DEVELOPING AND MANAGING ORGANIZATIONAL KNOWLEDGE

ronyoung@knowledge-associates.com

www.knowledge-associates.com

paul.hearn@ec.europa.eu

www. ec.europa.eu

gianluigi.baldesi@esa.int

www.esa.int

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THE NEW CURRENCY FOR THE 21ST CENTURY

Communications, Collaboration, Learning, Knowledge, Creativity, Innovation

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‘PRINCIPLES LED’ INTERNATIONAL MANAGEMENT SYSTEMS STANDARDS

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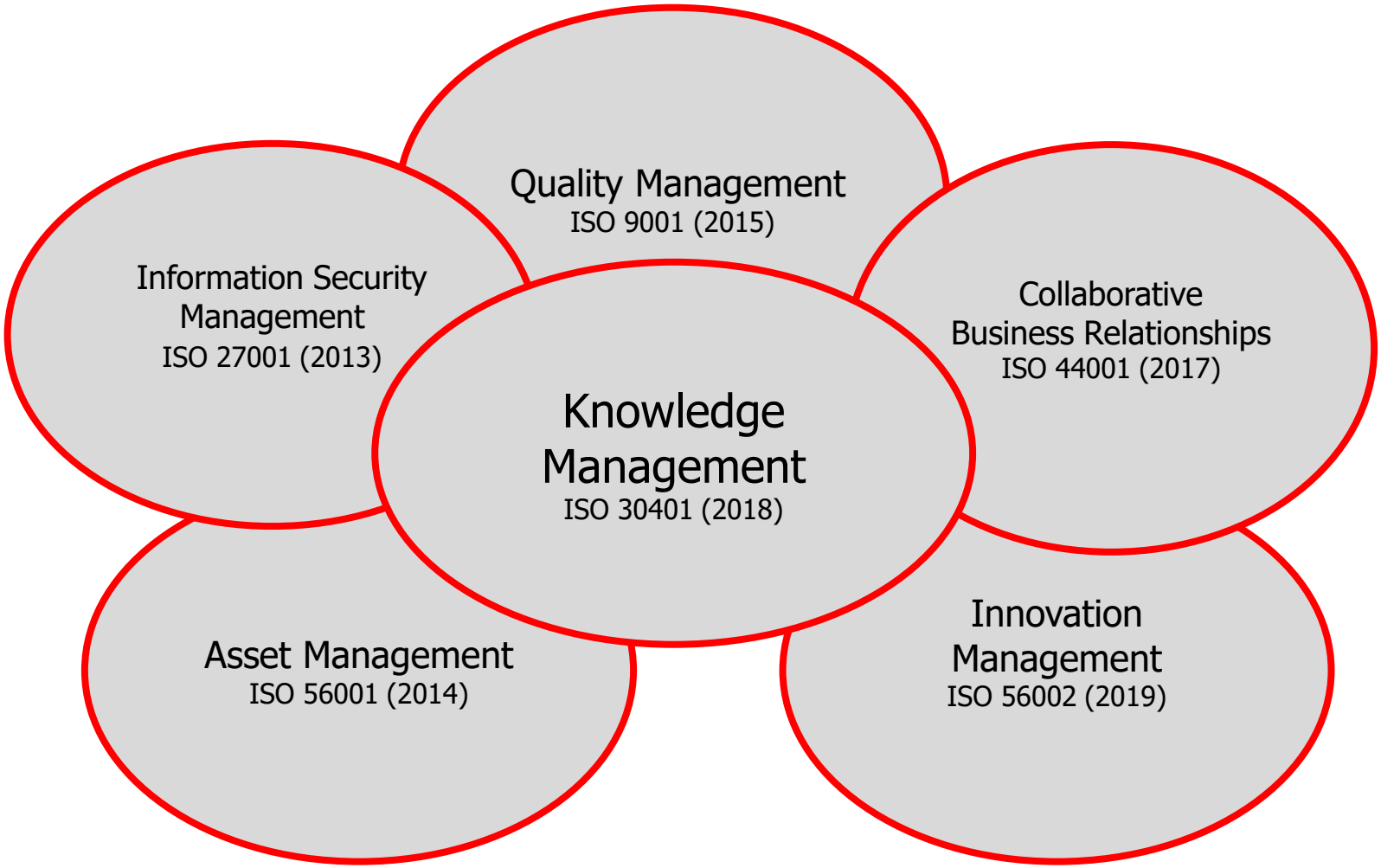
INTERDEPENDENCIES



