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*Atoms for Peace: The First Half Century
1957-2007*

Requirements and accountability for critical knowledge retention

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**School of Nuclear Knowledge Management,
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Process elements

Main players

Knowledge assessment

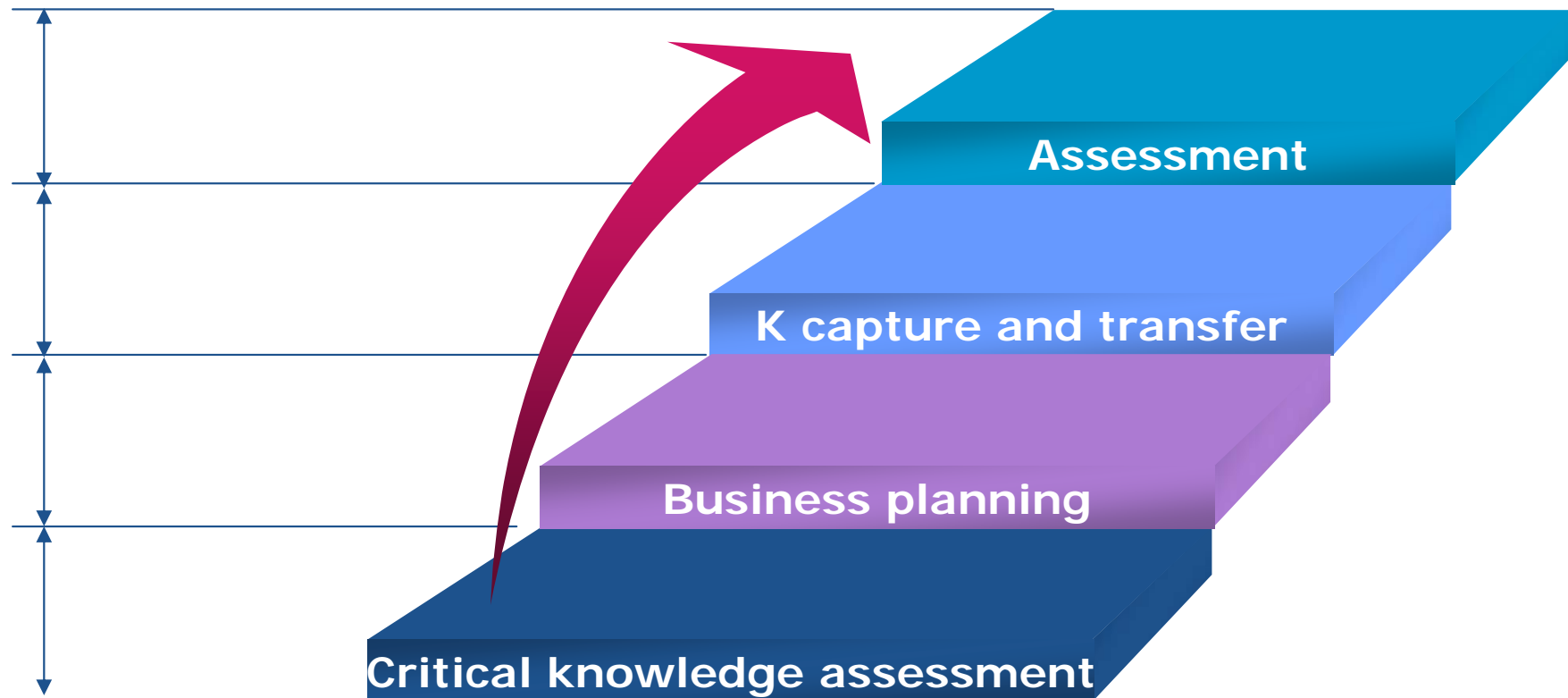
Knowledge transfer

Responsibilities

Critical Knowledge Retention Process

- ❖ **Purpose:** To establish requirements and accountabilities for identifying, collecting and disseminating important undocumented knowledge that has the potential to jeopardize the company should the personnel holding it become unavailable through retirement or other causes
- ❖ **Focus on tacit knowledge**

