

33ISMOR – Knowledge Management Workshop

A simple KM model (provided to start discussion)

Good KM practice requires us to:

- Communicate Knowledge
 - Examples: Weekly/Monthly/Annual briefings, Videos, Intranet, Magazines, Email alerts for new information of general interest, Newsletters, Liaison meetings, Model User Groups, New Starter pack, Training courses, Identify knowledge owners
- Capture Knowledge
 - Examples: Consulting SMES and Military advisors, List of useful sources, Model documentation, list of previous studies
- Organise Knowledge
 - Examples: Access controls, By topic, type, date..., Specialist libraries and databases
- Access/Publish Knowledge
 - Examples: Shared network drives, Sharepoint sites, Magazines

...and is achieved through

- People (roles)
- Processes
- Technology (enablers)

KM Activities discussed

- Doctrine Libraries
 - Especially in industry - Helps keep Engineers in touch with the Military mindset
 - Useful to include summaries of documents – although requires significant effort
 - Include links and contacts
- Internal Wiki
 - Users need training to be able to participate fully
 - Best at an intermediate level of security classification (balances involvement vs added value)
- Cataloguing and Indexing
 - Librarian skills are undervalued and in short supply
 - More priority needs to be given to this in electronic databases
 - Tagging documents takes time and effort, need to keep tags/keywords relevant
 - Searching videos is particularly problematic

- Worth investing in good quality search tools (likely to need business case justification)
 - Keep document names meaningful
- Ways to improve team interaction and make people *want* to share knowledge
 - Weekly 'huddles'
 - Leaver interviews and videos
 - Create an Alumni network for your team
 - Change the Workspace e.g. white boards, white walls, formal and informal meeting spaces
 - Link meetings to social events
 - Form clubs/societies with work related themes
 - Provide food/cakes at formal and informal meetings
 - 3 minute stand-up briefs
 - 'Lunch and learn' sessions
 - Don't forget to reward 'knowledge sharing' behaviours
- Search tips
 - Wikipedia – good for references and links
 - Focusing on people (authors) with unusual names can yield a quick result