



**U.S. NRC**

UNITED STATES NUCLEAR REGULATORY COMMISSION

*Protecting People and the Environment*

**RIC 2009**

# Knowledge Management at NRC

Martin J. Virgilio & Patricia L. Eng

Office of the Executive Director for Operations

Wednesday, March 11, 2009



# Agenda

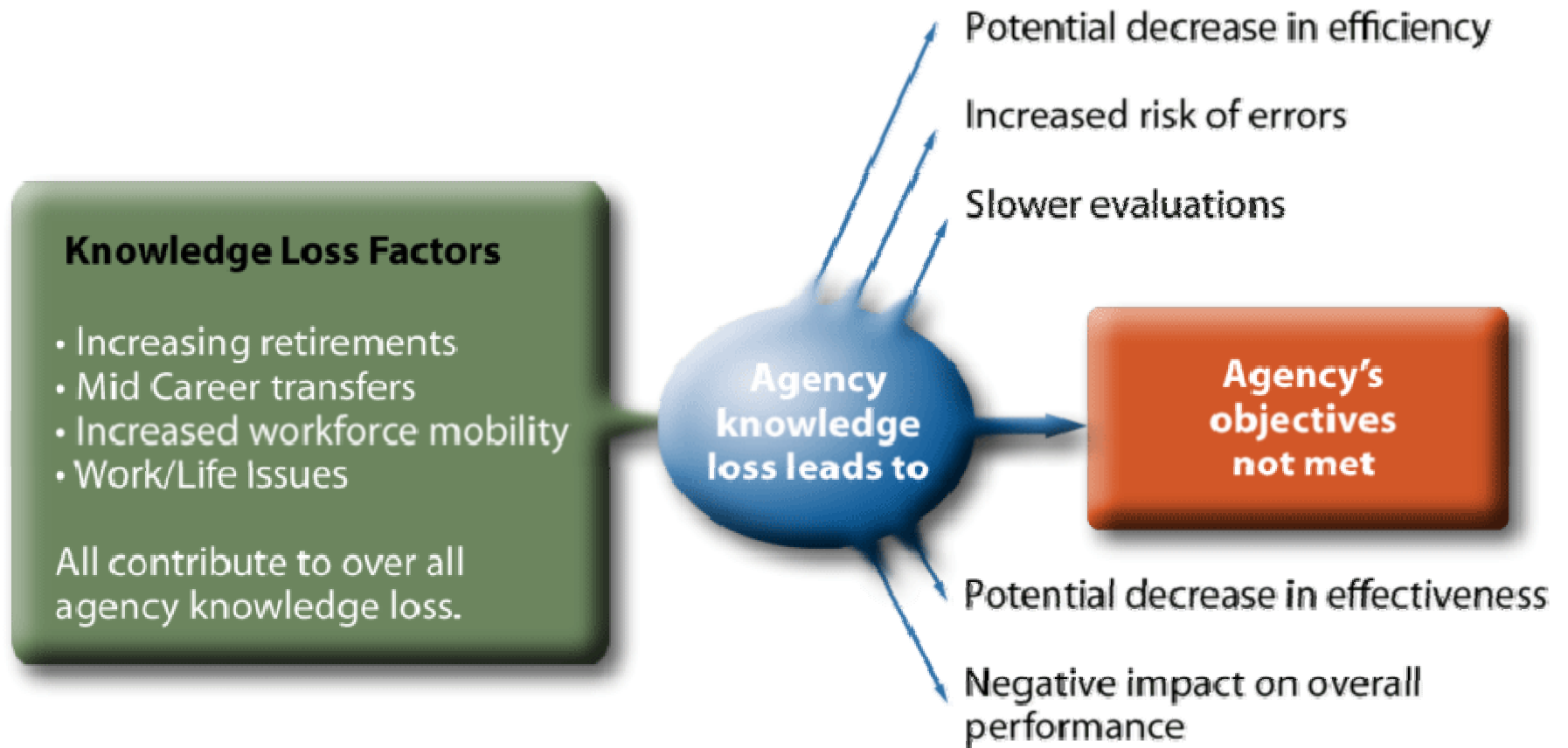
- Knowledge Management
  - The First 30 Years
  - Creating the Foundation
  - NRC's KM Program
- The Knowledge Center