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INTEGRATED USE OF MANAGEMENT SYSTEMS STANDARDS

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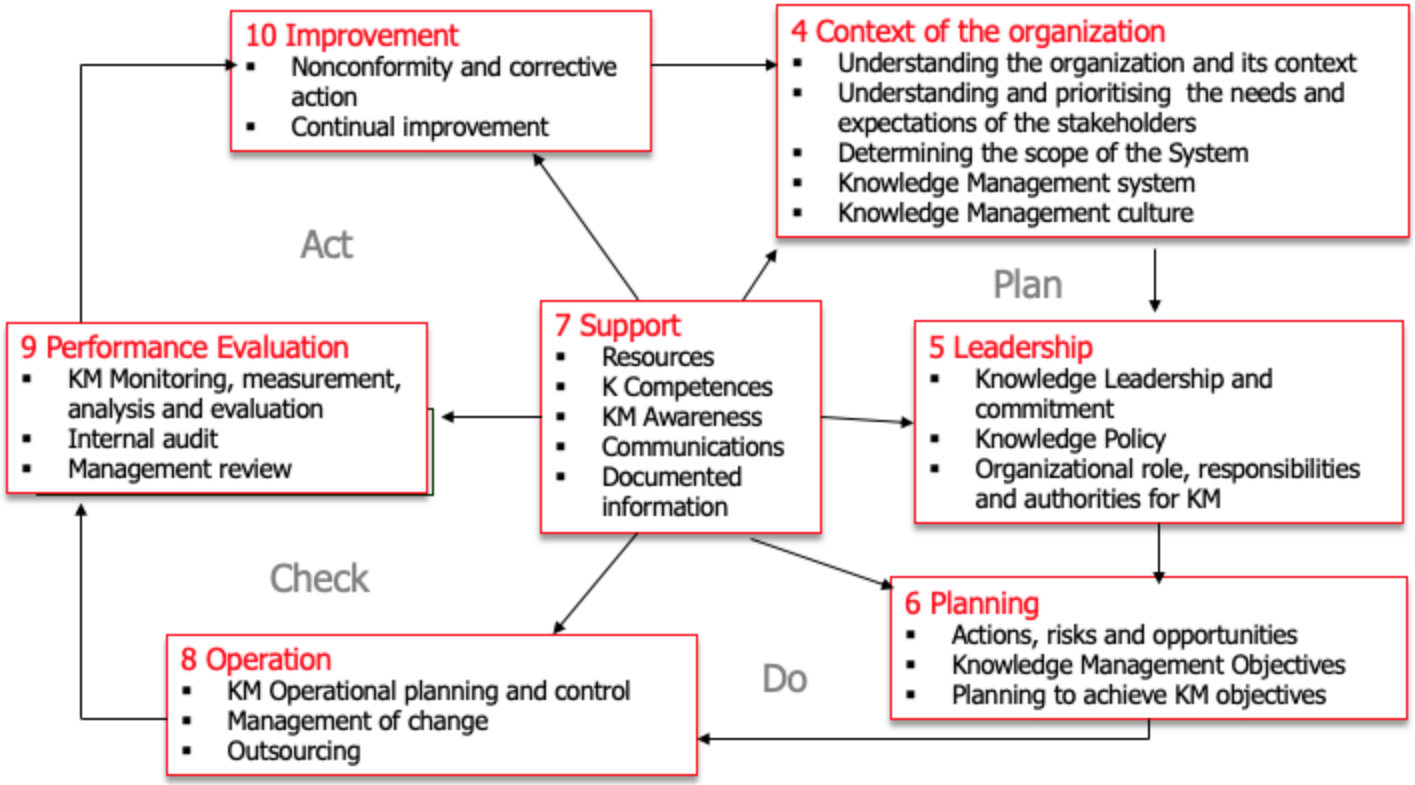
WHAT IS THE ISO 30401 KM STANDARD?



