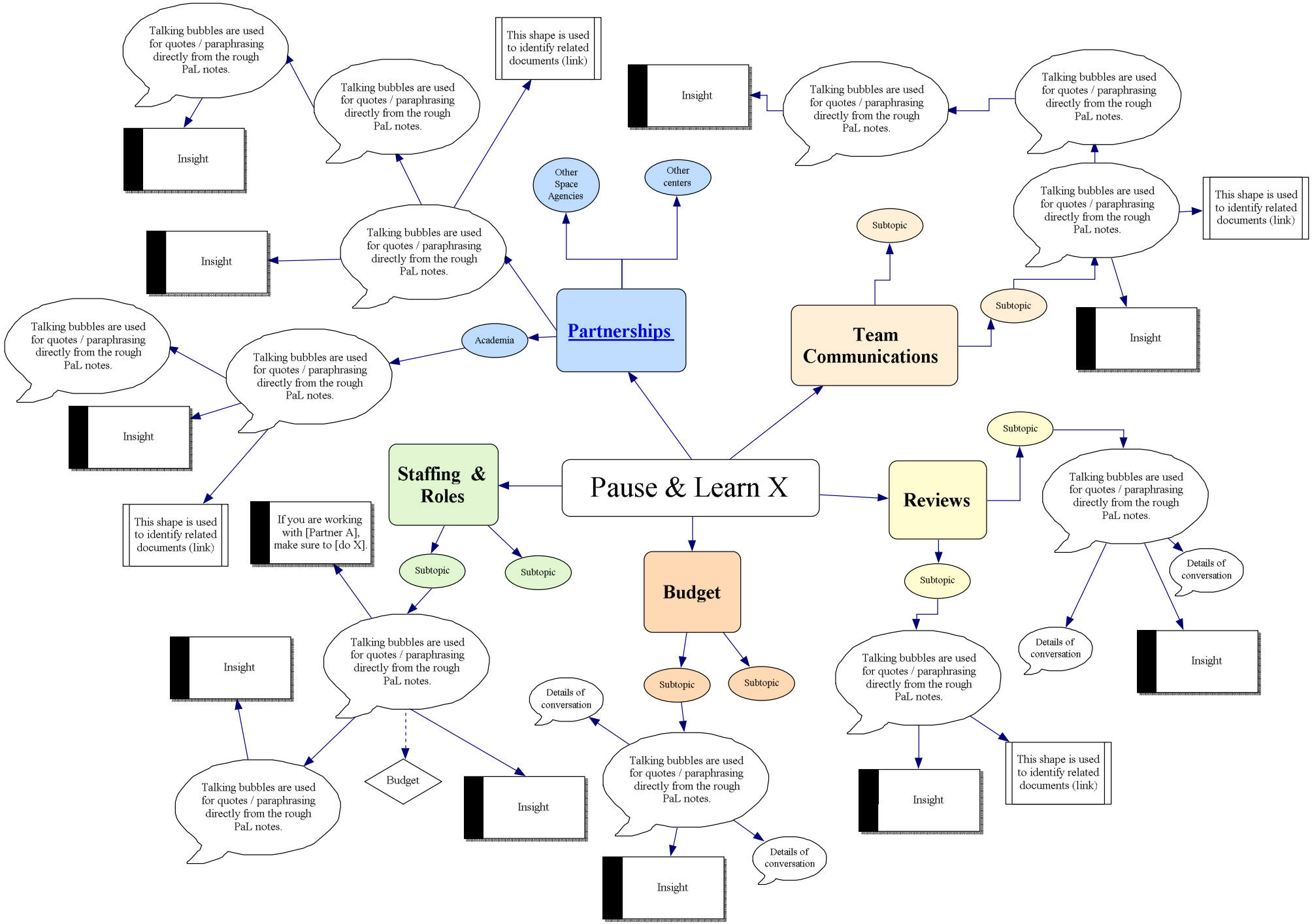
… should circulate locally

