Establishing an Integrated Knowledge Management System at DLR
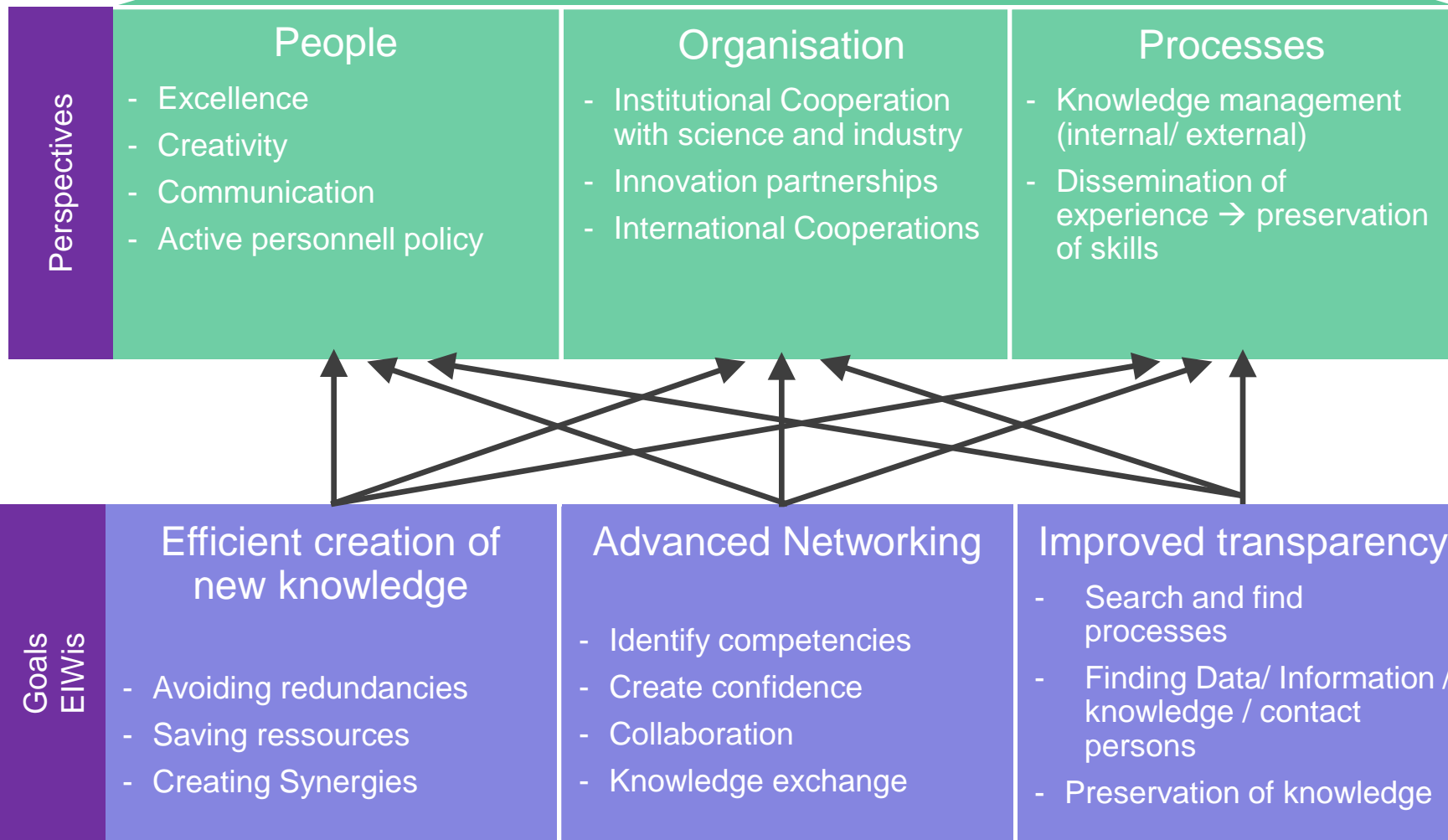Project EIWis

