

Knowledge Management

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MIKE LEEGARD
March, 15 2019

Knowledge Management



If we only knew then what we know now!!!!

Knowledge Management

[Home](#) > [LotusScript](#) > [Data and data management](#) > [knowledge management \(KM\)](#)

DEFINITION

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knowledge management (KM)

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Knowledge management is the name of a concept in which an [enterprise](#) consciously and comprehensively gathers, organizes, shares, and analyzes its [knowledge](#) in terms of resources, documents, and people skills. In early 1998, it was believed that few enterprises actually had a comprehensive knowledge management practice (by any name) in operation. Advances in technology and the way we access and share information have changed that; many enterprises now have some kind of knowledge management framework in place.

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VIDEOS

CONTINUITY BOOKS

KNOWLEDGE BOOKS

Knowledge Management

VIDEOS

- Entry level – just in time training - < 10 min long.

CONTINUITY BOOKS

- Task type jobs – used everyday – get your successor 60% down their road.

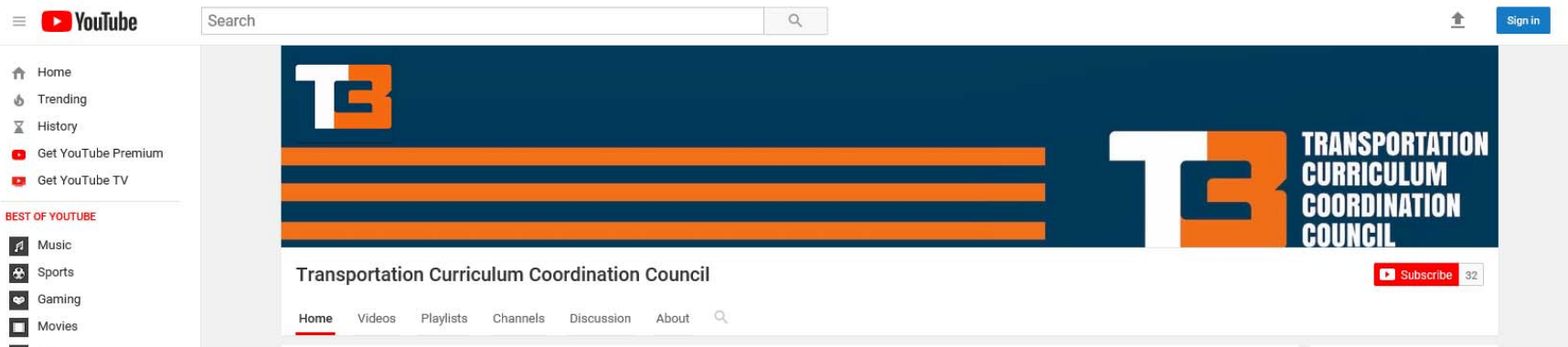
KNOWLEDGE BOOKS

- Deep technical experts – focus areas will surface during “critical knowledge mappng.”

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VIDEOS

- JUST IN TIME TRAINING
- THINK OF THE POWER OF YOUTUBE
- MANY PEOPLE LEARN BETTER WHEN YOU SIMPLY SHOW THEM.....
- “7 Reasons Students Learn Better With Video.”
 - <https://www.linkedin.com/pulse/7-reasons-students-learn-better-video-travis-bergwall>



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CONTINUITY BOOKS OR LEGACY BOOKS

- THE MILITARY:

Building a Useful Continuity Book

by CPT Leonel Nascimento, USA, Military Analyst, CALL

INTRODUCTION

Any soldier who has taken over a new duty position or additional duty knows the value of a good continuity book. It can provide a wealth of information to him including points of contact, duties and responsibilities, information on how to accomplish common tasks,

- I am on my 2nd generation of a “Continuity Book.”
 - OCIC hosts a community SharePoint site to store files.
 - Our Gen II continuity books are in “OneOffice.”
 - A truly successful continuity book is used every day.

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10 Questions to get started (Knowledge Management)

Wednesday, August 01, 2018 12:41 PM

Subject		ML
From	Leegard, Michael (DOT)	
To	Leegard, Michael (DOT)	
Sent	Tuesday, July 31, 2018 10:22 PM	
Attachments	http://strategicks.com/wp-content/uploads/2013/08/Collaboration-Corner-Job-Continuity-Books_Preyou.pdf	ML
	<i>Good article that gets you started with a continuity book by asking you questions.</i>	ML
	Collaborati... Corner-Job...	
	ATT00001	

OCIC Org Chart

Overview of Office/Units

Onepager for 2018 Annual Meeting.

Calendar

- As Needed
- Daily
- Weekly
- Bi-Weekly
- Monthly
- Quarterly
- February
- March
- April
- July
- September
- October
- November
- December
- Annually (or longer)

THIS IS THE FRONT PAGE OF MY CONTINUITY Book.....

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KNOWLEDGE BOOK (MASK)

OneNote interface showing a page titled "MASK" with various content blocks and a right-hand navigation pane.