Process Elements



Critical Knowledge Retention

Joint Effort

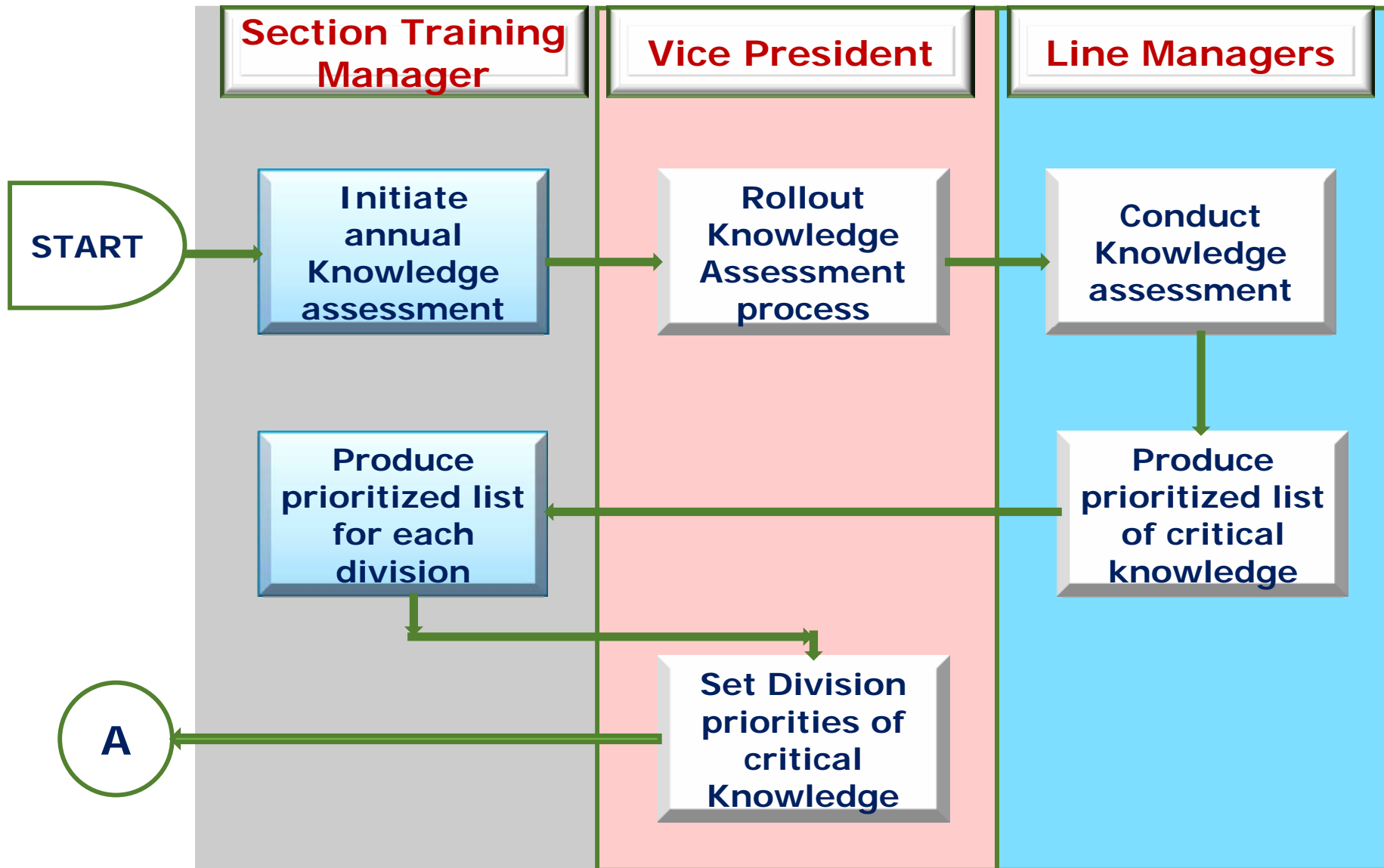
