



Technical Meeting to Develop Guidance on a Methodology for Defining Key Performance Indicators for Knowledge Management in Nuclear Organizations

**IAEA Headquarters
Vienna, Austria**

29 September–2 October 2020

Ref. No.: EVT1805565

Information Sheet

Introduction

The IAEA continues to work with Member States to draw conclusions and lessons learned from past experience in nuclear energy, to develop a better understanding of current and emerging challenges, and to work collectively with and support Member States to ensure the economic and humanitarian benefits of nuclear energy can be achieved in a safe and sustainable manner. The implementation of knowledge management (KM) programmes in nuclear organizations in a strategic manner can significantly support reaching this goal.

According to the Safety Requirement on Leadership and Management for Safety (GSR part 2), the knowledge and the information of the organization shall be managed as a resource. The IAEA is developing publications to support the integration, understanding and implementation of knowledge management approaches and activities. The development and use of appropriate indicators that help leaders and managers to understand the effectiveness of implementation of knowledge management programmes in an organization is important for two reasons. Firstly, it provides a simple and direct information that signifies the benefits achieved. Secondly, it provides direction for the next steps to achieve the goals. Currently many organizations have started to use key performance indicators (KPI) in many areas to measure their performance and progress on strategic objectives or goals. To identify indicators to measure the implementation and effectiveness of knowledge management is a challenge

because of the uniqueness and complexity of KM issues in each organization. It is usually not sufficient to use only quantitative indicators (e.g. number of documents uploaded to a knowledge portal), but also very useful qualitative indicators can be identified (e.g. attitude towards knowledge sharing). Indicators related to projects, programmes and processes can also be developed and used for nuclear knowledge management in different projects and applications within different phases of KM implementation.

This Technical Meeting has been organized to address challenges faced by nuclear organizations in defining key performance indicator (KPI). The meeting will provide Member States with a forum to share experiences and best practice related to KPIs for Knowledge Management programme, as well as contribute to the drafting IAEA document on a Methodology to Define Key Performance Indicators for Knowledge Management in Nuclear Organizations.

Objectives

The objectives of the meeting are:

- To share hands-on experience in KPIs to support Knowledge Management programmes;
- To revise and complete the draft of the IAEA technical document on the methodology to define KPIs to support nuclear KM programmes.
- To identify open issues and define areas which require additional research;
- To provide recommendations on existing knowledge management methodologies and recommendations on KPIs from Member States' organizations.

Deliverables

The deliverables of the Technical Meeting are:

- A meeting report, including recommendations on IAEA products and services which address KPI to support knowledge management programmes;
- Revised draft IAEA Technical Document on the *Methodology to Define Key Performance Indicators for Knowledge Management in Nuclear Organizations* (provisional title, actual title to be discussed with the experts).

Topics

The event will include papers and presentations by participants from Member States, international organizations and the IAEA Secretariat. Papers and presentations will be given on experiences and lessons learned in relation to KPIs for Knowledge Management and on the following topics:

1. KPIs for:
 - Policy and strategy for knowledge management;
 - Human resources processes for knowledge management;
 - Training and competence development for knowledge management;
 - Methods, procedures and documentation processes for improving knowledge management;
 - Technical solutions for knowledge management;
 - Approaches to the capture/transfer of knowledge;
 - Organizational culture to support knowledge management; and
 - Internal/external collaboration for knowledge management.

2. Approaches for monitoring knowledge management programme.
3. Approaches to measure effectiveness of KM programme.

Target Audience

The event is targeted at various types of nuclear organizations, including:

- Nuclear power plant operators;
- Nuclear regulators;
- Nuclear technical support/design/consultancy organizations;
- Nuclear research and development organizations;
- Nuclear decommissioning management organizations;
- Nuclear waste management organizations;
- Nuclear education providers; and
- National networks of nuclear organizations, agencies or bodies that support nuclear knowledge management.

This may include individuals who deal with managing, oversighting, regulating, designing, financing, and ensuring nuclear projects, as well as those who manage nuclear knowledge. Participation of operational experts is preferable.

Working Language

The working language will be English.