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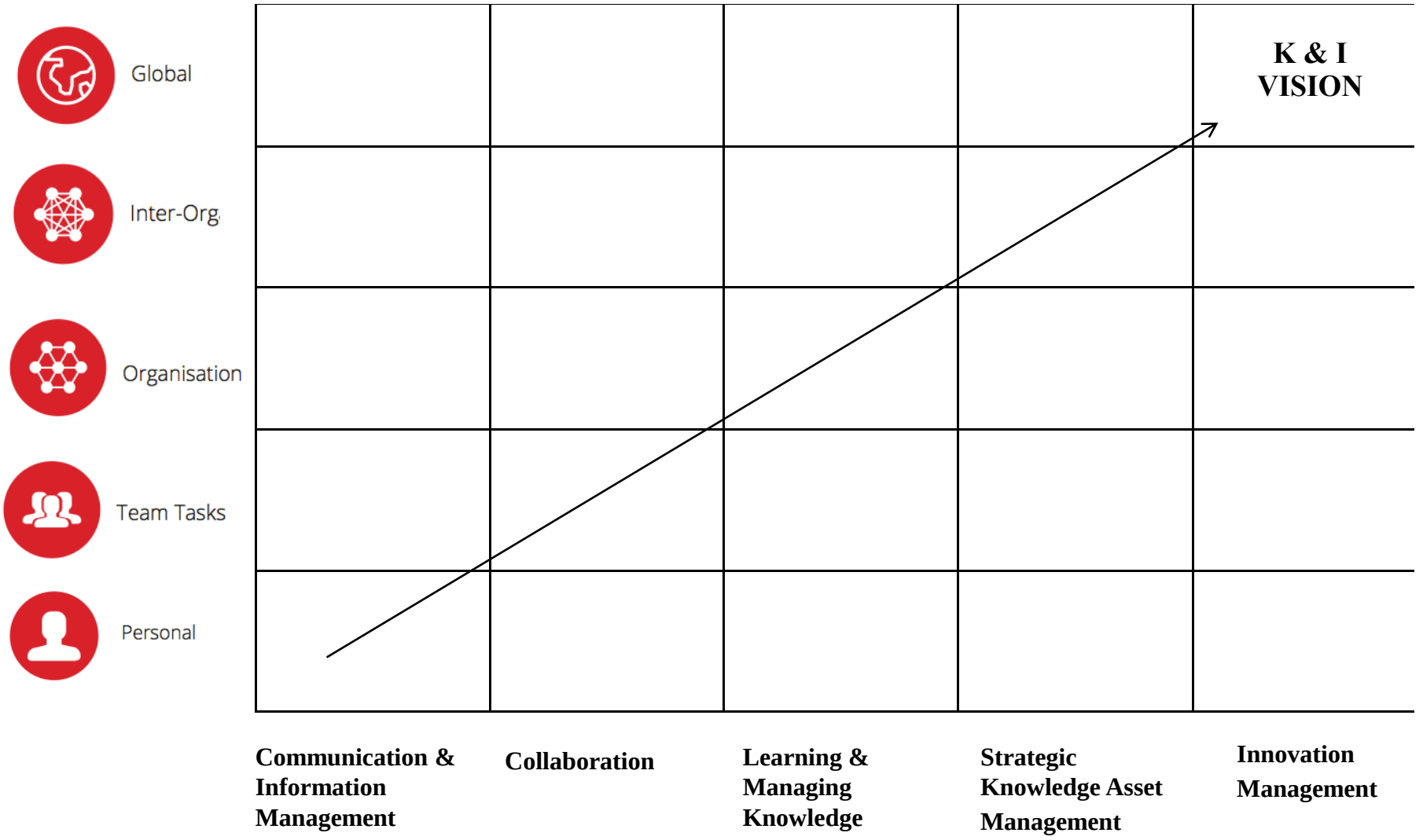
KNOWLEDGE & INNOVATION DRIVEN



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QUESTIONS / DISCUSSION

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The European Commission's science and knowledge service

Joint Research Centre

European Commission

Organisational learning and knowing

Paul Hearn

Senior Expert in Knowledge Management

BSI Annual Conference, 18/11/2020

European Commission

2000 - Good things take time

Towards a KM Standard

Ron Young

Anne Jubert

Paul Hearn

Agnes Bradier

A Short History of KM Made in Europe 2000-2020

1999 EC KM Team established

The KM Team at Directorate General Information Society comprises Agnes Bradier, Anne Jubert and Paul Hearn

2000 Pan European Research – 400 orgs

First pan-European KM Conference

2001 First global community of practice

200 2 First published research

2003

First standards projects

cen bsi. CENELEC SPRING singapore

First recognition

Information Industry Awards 2003

Best of the web Harvard Business School

2007

First community generated book

....