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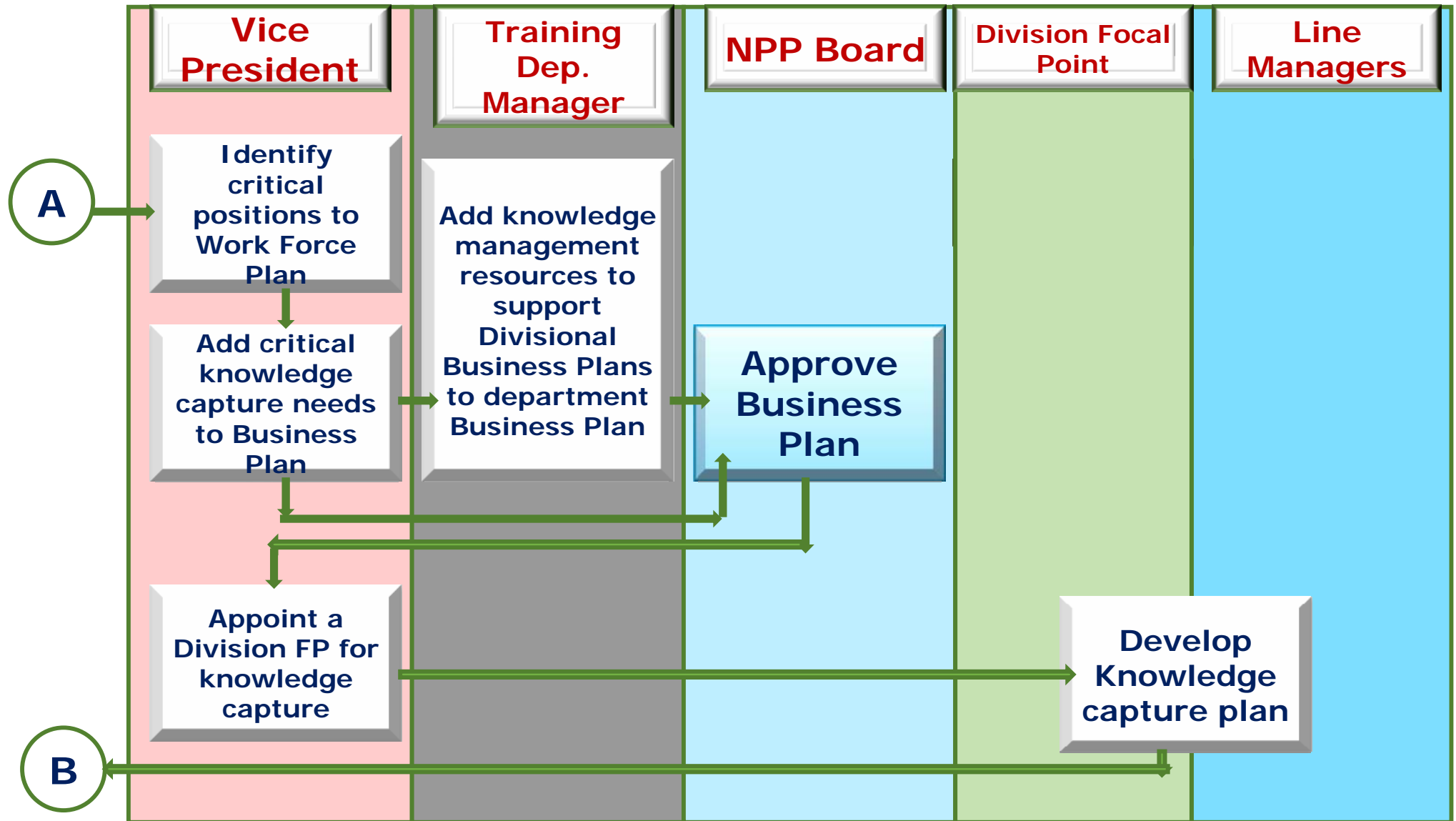
SME

