



## RIC 2009 Practical Knowledge Management at the NRC

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### Purpose

➤ To share our experience in developing NRC knowledge management tools:

- How we got started
- How we built it up
- How we kept it going
- What we ended up with



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
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### How to Get it Started- Fill the Gaps

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|--|---|---|---|
|   |   |    |  |
| <ul style="list-style-type: none"><li>• Maintaining records/software</li><li>• Increasing number of new hires</li><li>• Consolidating Information</li><li>• Networking</li></ul> | ➡ | <ul style="list-style-type: none"><li>• Library</li><li>• Mentoring program/desk guides</li><li>• Library/knowledge center</li><li>• Knowledge sharing sessions</li></ul> |   |

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### How to Build it Up

- Vested Interest
- Leadership Opportunities
- Select A “Champion”
- Networking



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### How to Keep it Going

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| <ul style="list-style-type: none"> <li>• Budget</li> <li>• Time</li> <li>• Maintenance</li> <li>• Sustainability</li> </ul> |  | <ul style="list-style-type: none"> <li>• Flexible milestones</li> <li>• Iterative process</li> <li>• Team work</li> <li>• Accountability</li> <li>• Networking</li> </ul> |
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### IT Resources



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## IT Resources, Cont'd



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## IT Resources Cont'd



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## HR Processes

### New Employee List

- Branch Chief or Mentor
  - 1 week before arrival:
    - o Assign a mentor
    - o Ask for employee parking needs and provide information on parking permit application process
  - 1 week before arrival:
    - o Check with Program Analyst (Patricia Young) and/or HRNA (Paul Dorris) on obtaining office, telephone, and computer, sign, chair, supplies, and storage closet
    - o Check office for functionality of computer and phone and ensure office has adequate supplies including chair, applicable equipment, information signs, and other out of supplies such as pencils, notepaper, folders
    - o Send new hire the NRC pre-arrival information, go over first day schedule and arrange a meeting plan for first day
    - o Prepare welcome letter for employee (see page 2 for example)
  - First week:
    - o Obtain copy of qualification manual and PAB sign spreadsheet for new hire
    - o Check with management analyst (Patricia Young) on new employee acknowledgment
    - o Develop individual training plan and knowledge management plan and meet with employee on it
    - o Introduce to Secretaries
    - o Prepare visitors for courses, if applicable
    - o Introduce employee to EPMAD and OMMSP management meetings
    - o Tour of working areas, meeting room, restrooms, secondary restrooms
    - o Obtain elements and standards from program analyst (Patricia Young) or secretaries
    - o Ensure employee has access to administrative forms (hours of work request, employee travel credit hour sheet)
    - o Review relevant sections of Ops Manual with Employee
    - o Request access for employee to project database

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