Committees

Workshops

More Committees!

More Workshops!

2018

ISO 30401 Global KM Standard

ISO

European Commission

2020 – Beta launch of EU Academy

Paul Hearn and Nora Ganescu
Joint Research Centre of the European Commission

European Commission

2020 – Same challenges ahead!

INDIVIDUAL & COLLECTIVE KNOWLEDGE

MIT Technology Review

Humans and technology

Why you don't really know what you know

One of the world's biggest science experiments shows why everybody needs to re-examine what it means to know something.

by Matthew Hutson, October 21, 2020

Illusion of explanatory depth

Phenomenon of contagious understanding

Lack of focus on transactive memory

European Commission

2020+ – Full speed ahead?

INDIVIDUAL & COLLECTIVE KNOWLEDGE

TECHNOLOGY	INFORMATION OPPORTUNITIES	SOCIAL OPPORTUNITIES
fast	faster	slow

Knowledge depends as much on trust and relationships as it does in textbooks and observations

The European Commission's science and knowledge service

Joint Research Centre

Thank you

European Commission

Knowledge Management @ ESA

Dr Gianluigi Baldesi

18/18/2020

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Challenges/needs → Knowledge Management

- Learn from past projects and activities

- Retention of core knowledge for the Agency
- Find a subject matter expert

- Common language/terminology across the Agency
- Easy access to ESA existing information and data

- Easy access to external knowledge
- Modern spaces stimulating collaboration and creativity

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Knowledge Management @ ESA

ESA Convention 1975

Existing activities in ESA

ISO 9001:2015 standard

ESA Digital Agenda for Space 2016

Staff engagement surveys

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SHARE YOUR KNOWLEDG

2017-2018
- KM Policy
- Launch pilots
- Listen & Learn

2019-2020
- Focus on top priorities
- Refine user needs

2021-2022
- Consolidate processes and tools
- Foster external collaboration

2022+
- Focus on culture towards openess and sharing
- Build Space Knowledge resources

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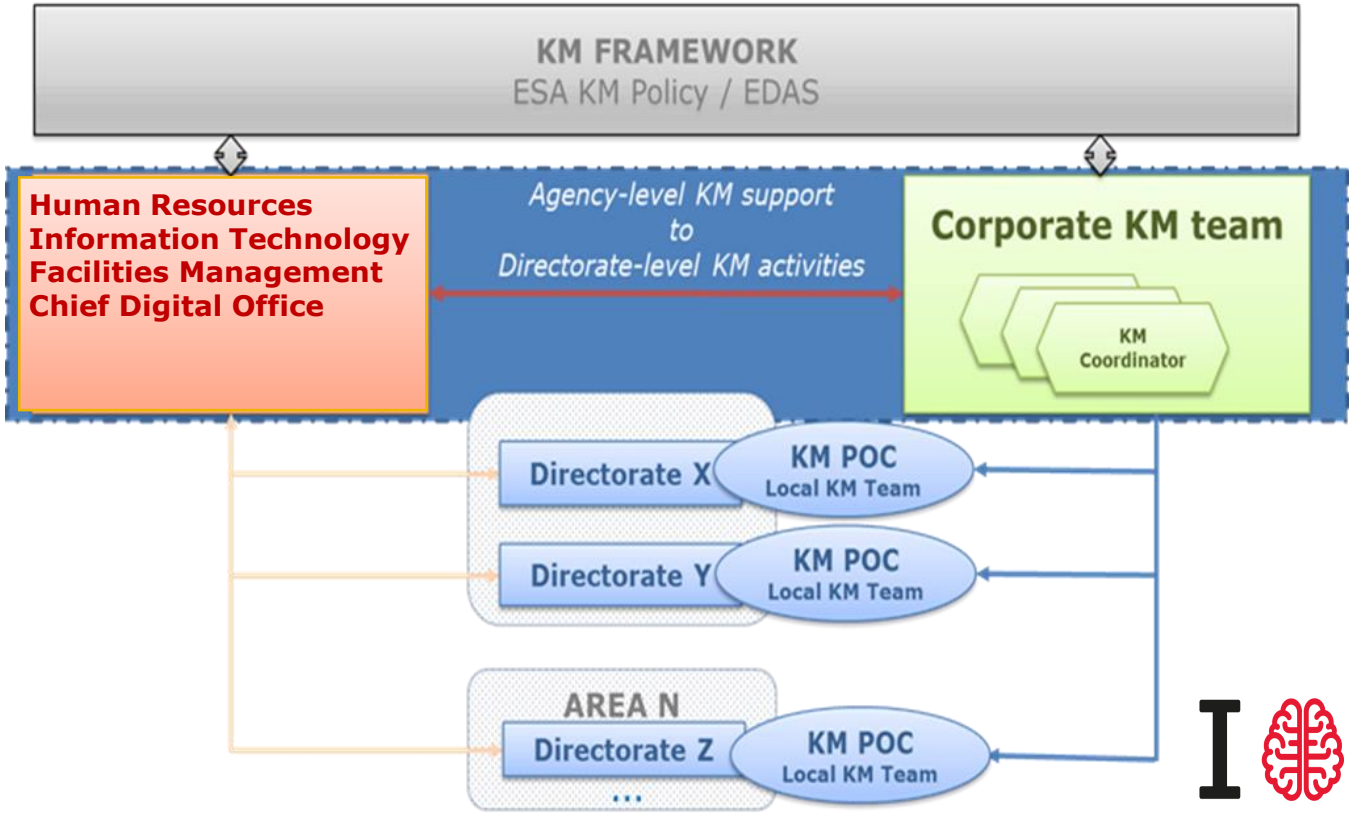
SHARE YOUR KNOWLEDGE