Recipient

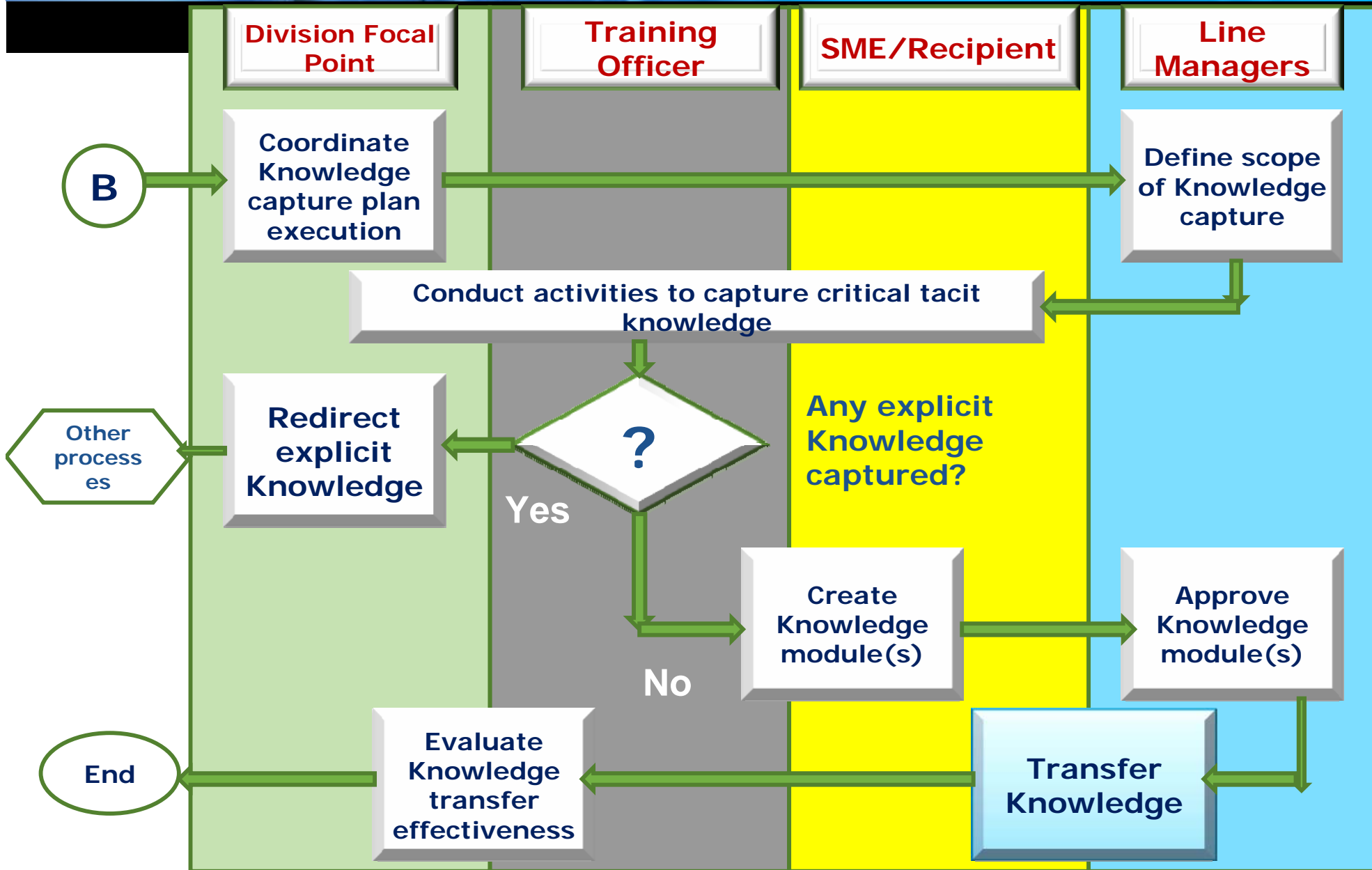
Knowledge Assessment



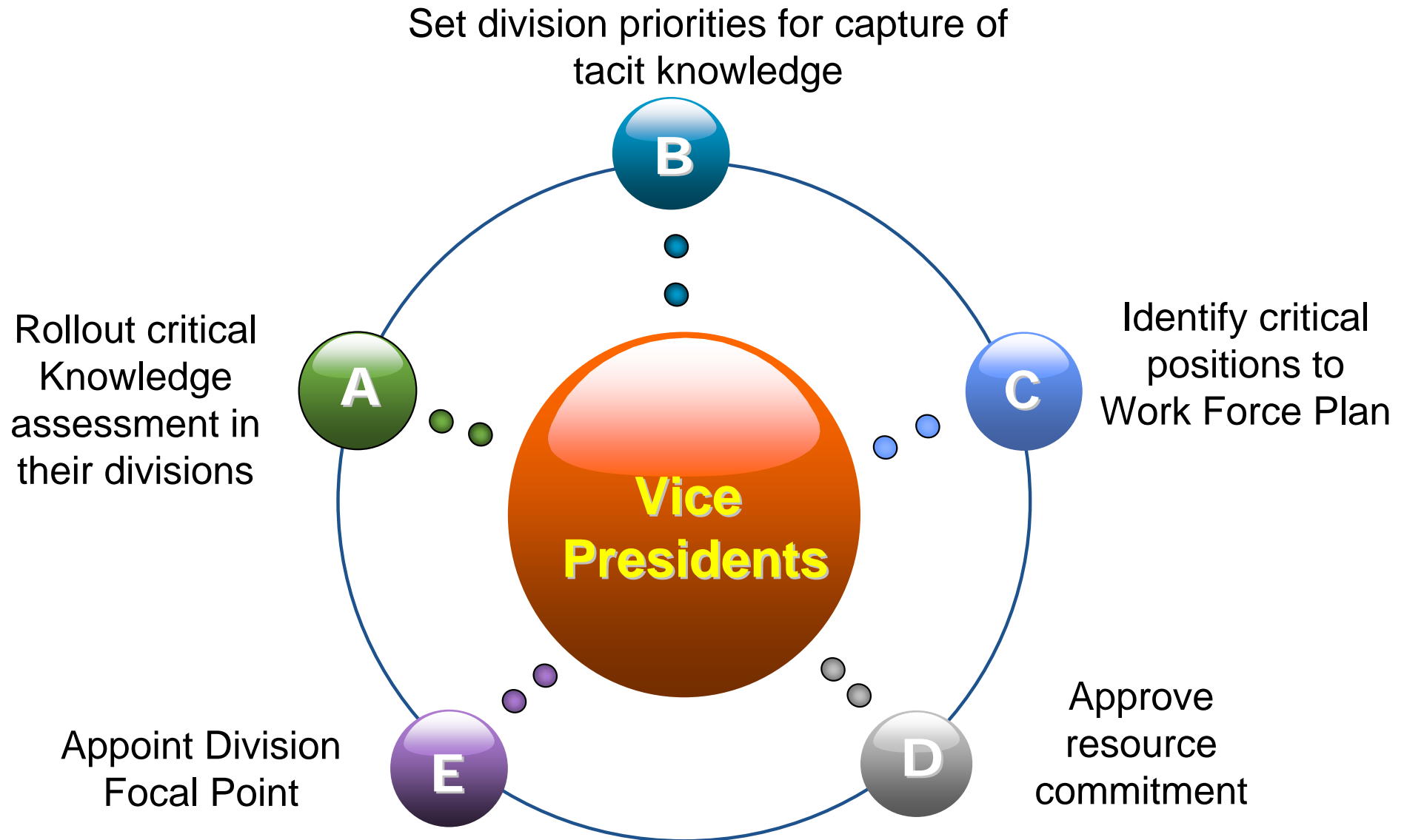
Business Planning



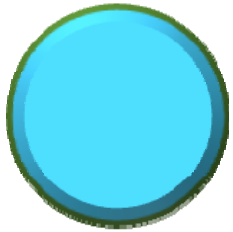
Knowledge Capture and Transfer



Responsibilities: Vice Presidents

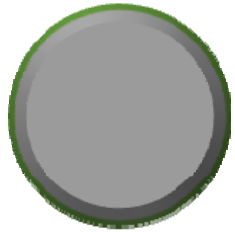


Responsibilities: Line Managers



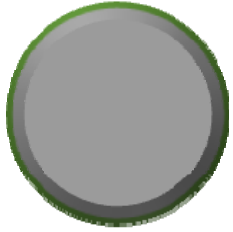
- Conduct critical knowledge assessment in their areas of accountabilities.
- Produce prioritized list for addressing critical knowledge.
- Together with the Division Focal Point and other Line Managers develop the knowledge capture plan for the division.
- Define scope(s) for specific tacit knowledge capture.
- Assign the SME and recipient resources for tacit knowledge capture.
- Approve knowledge module(s) created from tacit knowledge capture.
- Oversee transfer of critical knowledge.

Responsibilities: Department Manager - Training



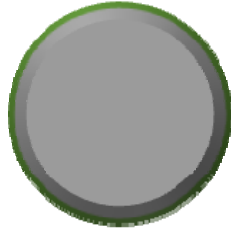
- Approve and add knowledge management resources to support Division Business Plans to Training Department Business Plan.
- Maintain a critical knowledge retention process.

Responsibilities: Section Manager - Training



- Initiate and co-ordinate annual knowledge assessment process.
- Produce a prioritized list from the data collected by the online tool for each division.
- Assign/arrange a Training Officer to participate in the knowledge capture activities.
- Maintain log of important tacit knowledge issues.
- Advise best mechanism to capture employee's tacit knowledge.
- Track progress in addressing tacit knowledge.
- Administer a system for capturing, storing and retrieving undocumented knowledge.

