Time Line for the Agency KM Program

This enclosure describes the time line for implementation of a number of short-term actions associated with the Agency KM program. Some of the action items such as identifying KM Champions and Staff Leads are already complete. Other action items such as collecting, piloting, and assessing KM practices and techniques are ongoing as new or innovative approaches are identified and considered for use by the agency.

1a. Identify Office and Regional KM Champions

Each office and region will identify a champion who is responsible for ensuring the implementation of the office KM program, leading development of KM strategies, selecting common techniques to execute those strategies, heightening awareness and interest in KM, and communicating expectations for KM to the staff.

Responsibility: All offices and regions
Due date: Completed

1b. Identify Office and Regional KM Staff Leads

Each office and region will identify a staff lead for KM who will serve as the office representative in the agency KM community of practice. This community will provide a forum for sharing knowledge on agency best practices in KM.

Responsibility: All offices and regions
Due date: Completed

1c. Develop KM Training and Present to the Office and Region KM Champions and Staff Leads

HR will develop, pilot, and present a KM training course to support identification of occupational priorities; selection of appropriate KM techniques; and application of various KM solutions.

Responsibility: HR
Due Date: August 2006

2a. Identify occupational priorities and critical bodies of knowledge

Each office and region will identify occupational priorities and critical bodies of knowledge for their organizations.

Responsibility: All offices and regions
Due date: September 2006

2b. Develop a consolidated list of occupational priorities and critical bodies of knowledge

The staff will create a consolidated list of the occupational priorities identified by offices and regions for the staff to use when piloting KM techniques.

Responsibility: HR lead
Due date: September 2006

3a. Identify an initial set of KM techniques

The staff will identify an initial set of KM techniques that may be used as pilot solutions for the occupational priorities and critical bodies of knowledge identified by the offices and regions in milestone activity 2a.

Responsibility: HR lead
Due date: October 2006

3b. Collect a common set of KM techniques

After being piloted by the staff, techniques which prove effective will be collected into a common set of agency KM solutions that will be disseminated for use throughout the agency.

Responsibility: HR lead
Due date: Ongoing and continuous

4a. Investigate appropriate IT tools to support KM techniques

The staff anticipates that the agency will need to develop or purchase additional information technology tools in order to facilitate the identification, organization, dissemination, and use of information and knowledge. These tools may include content management systems and Google-like indexing and search programs designed to make existing information available to all staff in a more user-friendly manner. Offices and regions will develop needs and requirements for IT tools that may be appropriate to support the common set of KM techniques and work together with OIS to acquire or develop appropriate solutions.

Responsibility: HR lead/OIS/Offices and regions
Due date: Ongoing and continuous

4b. Explore options to update the SWP database

The staff will explore options to use the SWP database to identify occupational priorities and bodies of knowledge for the offices and regions.

Responsibility: HR lead/OIS
Due date: September 2006

5. Pilot additional KM techniques as identified

Additional KM techniques and solutions will be piloted as needs are identified. Responsible offices will perform pilot activities as they are tasked by the Office and Region KM champions.

Responsibility: HR/Offices and regions
Due date: Ongoing and continuous

6. Assess pilot results

The results of the pilot activities in milestone 5 will be assessed for effectiveness in accomplishing their intended outcomes, portability throughout the agency, and ease of implementation and execution. Effective techniques will be added to the collection of agency KM solutions and disseminated by the agency champion for use by the offices and regions.

Responsibility: KM Steering Committee
Due date: Ongoing and continuous

7. Develop a communications plan for the Agency KM Program

The Agency KM Coordinator together with the KM Steering Committee will develop a communications plan to inform the staff about the purpose, activities, roles, responsibilities, and roll-out schedule for the agency KM program.

Responsibility: OEDO/HR/KM Steering Committee
Due date: September 2006

8. Rollout the production version of the NRC Knowledge Center community of practice (CoP) software

The agency has identified and purchased commercial-off-the-shelf (COTS) community of practice software and is in the final stages of completing the security plan and acceptance testing. Once the product is available the vendor will conduct community editor training and the first pilot communities of practice will be chartered to begin operating with a virtual community space.

Complete security and acceptance testing
Responsibility: HR/RES/OIS
Due Date: December 2006

Schedule and present first vendor training course
Responsibility: HR
Due Date: January 2007

Draft an interim operating instruction for chartering, standing up, and monitoring CoPs
Responsibility: HR/KM Steering Committee
Due Date: January 2007

Migrate pilot CoPs to the new NRC Knowledge Center
Responsibility: HR
Due Date: February 2007

Create a CoP for new employees to replace the Orientation Web page
Responsibility: HR
Due Date: March 2007

9. Develop a pilot application to use the SWP database to create an on-line Knowledge Resource Locator

HR will develop a pilot software application to display the information in the SWP as a Knowledge Resource Locator for agency experts. The application will be evaluated by the KM Steering Committee to decide if the SWP-based application meets the agency's needs for a Knowledge Resource Locator. OIS will be involved from the inception of the development process to facilitate an easy transition to a production version of the application if the proof of concept is approved by the KM Steering Committee.

Responsibility: HR lead/OIS
Due Date: March 2007

10. Identify a pilot application similar to Wikipedia for staff use

The KM Steering Committee will develop needs and requirements to a pilot communally-developed encyclopedia software application similar to the Wikipedia Web product. The application will be evaluated by the KM Steering Committee to decide if the application is an effective tool for capturing and sharing the staff's knowledge through a communal encyclopedia format. OIS will be involved from the inception of the development process to facilitate an easy transition to a production version of the application if the proof of concept is approved by the KM Steering Committee.

Responsibility: KM Steering Committee/OIS
Due Date: June 2007

11. Develop a Skills Mentoring Program

The KM Steering Committee will identify offices and regions to develop a pilot skills mentoring program that will compliment the agency's existing mentoring program by pairing mentors and mentees solely for the purpose of professional development within a particular discipline. The program will be designed to be administered at the office or regional level.

Responsibility: KM Steering Committee/HR/SBCR
Due Date: June 2007

12. Identify sources for knowledge capture interviewing training and support

HR will locate a qualified vendor to develop and deliver training on how to design, conduct, videotape, edit, and disseminate knowledge capture interviews. Individuals from offices and regions will attend the training as assigned by their offices. HR will also determine the most efficient method for videotaping and editing the interviews and for ensuring that they are 508 compliant for use on the NRC's Intranet.

Responsibility: HR
Due Date: June 2007