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Protecting People and the Environment

RIC 2009

Knowledge Management at NRC

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Agenda

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

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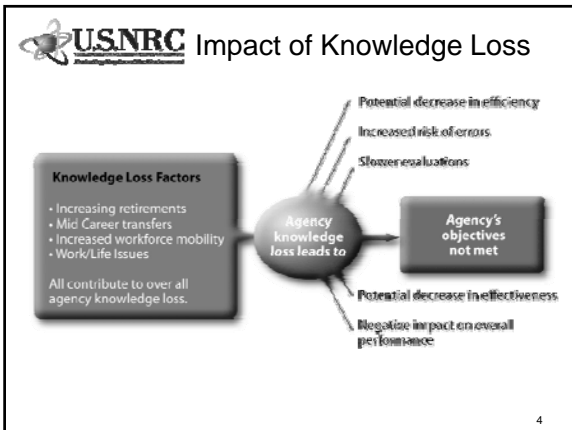


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History of NRC's KM Efforts

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

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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

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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

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**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

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KM Strategy and Tactics

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

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HR Processes, Policies & Procedures

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

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Knowledge Sharing Practices

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

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Knowledge Recovery Practices

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


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Information Technology Applications

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

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The NRC Knowledge Center
a place to
Collaborate, Capture & Share Knowledge to
Build Organizational Memory

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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.

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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


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What is the VALUE to Me?

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


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NRC Knowledge Center



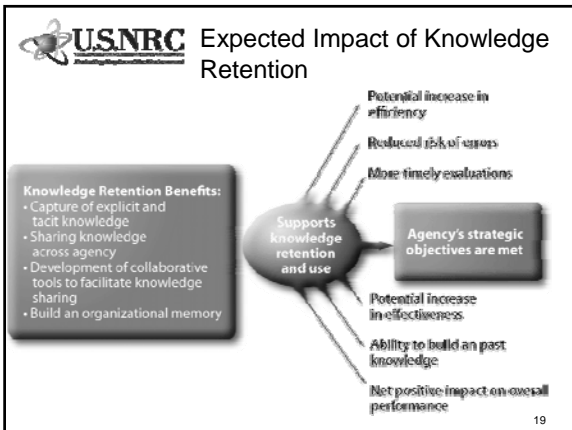
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What Did We Learn?

- 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

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• Questions ?

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