Establishing an Integrated Knowledge Management System at DLR
Project EIWIs

Knowledge for Tomorrow
Vision

People
- Excellence
- Creativity
- Communication
- Active personnel policy

Organisation
- Institutional Cooperation with science and industry
- Innovation partnerships
- International Co-operations

Processes
- Knowledge management (internal/external)
- Dissemination of experience → preservation of skills

Perspectives

Goals
EIWis
- Efficient creation of new knowledge
  - Avoiding redundancies
  - Saving resources
  - Creating Synergies

Advanced Networking
- Identify competencies
- Create confidence
- Collaboration
- Knowledge exchange

Improved transparency
- 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
- Project manager
  - Interview

Documentation
- Workshop
  - Summarise results
- LL-document

Use of Knowledge
- Activities in similar projects
  - 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 recommendation 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?