

The Knowledge Management Challenge

“Approximately 15% of NASA S&E (science and engineering) employees are eligible to retire now. Within 5 years, almost 25% of the current workforce will be eligible to retire.”

Sean O’Keefe, Administrator NASA

Safety, critical skills, quality and innovation are potentially eroding along side the attrition of our key NASA knowledge workers.. This degenerative process occurring throughout the aerospace industry is one of the big information technology challenges our nation must face. What’s also threatened is the grander purpose and vision of NASA, its ability to keep us aware of new possibilities and presenting humanity with the limitless magnitude of space that challenges us to look beyond our narrow earth-bound orientation.

Technology Tamers, Inc. has been working with The Boeing Company in knowledge management for four years under three contracts for the Rocketdyne Space Shuttle Main Engine Department. During this time, we have interviewed integrated product team members and process managers and “graybeard” product or process experts about what they do and how they do it. We have examined what they see as obstacles and the issues for managing the knowledge they must acquire and grow. Concurrently, we have researched their existing information systems and strategies for future plans and created a strategic report on SSME KM in 2001. We worked on a tacit knowledge and critical skills report in 2002 that evaluated and showcased various initiatives at Rocketdyne to capture the critical skills of those knowledge workers who stand one deep. In 2003 and this year, we built courseware for the Rocketdyne KM initiative and trained process directors and mid-level managers on knowledge management practices and issues. We taught them how to motivate their staff to implement KM activities and instructed them on the use of KM software tools.

Our extensive experience at Boeing coupled with our expertise in human behavior and motivation make what we do an essential ingredient in any KM effort. Our focus is on the difficult-to-expose knowledge assets, which includes organizational culture and the way people are willing to work. This focus often proves to be the most valuable and easiest with which to demonstrate ROI. In the future, the most successful organizations will be those who recognize the need for their workers to effectively capture and utilize these knowledge assets and turn them into innovations. These same organizations will be mainly comprised of people who are continuous learners operating in collaboration for the benefit of the whole organization and its larger context. Technology Tamers uses our experience and skills to move organizations toward this vision.



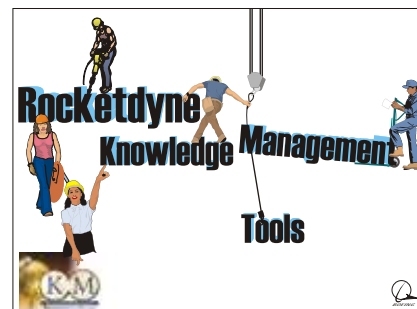
Knowledge Management Capabilities

- Strategic Reports
- Tacit and Critical Skills Evaluation
- Knowledge Capture Software and Systems
- KM Educational Programs
- KM IT Courseware and Training
- Incentive and Marketing Programs

Corporate Features

- 15 Year Successful Business History
- Woman Owned Small Business (WOSB)
- Dun and Bradstreet Supplier Satisfaction Rating: 93%

Active Discovery
Knowledge Capture
Software



1936 Arlington Blvd. Suite 114 Charlottesville, Virginia 22903
434-293-3377
info@technologytamers.com