



NASA Knowledge Continuity: A Guide for the Departee

STANDING ON THE SHOULDERS OF GIANTS...

*Your experiences and knowledge cannot be easily replaced!
This guide was made to help a NASA member who is planning
to retire or transition to a new position take steps towards
passing on their knowledge to ensure their contributions
are not forgotten but instead built upon.*

LONG OVERLAP

A long overlap with your successor is ideal! Use the checklist on page 2 to create a plan for **shadowing and mentoring**.

- Bring your successor to meetings and include them on correspondence. Over time, allow them to take on more responsibilities.
- Talk through your thought processes during daily activities.

QUICK TRANSITION

Maybe you only get a day or two with your successor. If so, schedule a **sit down to review this checklist**.

- Consider how your successor will **find information about the job** after you leave.
- **Point them to written guidance** or other people in your organization to lean on when they have questions after you leave.

NO OVERLAP

Leaving before a successor starts?

- Consider creating a **continuity book** (digital or printed) that includes all the information from this checklist.
- **Cross train someone else** in your organization using this checklist to fill the gap.



CONTINUITY CHECKLIST

- ☐ **Duties:** What are all roles, duties, and responsibilities associated with this position?
- ☐ **Organization:** Do you have an organization chart with names, job titles, and contact information? Who is your supervisor, and what people do you directly supervise?
- ☐ **Points of Contact:** Who do you interact with? Be specific to include their roles & how to contact them. If possible, introduce the new employee to frequent or important points of contact. After you leave, who else do you recommend contacting for mentorship or advice?
- ☐ **References:** What documents, books, or regulations are essential to your job? Where can you find them? Are there any sections to highlight that are most often referenced?
- ☐ **Calendar and Tasks:** What daily, weekly, monthly, and yearly tasks do you accomplish? What important events do you attend? What deadlines do you have? Do you have a checklist or calendar that includes these tasks? Do you have any techniques for accomplishing your tasks?
- ☐ **Flow of Information:** How and from whom do you receive information (emails, chatrooms, websites, meetings, etc)? Who do you commonly push information to and in what format/setting? Where is information normally stored? Where are important documents stored? What programs or software do you have access to?
- ☐ **Maps and Locations:** Are there any places that you travel to or buildings/rooms that you often use? How do you get access to those facilities?
- ☐ **Equipment:** Is there any equipment that you are responsible for or need to use for the job? Do you have manuals, instructions, or videos for how to use it?
- ☐ **Training and Development:** Are there any courses, conference, or events that are beneficial for this job? Are there any required certifications? Is there a community of practice to join?
- ☐ **Troubleshooting:** Are there any recurring or expected problems to be aware of? How do you troubleshoot or find solutions?
- ☐ **Lessons Learned:** Do you have any stories or lessons learned to share? Is there anything you learned “the hard way”? Are lessons learned tracked? Where?

Contact your Center or Mission Directorate Chief Knowledge Officer and visit the KC&T website for more resources!