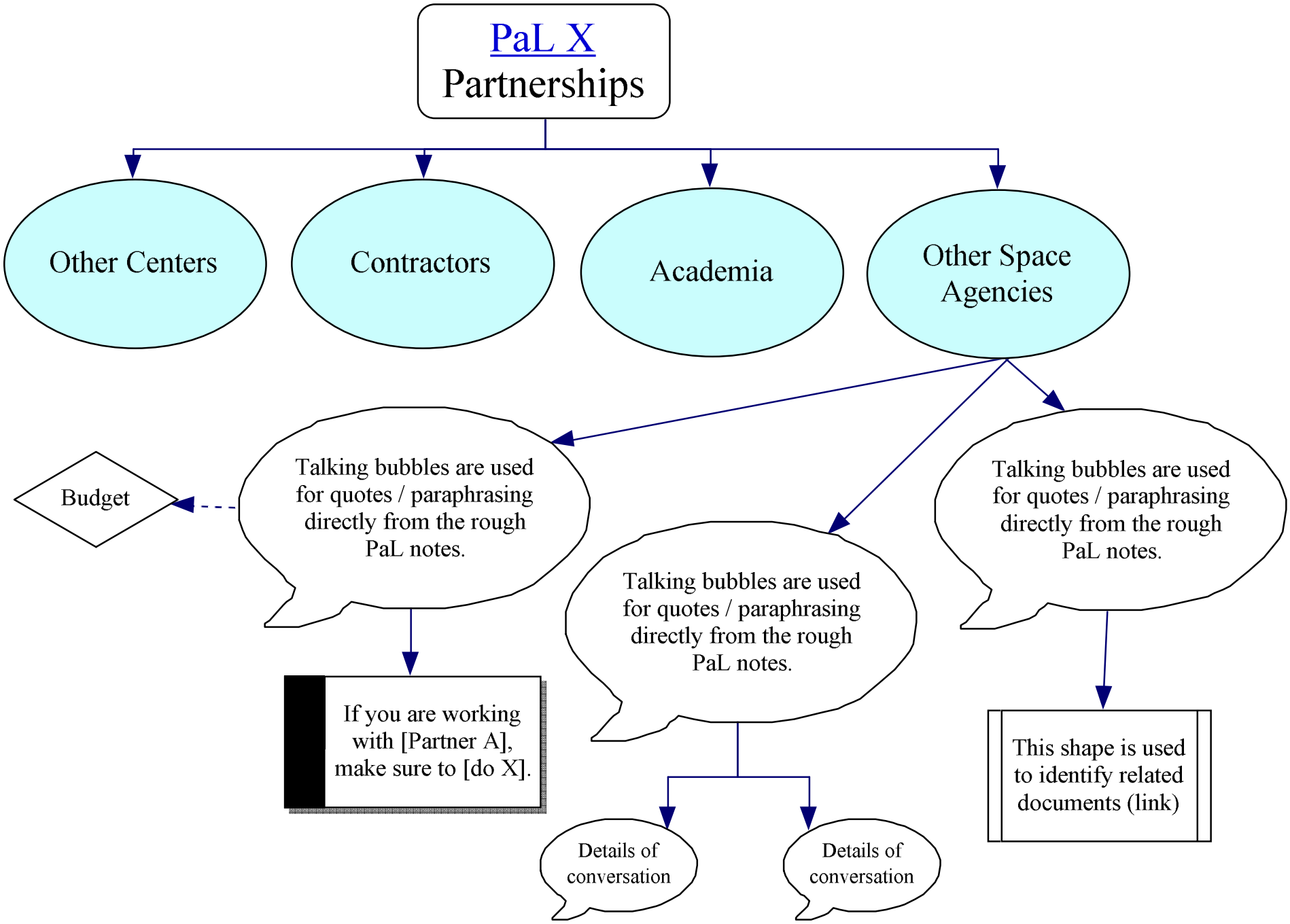
Learning Process & Integration across Projects