Responsibilities: Training Officer



- Assess whether valuable knowledge is explicit or tacit.
- Identify and record important tacit knowledge issues in the tacit knowledge issues log of the Section Manager – Training Processes.
- Guide process to capture employee's tacit knowledge.
- Conduct knowledge transfer effectiveness evaluation.

Responsibilities: Division Focal Point



Coordinate:

The development of a divisional knowledge capture plan.

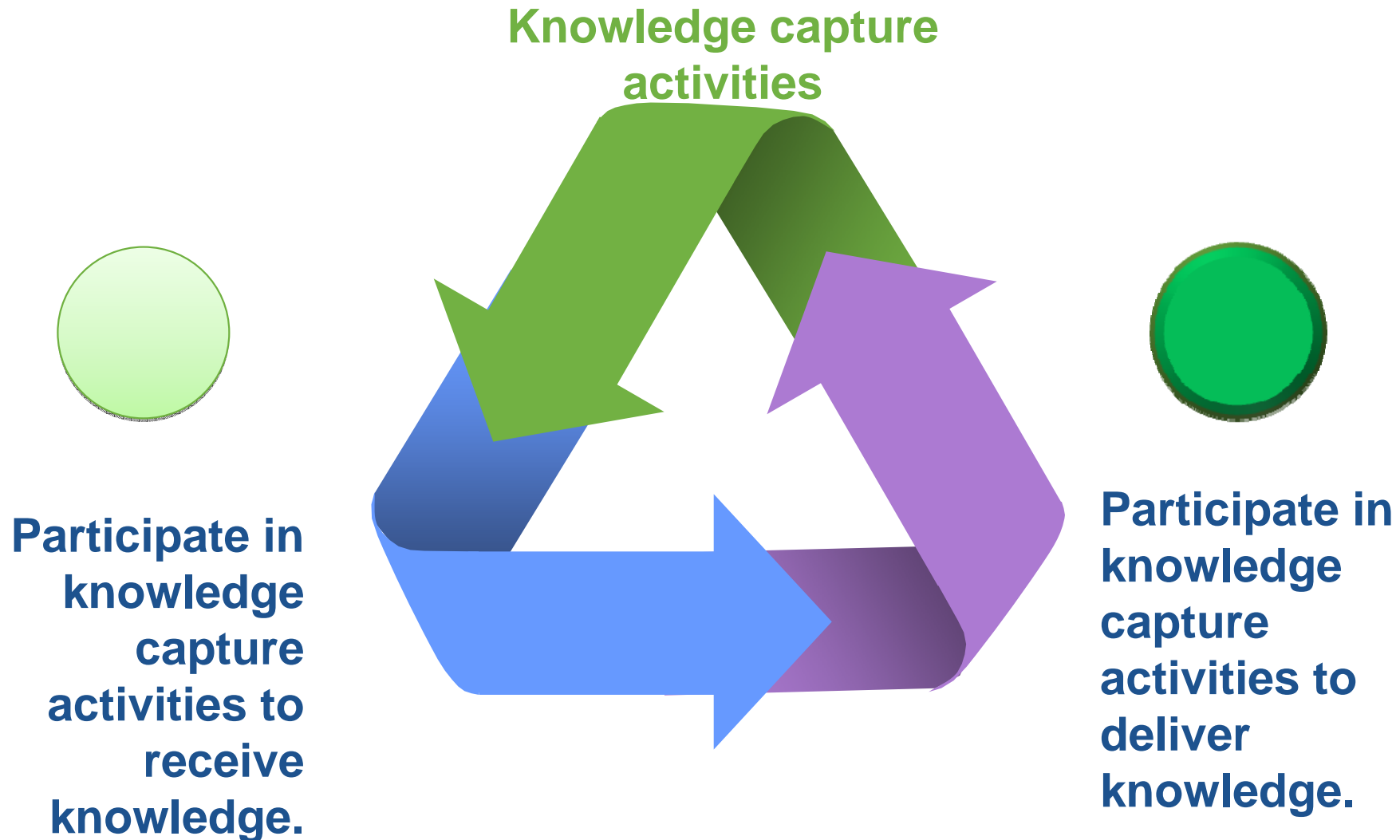
The plan execution, associated processes and activities.

Participate in knowledge capture activities.

Redirect explicit knowledge capture to appropriate processes.

Participate in knowledge transfer effectiveness evaluation.

Responsibilities: SME and Recipient





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Thank You !