Knowledge for Tomorrow
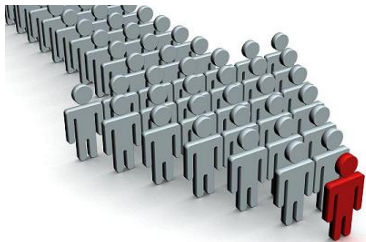
DLR

Vision

Perspectives	People	Organisation	Processes
	- Excellence - Creativity - Communication - Active personnell policy	- Institutional Cooperation with science and industry - Innovation partnerships - International Cooperations	- Knowledge management (internal/ external) - Dissemination of experience → preservation of skills

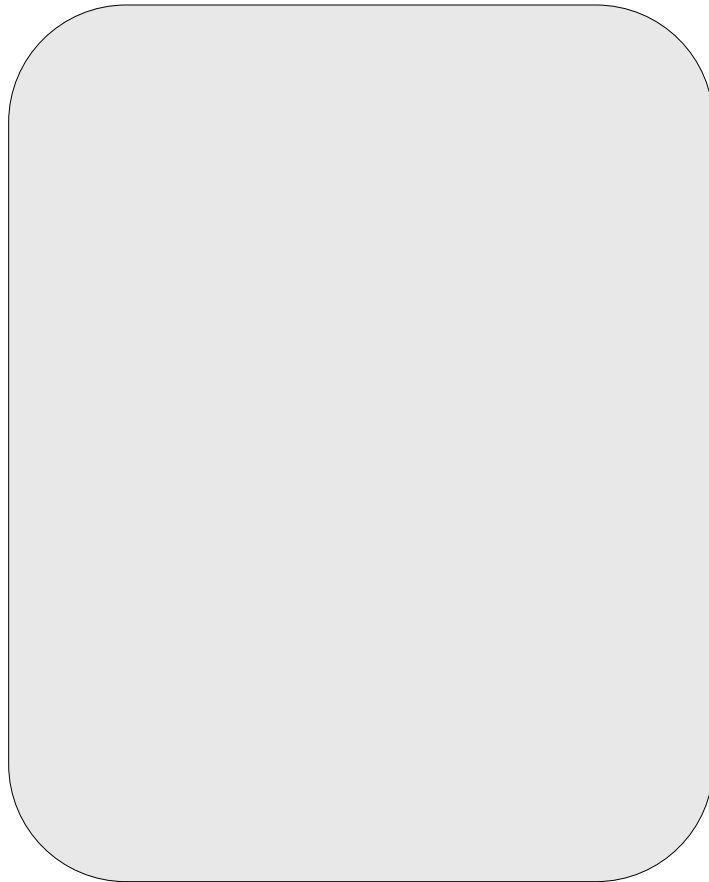| Goals ElWis	Efficient creation of new knowledge	Advanced Networking	Improved transparency
	- Avoiding redundancies - Saving ressources - Creating Synergies	- Identify competencies - Create confidence - Collaboration - Knowledge exchange	- Search and find processes - Finding Data/ Information / knowledge / contact persons - Preservation of knowledge

Why knowledge management at DLR?

- Fluctuation of employees
- Lessons Learned have to be used in following projects
- Better risk information in third-party funded projects
- Several sources for information available (E-Mail, SAP, Intranet,…), but no mashup ability
- Survey:
    - 55% of employees do not find the relevant knowledge needed for their work inside DLR
    - 33% of employees need more networking
    - 71% of employees have redundant tasks in their work, because of missing knowledge.