Navigation Pane (Right):

- Add Page
- Knowledge Management Knowledge Xfer Overview
- SharePoint
 - Add a permission
 - One note
 - Add a library
- MASK
 - Mapping critical knowledge
 - Bit KB draft
 - Conc Rehab KB
 - Construction Office MGR
 - KB Web 2.0
 - Military "business continuity planning"
 - Training
 - MnDOT Learning Center
 - Manager and Supervisor Mandatory Training
 - FHWA KM Team
 - TRB KM committee
 - TC3
 - Video page
 - 7 reasons students learn better with video
 - 2019 TRB Poster session (MASK)
 - Poster

Main Content Area:

Top Section:

Knowledge Capture and Transfer at Kraft Foods
 KM@ KSU Webinar Series
 March 20, 2014

Kraft Foods RDO&I Knowledge Management
 Nanako Mura
 Jeni Wolf

Really good introduction to MASK by Nanako Method for Analyzing and Structuring Knowledge

7/9/2018 4:20 PM - Screen Clipping

7/9/2018 4:18 PM - Screen Clipping

Club Gestion des Connaissances

KM Handbook

The official 2017 KM Handbook authored by

Knowledge Management

Knowledge Capture and Transfer at Kraft Foods

KM@ KSU Webinar Series

March 20, 2014

Kraft Foods RDQ&I Knowledge Management

Nanako Mura

Jeni Wolf

Knowledge Books and the MASK Method

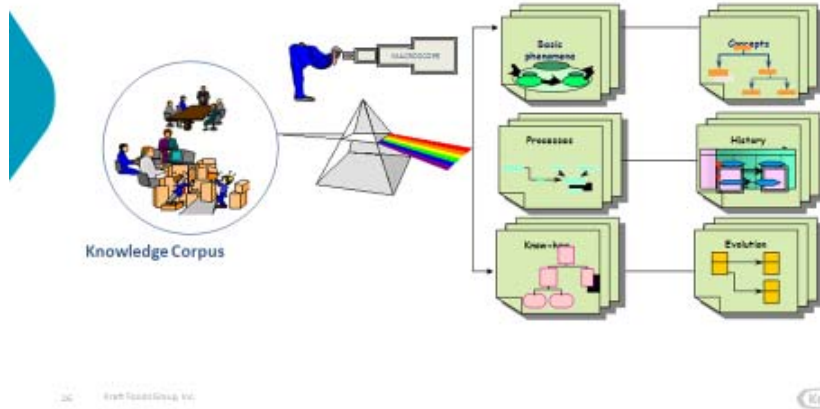
(Method for Analyzing and Structuring Knowledge)

- First developed for the French Atomic Energy Commission
- Later developed at academic institutions
- Further developed through applications in large companies

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MASK Modeling Fundamentals

A body of knowledge (Knowledge Corpus) can be reflected in 6 points of view:



This is an excerpt from a paper that speculates on the next generation of KBs... notice the center is still MASK....

intuitive as possible). By analyzing all the techniques and tools previously presented, we found that MASK (Method for Analyzing and Structuring Knowledge) being the closest one to meet these requirements.

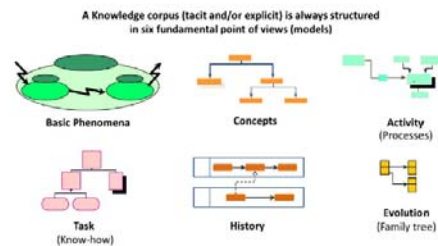


Fig. 1: The six MASK models

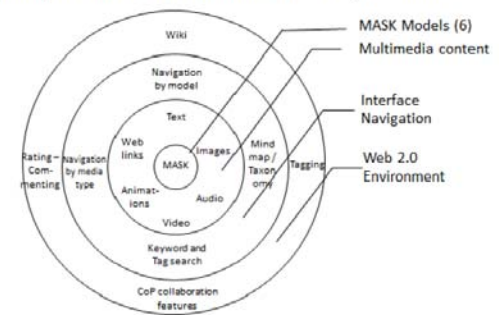


Fig. 2: Structure of the K-eBook 2.0

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- Knowledge Books at MnDOT
- This adventure began at TRB in 2015.
 - Attended a seminar on knowledge retention by Kraft Foods.
 - Asked for funding to do a knowledge book proof of concept project from the research office.
 - Approved for three books.
- MnDOT partnered with South Central College
 - 7 people in the world create MASK Knowledge Books
 - 3 speak english
 - SCC figured out how to contract with a French Guy who lives in Thailand and wants to be paid in Euro's!!!
- We are completing three KBs
 - Gordy – Concrete Pavement Rehabilitation.
 - David – Deleterious Aggregates and Bit Mix Design
 - Todd – Steel Bridge Construction
- Right Now:
 - Our KBs are in the Europe/Asia private sector format... (interactive power point that is not ADA compliant.)
 - We are in the process of converting the knowledge books into a format that will be very open and ADA compliant.
- Future:
 - It appears that MASK may be the methodology of choice for the next generation knowledge books also.
 - Scarcity of MASK writers is an obstacle, but not a barrier, to the future success of MASK.
 - MN (US) needs to think about starting to train and mentor MASK writers.

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Questions.....

Please feel free to contact me:

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