## History of NRC's KM Efforts

- Historically:
  - Stable workforce
  - Slowly evolving technologies
  - Knowledge shared and retained
- KM integrated into everyday practices

# Impact of Knowledge Loss





# NRC's Knowledge Management Program: The Beginning

- Changes to Workforce and Activities
- October 2005: NRC SLM
  - Assessed workforce and work activities
  - Acknowledged new actions were needed



## NRC's Knowledge Management Program: Laying the Foundation

- Defined the KM Infrastructure (SECY 06-0164)
  - Agency KM Champion
  - Steering Committee of Senior Executives
  - Office Staff Leads
- Identified KM priorities and vulnerabilities



## NRC's Knowledge Management Program: Laying the Foundation (cont')

- Offices and Regions asked to:
  - Identify occupational priorities
  - Identify their critical bodies of knowledge
  - Identify existing KM efforts for sharing



## KM Strategy and Tactics

- Four categories of interest:
  - Human resources processes, policies and procedures
  - Knowledge sharing practices
  - Knowledge recovery practices
  - Information technology applications





## HR Processes, Policies & Procedures

- Succession Planning
- Double Encumbering
- Retention Incentives
- Rehired Annuitants



# Knowledge Sharing Practices

- Sharing Training Videos/Presentations
- Lunch and Learn discussions
- Virtual Meetings
- Attending KM meetings



# Knowledge Recovery Practices

- Guest lecturers
- Hosting & Recording Special Events
- Interviewing Subject Matter Experts
- Reemployed Annuitants



# Information Technology Applications

- Virtual meetings
- Video Teleconferencing
- Enhancing our document management system
- NRC's Knowledge Center



**U.S.NRC**

UNITED STATES NUCLEAR REGULATORY COMMISSION

*Protecting People and the Environment*

RIC 2009

The NRC Knowledge Center

a place to

Collaborate, Capture & Share Knowledge to  
Build Organizational Memory

Wednesday, March 11, 2009



# What is a Community of Practice?

- A forum for a group of individuals who
- share a common interest in a topic to
- interact and share their knowledge.



## What is the VALUE to the Agency?

- ✓ Collaborate and communicate across
  - organizational boundaries
- ✓ Capture knowledge before it is lost to create
  - organizational memory
- ✓ Facilitate the decision making process
- ✓ Improve productivity



## What is the VALUE to Me?

- ✓ Locate knowledge and experts
- ✓ Capture knowledge through interactions
  - and discussions
- ✓ Enhance professional development





# NRC Knowledge Center

**NRC KNOWLEDGE CENTER**  
Collaborate, Capture, and Share Knowledge to Build Organizational Memory

**Browse**

- NRC's Knowledge Center
- Model Community
- Core group private
- NRC's KNOWLEDGE CENTER

**Browse Popular Tags**

accident "accident analysis"  
analysis answer  
containment criticality  
css design fuel guides  
htgr iaea inspections  
inspector international  
"knowledge" management  
licensing management  
materials modular nmss nrc  
nspdp nuclear office  
operations pbmr pra prep

**Welcome**

Welcome to the NRC Knowledge Center. To see the variety of communities and topics that are available, please enter the NRC Knowledge Center by clicking on the "NRC Knowledge Center" Community icon in the Explorer box to the left... Welcome! Information Security and Records Reminder - This page is for internal use only. All contributors to the contents on this site must be aware of the record value of the Web content and that it must be managed as record material in accordance with agency policy and NARA records management regulations. In addition, the content is subject to search under the Freedom of Information Act (FOIA) as well as litigation discovery requests. Posting of sensitive unclassified non-safeguards information (SUNSI) is prohibited unless appropriate access controls are applied, since access to SUNSI is on a need-to-know basis. Posting of personally identifiable information (PII) is always prohibited. SUNSI guidance can be found at <http://www.internal.nrc.gov/sunsi/>.