The more efficient use of knowledge resources is becoming increasingly important for DLR.
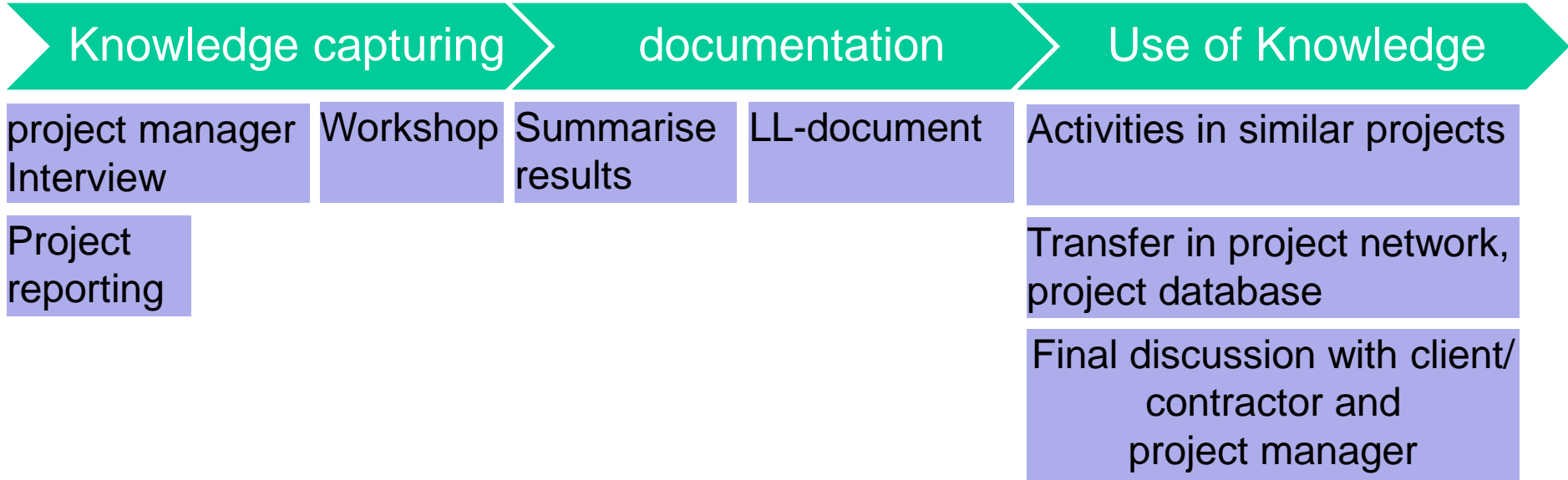
Our Steps to establish a KM-System

Results of the analysis / KM action items:

1. Optimized and semantic search

2. DLR yellow pages / expert database

3. knowledge sharing and network meetings

4. DLR project database

5. one overall DLR Wiki

6. Better introducing process for new employees

7. improved Lessons Learned process

Improved Lessons Learned Process

Knowledge capturing		documentation		Use of Knowledge
project manager Interview	Workshop	Summarise results	LL-document	Activities in similar projects
Project reporting				Transfer in project network, project database
				Final discussion with client/ contractor and project manager

KM	Monitoring, Supervision, Coaching, Workshops, Documentation, Abstraction
	LL Document management, IT-solution

Knowledge sharing and network meetings
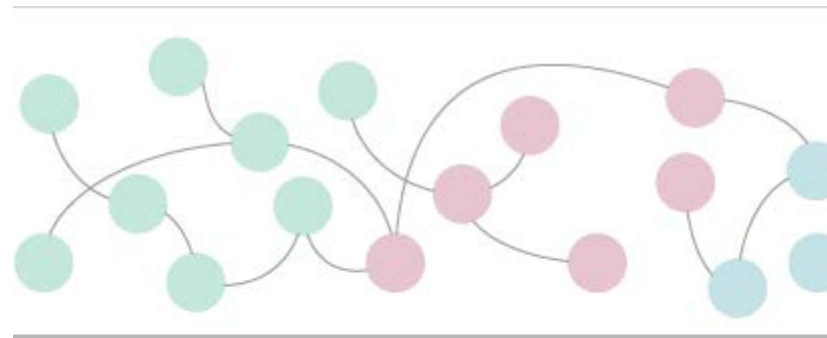# MEON – Methods for Optical Navigation

↗ Goal: knowledge exchange in optical navigation beyond internal borders

↗ Founded in march 2009
  ↗ Several Institutes participated
  ↗ Meetings every 6 months;
  ↗ 50+ participants

↗ Results:
  ↗ Growing knowledge exchange
  ↗ Joint projects
  ↗ Good networking, requests for help
  ↗ **IMAV 2011 competition victory**

Long-term-goal: DLR knowledge network

- Combines all knowledge management actions at DLR
- Knows and learns automatically the semantic links between documents, people, events and other knowledge objects
- Automatic recomendation function („This can be interesting for you:…")
- Creates a knowledge map
- Can use old search result and automatically send an up

automated implementation of a knowledge network

automated update of the knowledge database

Any questions?

Knowledge for Tomorrow