Application Procedure

Designations should be submitted using the attached **Participation Form (Form A)**. Completed requests should be endorsed by the competent national authority (e.g. Ministry of Foreign Affairs, Permanent Mission to the IAEA, or National Atomic Energy Authority), or by an organization invited to participate, and returned through the established official channels. They must be received by the IAEA not later than **15 July 2020**. Designations received after that date or applications sent directly by individuals or by private institutions will not be considered. The designation of a participant will be accepted only if forwarded by the Government of an IAEA Member State or by an organization invited to participate. Designating Governments and invited organizations will be informed in due course of the names of the selected candidates, and full details will be given at that time of the procedures to be followed with regard to administrative and financial matters.

Papers and Presentations

Participants will be expected to:

- Submit a paper using a **Form for Submission of a Paper (Form B) and the requirements for the papers outlined below. Paper submission is optional to take part in the meeting;**
- Give a summary presentation on current processes, standards and experiences, related to KPIs for Knowledge Management programme. The length of the PowerPoint presentation should be a maximum of 30 minutes with 16 slides;
- Actively participate in dialogue at the event; and
- Provide any other input useful to the IAEA's activities on this topic.

Key areas to be described in the papers:

1. Current status of (KM) programme implementation in your organization.
2. Way of monitoring KM programme.
3. Way of measuring effectiveness of KM programme.
4. Good practices to share in this area.

Language of the paper – English.

The number of authors shall not exceed 2 people.

The paper's volume is between 1 to 7 typewritten pages inclusively., including an abstract, texts, tables, footnotes, and references. The title should not be exceeding 20 words, and abstract should not be exceeding 300 words. 3-8 keywords are required,

Text format is Microsoft Word (*.doc, *.docx),

Page format is A4 (210×297 mm),

Orientation is book-oriented,

Fields (top, bottom, left, right) – 20 mm each,

Font size for the main body is 12,

Font type is Times New Roman,

Line spacing is one and a half.

Microsoft Word text editor and the font Times New Roman should be used when preparing the paper.**Expenditures and Grants**

No registration fee is charged to participants. The IAEA is generally not in a position to bear the travel and other costs of participants in the event. The IAEA has, however, limited funds at its disposal to help meet the cost of attendance of certain participants. Upon specific request, such assistance may be offered to one participant per country, provided that, in the IAEA's view, the participant will make an important contribution to the event. The application for financial support should be made at the time of designating the participant. If Governments wish to apply for a grant on behalf of one of their experts, they should address specific requests to the IAEA to this effect. Governments should ensure that applications for grants are submitted by **15 July 2020** using a signed **Grant Application Form (Form C)**. Approved grants will be issued in the form of a lump sum payment that usually covers **only**

part of the cost of attendance.

Visas

Participants who require a visa to enter Austria should submit the necessary application to the nearest diplomatic or consular representative of Austria at least four weeks before they travel to Austria. Since Austria is a Schengen State, persons requiring a visa will have to apply for a Schengen visa. In States where Austria has no diplomatic mission, visas can be obtained from the consular authority of a Schengen Partner State representing Austria in the country in question.

Venue

The event will be held at the Vienna International Centre (VIC), where the IAEA's Headquarters are located. The event will take place in Room MOE100, M Building, and will start at 9.30 a.m. on Tuesday, 29 September 2020 and end at 3.30 p.m. on Friday, 2 October 2020. Participants have to make their own travel and accommodation arrangements.

General information on the VIC and other practical details, such as a list of hotels offering a reduced rate for IAEA participants, are listed on the following IAEA web page:

<http://www-pub.iaea.org/iaeaevents/GeneralInfo/Guide/VIC>.

Participants are advised to arrive at Checkpoint 1/Gate 1 of the VIC one hour before the start of the event on the first day in order to allow for timely registration. Participants will need to present an official photo identification document in order to be admitted to the VIC premises.

IAEA Contact

Official correspondence with regard to the technical aspects of the meeting should be addressed to the Scientific Secretaries:

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Subsequent correspondence on scientific matters should be sent to the Scientific Secretaries, and correspondence on other matters related to the event should be sent to the Administrative Secretary.