**Our Communities**

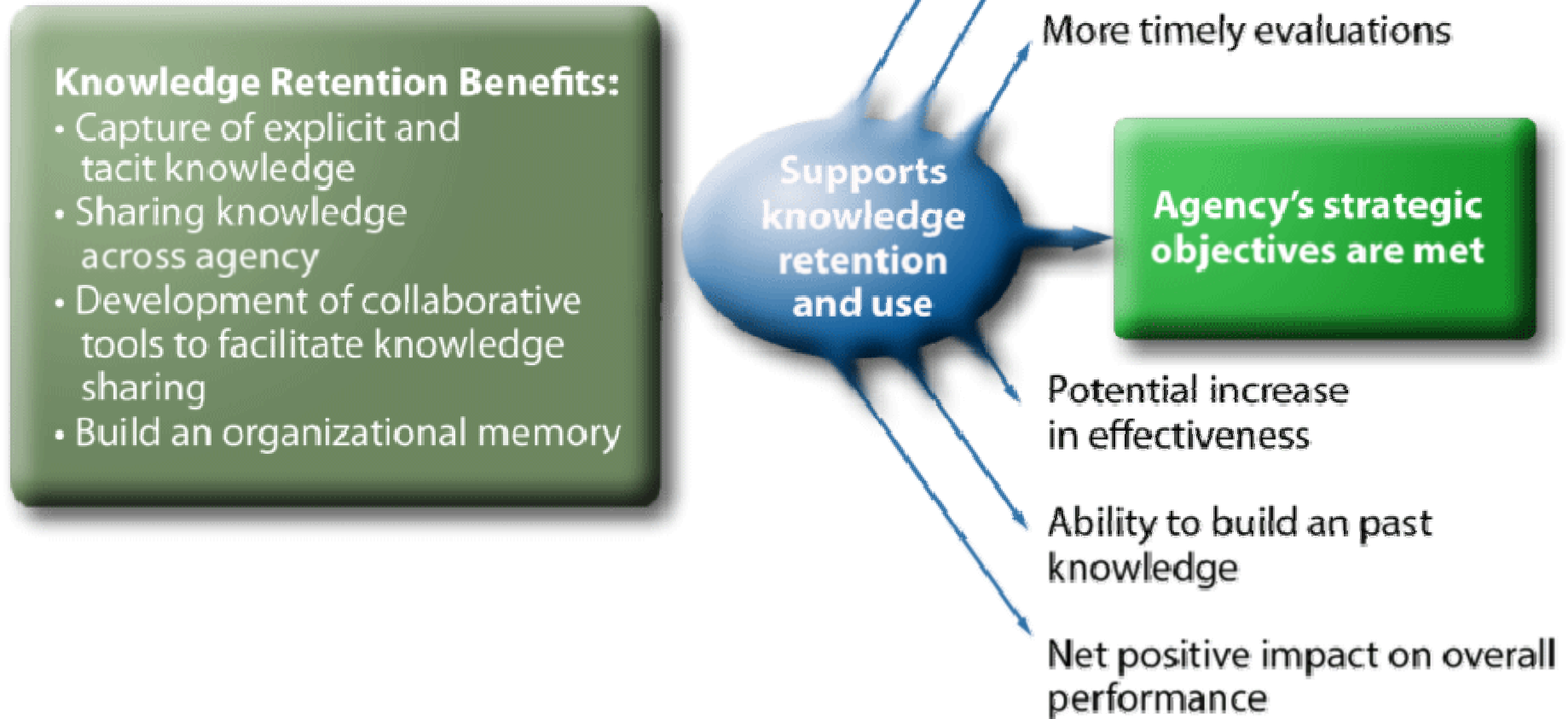
- Communications Council
- Electrical Systems
- Ground-Water & Performance Monitoring
- HUMAN FACTORS
- Knowledge Management CoP
- Material Engineering



## What Did We Learn?

- KM is integral and critical for agency operations
- We must get better at capturing, sharing, storing and retrieving knowledge
- Need to encourage a culture change
  - KM is part of the job, not an add on

# Expected Impact of Knowledge Retention





- **Questions ?**