Knowledge Mapping




Pause & Learn X
Partnerships
Other Space Agencies
Other centers
Academia
Talking bubbles are used for quotes / paraphrasing directly from the rough PaL notes.
Insight
This shape is used to identify related documents (link)
Team Communications
Subtopic
Staffing & Roles
If you are working with [Partner A], make sure to [do X].
Budget
Reviews
Details of conversation


PaL X
Partnerships
Other Centers
Contractors
Academia
Other Space Agencies
Budget
Talking bubbles are used for quotes / paraphrasing directly from the rough PaL notes.
Talking bubbles are used for quotes / paraphrasing directly from the rough PaL notes.
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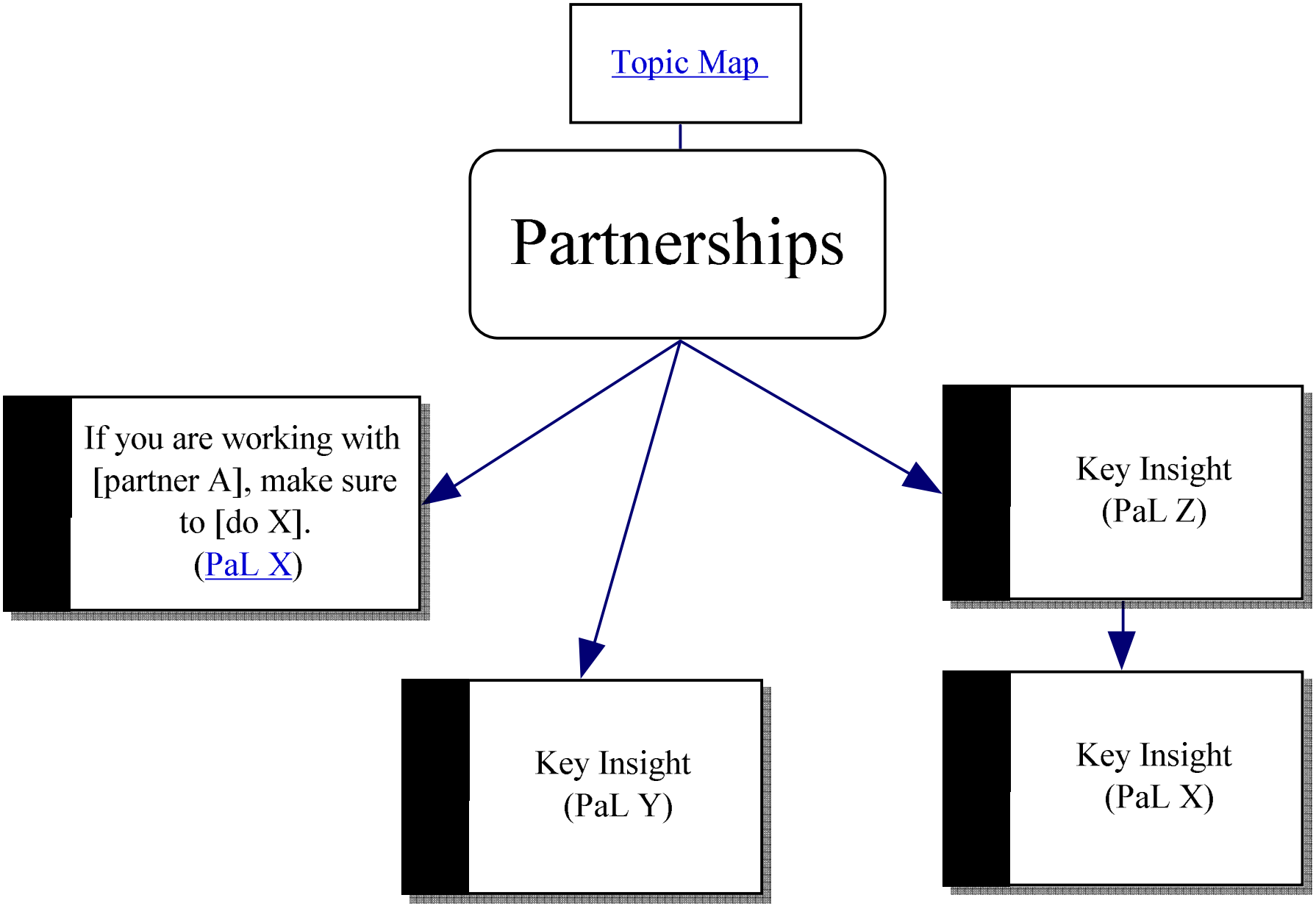
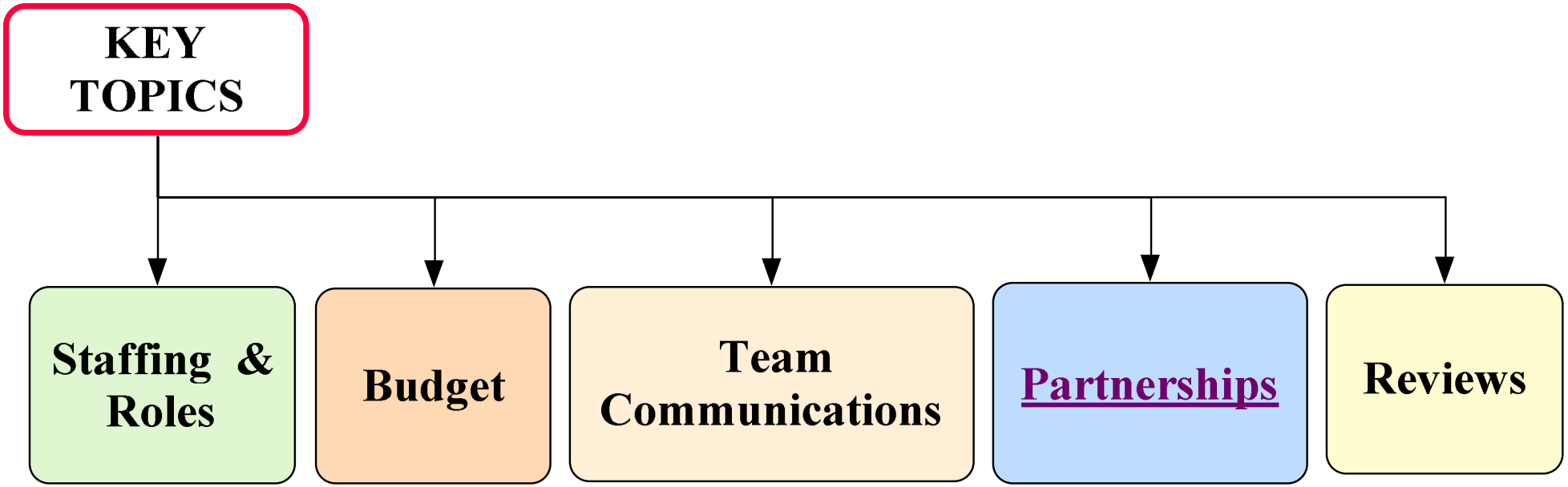
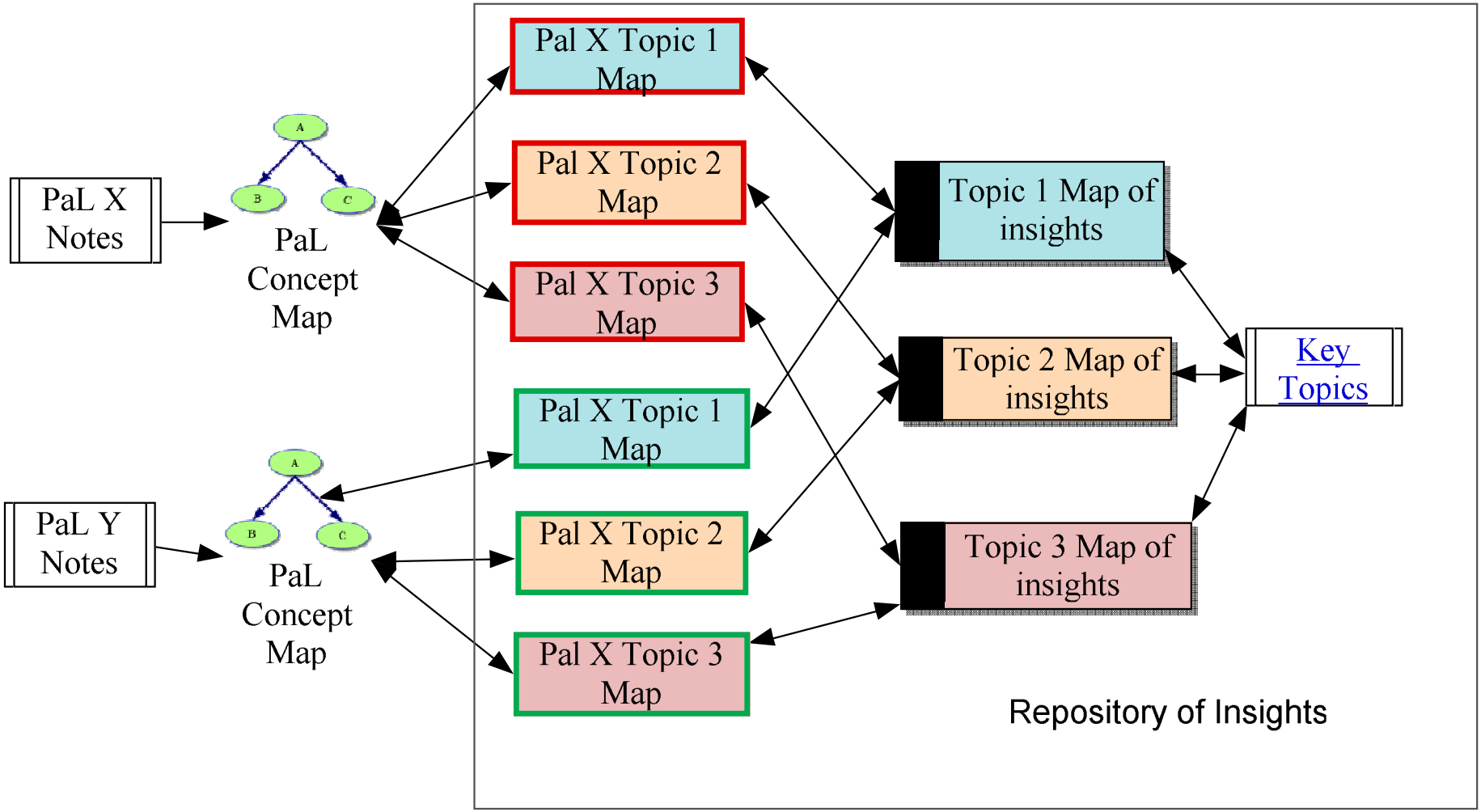
If you are working with [Partner A], make sure to [do X].
This shape is used to identify related documents (link)
Details of conversation
Details of conversation