ESA Knowledge Management Governance

- Policy
- Requirements
- Plans



Compliant with ISO 30401:2018

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Knowledge Management Main Areas

Knowledge from People

Knowledge from Info & Data

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→ SHARE YOUR KNOWLEDGE

Lessons Learned

Library Services

ESA

→ SHARE YOUR KNOWLEDGE

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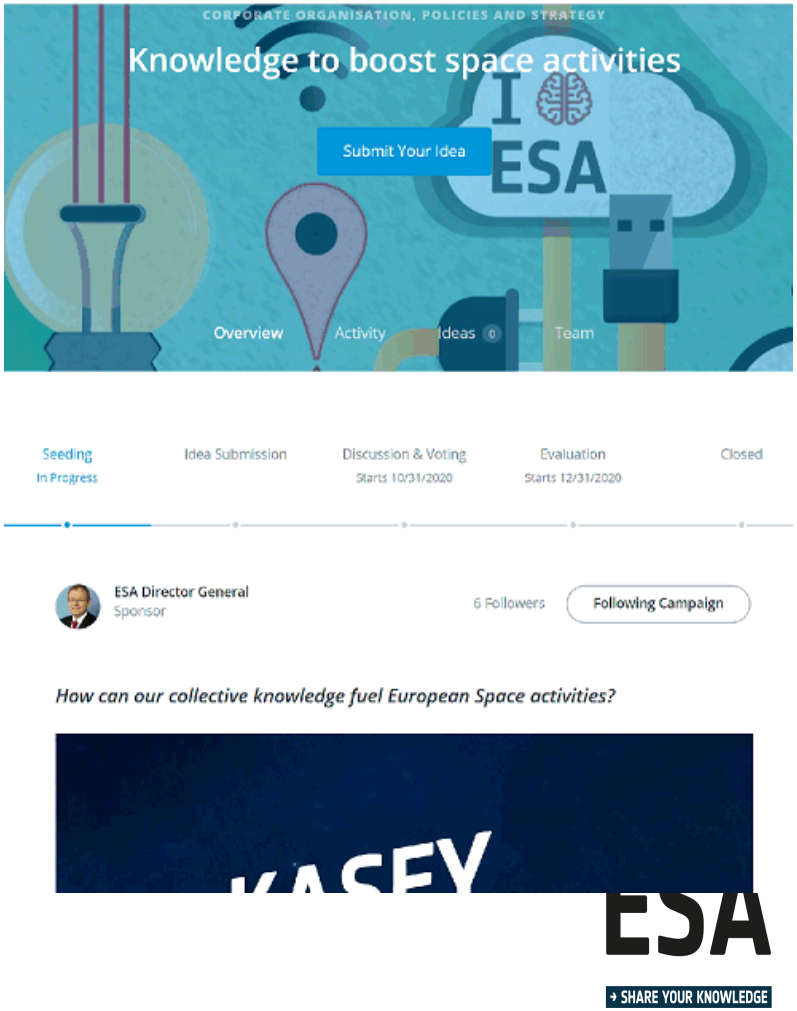
Call for ideas

ideas.esa.int

3 types of ideas:

- **[ESA4u]** What ESA can do for YOU and/or the whole space ecosystem ?
- **[u4ESA]** What can YOU do for ESA?
- **[Research Together]** How your research can significantly improve KM for ESA and for the whole space ecosystem ?

Deadline: 30th Nov



Knowledge from People

- Knowledge Retention and Transfer
- Expert Directory

Face the Retirement Wave

Find skills and expertise

Improve mobility & learning on the job

Store & disseminate captured knowledge

- Mobility
- Knowledge Portal

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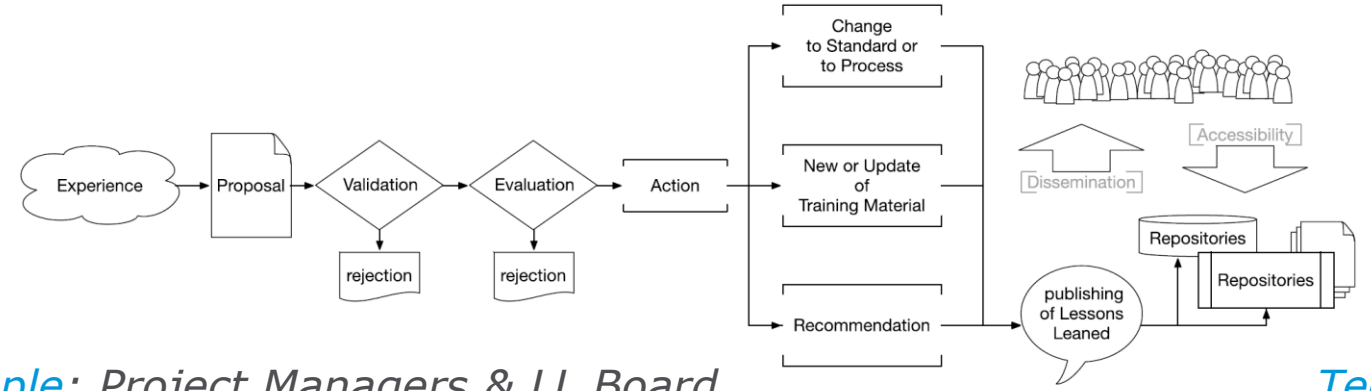
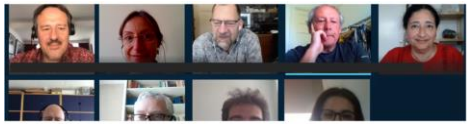
→ SHARE YOUR KNOWLEDGE

Lessons Learned (LL)

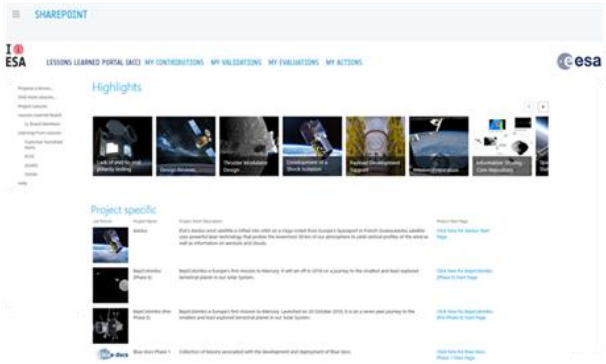
Process: Policy and Handbook, Lesson Capture Techniques



People: Project Managers & LL Board



Technology: LL Portal



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Knowledge from information and data

Foundation

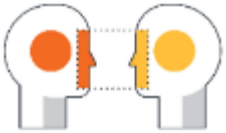
- ESA Taxonomy
- Repository and Software Catalogue
- ESA Web Analytics

Novel interfaces

- KM Toolkit
- ECSS Glossary
- Access to ESA Core Activities

Exploitation

- ESA Search
- Cognitive Computing
- Speech to Text



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Library Services and Open Access

Operational Services

Evolution

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