



Topic:	Knowledge Management Model
Speaker(s) Name and Title:	Rebecca Yasky
Scribe Name:	
Session Description:	Improving communications among facilities and with NSF
Session Time Slot:	Tuesday, 10:00 am
Purpose and Desired Outcome:	

- This session needs 1.5 hours. Great sessions @ tables could use more time.

Notes & Key Points	<i>Capture best practices, actionable recommendations, and decisions.</i>
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Disclaimer: *These are raw notes that were captured by the assigned scribe during this session at the 2018 Large Facilities Workshop. This is one individual's interpretation of what took place during the session, and its content does not necessarily represent the viewpoint of the National Science Foundation.*

Notes:

- **Three phase model diagram explained**
- **Three topics:**
 - **1. Knowledge discovery from annual reports and reviews**
 - **2. Recipient peer network & assist**
 - **3. LFO webpage resources & toolbox**

Comments:

Best Practices:

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Actionable Recommendations (Action Owner Name & Organization):

Decisions:

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Q1 1. John – Pacific NW, PNWNL (DOE)

- Challenge is creating environment where people "offer" lessons learned.
- 1 staff member runs the LL for 4500-person lot.

- Start simple 1-page stories, mobile-enabled
- 2. Review committee could ask pre-staged question:
 - What is the biggest challenge you overcame in the past year?"
 - Then feed that up to KM process
- 3. Identify who will do it is a challenge:
 - Many questions in details, sharing, being open.

Q1. G4.

- LIGO has internal informal process, but probably doesn't make it to annual report.
- They could do it by each section in the annual report (ie., budget, etc.)
- NSF ID particular sections to have LL built in.
- LFO distill to share out.

G5.

- Forrest @ NHERF
- People connection. How does each LF get to know other LF.
- Teach the teacher locally around each LF.
- Continue to enhance LFW.

Move ideas session up in the LFW agenda to 1st day.

Q2. G1.

- Gina Taberksi -> build on what Forrest said..
 - Creating a "user board," volunteer 3-year period.
 - Identify payback for volunteering, what is the value add?
 - Topics of interest survey to bring forward.
 - User Board gets a session @ LFW
 - User Board visits other facilities

G2.

- More informed peer networks, 2 ideas.
- @LFW - "Birds of a feather" session (ie- on safety, BSR, etc.) they host it.
- Throughout year – collaborative environment (ie. Slack) rotating volunteer leads & NSF participates.

Q3. G1.

- LFO webpage should have the KM
- It should be both push + pull
- Push depends on the climate of lead facility
- Management of the KM is important (housekeeping of the data set is important)
- PPT (include notice pages if possible) -> also include notice pages if possible) -> also include local POC

G2.

- Webpage is how you enable the other two
- Establish direct linkage to .gov

- "get notified" button is important
- Enable peer group to contact each other
- How can they actively ask question of each other without one to one emails (Software, forums, slack...)