Topic Map
Partnerships
If you are working with [partner A], make sure to [do X]. (PaL X)
Key Insight (PaL Z)
Key Insight (PaL Y)
Key Insight (PaL X)

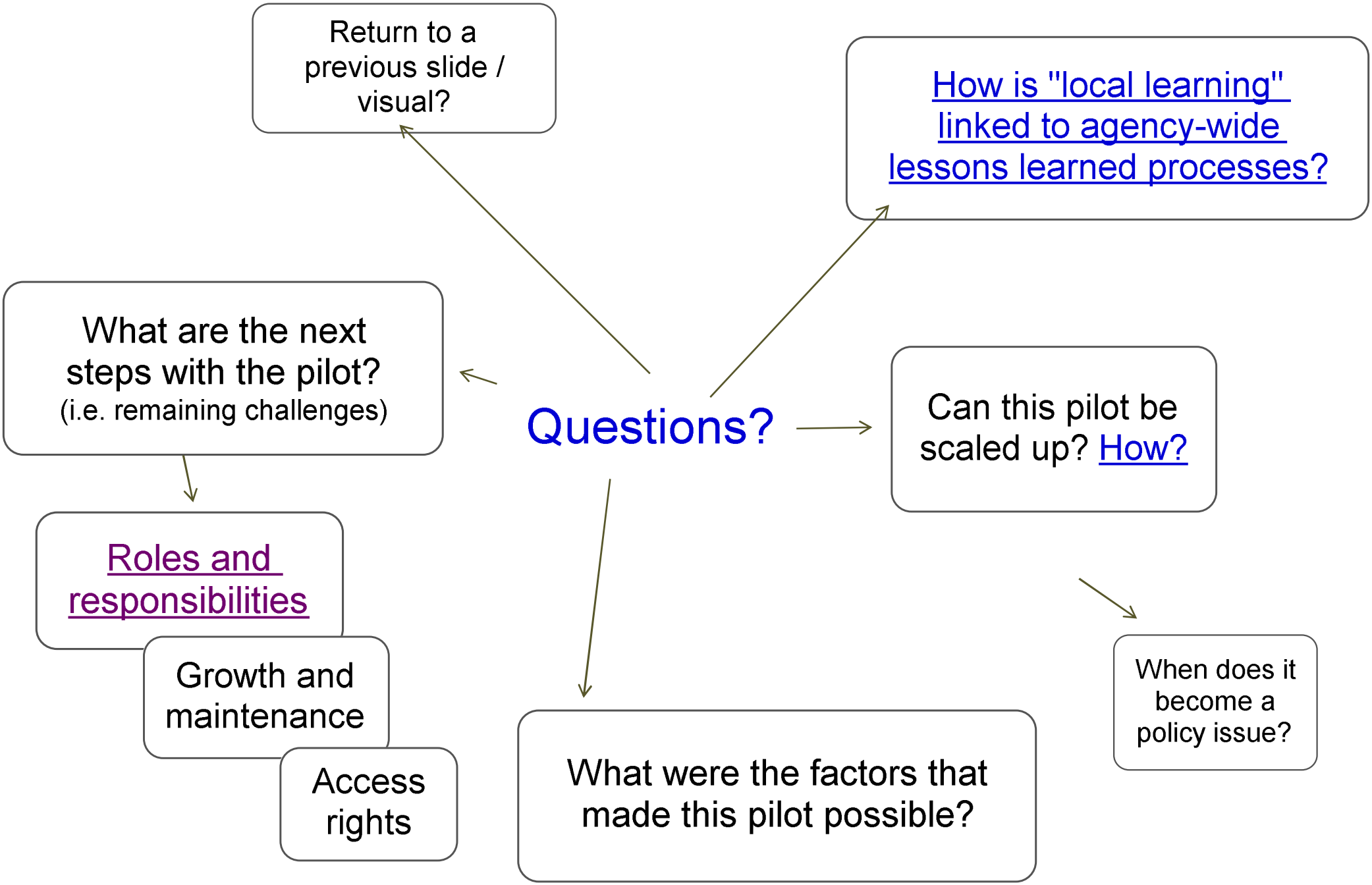

KEY TOPICS
Staffing & Roles
Budget
Team Communications
Partnerships
Reviews

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**


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

Contact Information

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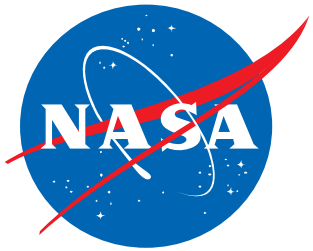
NASA