

Managing Nuclear Knowledge

CQI Nuclear SIG

Berkeley Power Station

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PARSONS BRINCKERHOFF

Knowledge Concepts and the Value of Effective Knowledge Management



**Alan Knott, Technical Director,
Parsons Brinckerhoff**
knott@pbworld.com, +44 (0) 161 200 5151
www.pbworld.com/ea

What is Knowledge?

Knowledge is the fluid mix of framed experiences, values, contextual information and expert insight that provides a framework for evaluating and incorporating new experiences and information. It originates and is applied in the minds of knowers. In organisations, it often becomes embedded not only in documents or repositories but also in organisational routines, processes, practices and norms.

Davenport & Prusak (2000)

Knowledge Management is the Process by which the organisation generates wealth from its intellectual and knowledge based assets.

Peter Hemmings – formerly Director Knowledge Management

How to Manage Knowledge?



"Steve Denning talks about **houses** (asset approach) and **gardens** (process approach). You can organize a house, have rooms for various activities and places where specific things will be found. For a garden, however, you can only plant, nurture and hope. **He stresses that you need both for a total knowledge management environment.**"

*From: David Gurteen
Knowledge Newsletter
January 2003*

Knowledge Concepts

Knott's View

Knowledge is needed to completely answer the question.

Knowledge Assets

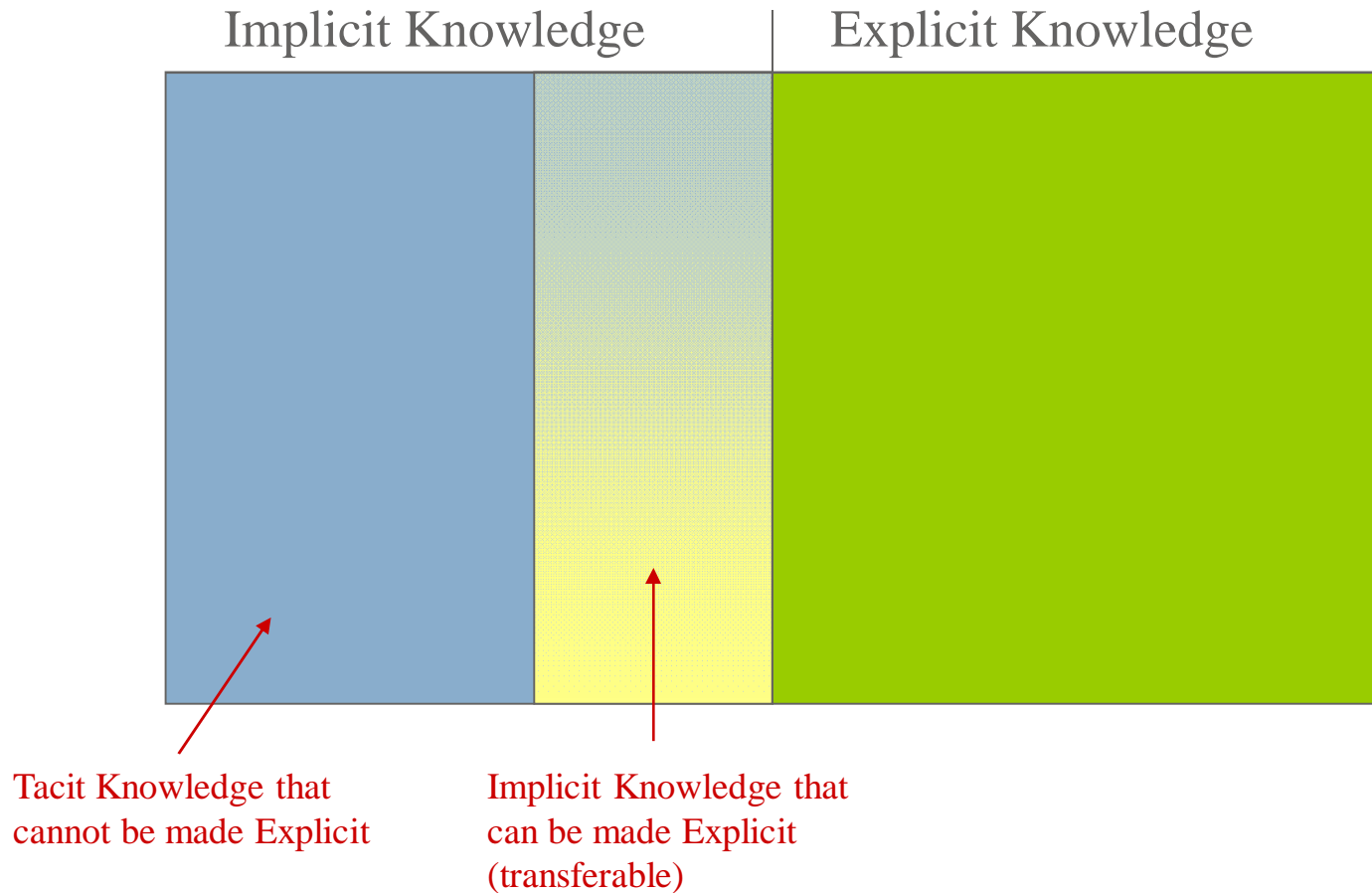
- Implicit vs Explicit Knowledge

Knowledge Management

Associated with innovation, collaboration, IP, organisational learning & capability development

- Knowledge Information Data (KID) Hierarchy
- Knowledge Lifecycle
- Knowledge Value
- Knowledge Domains

Implicit / Tacit / Explicit Knowledge



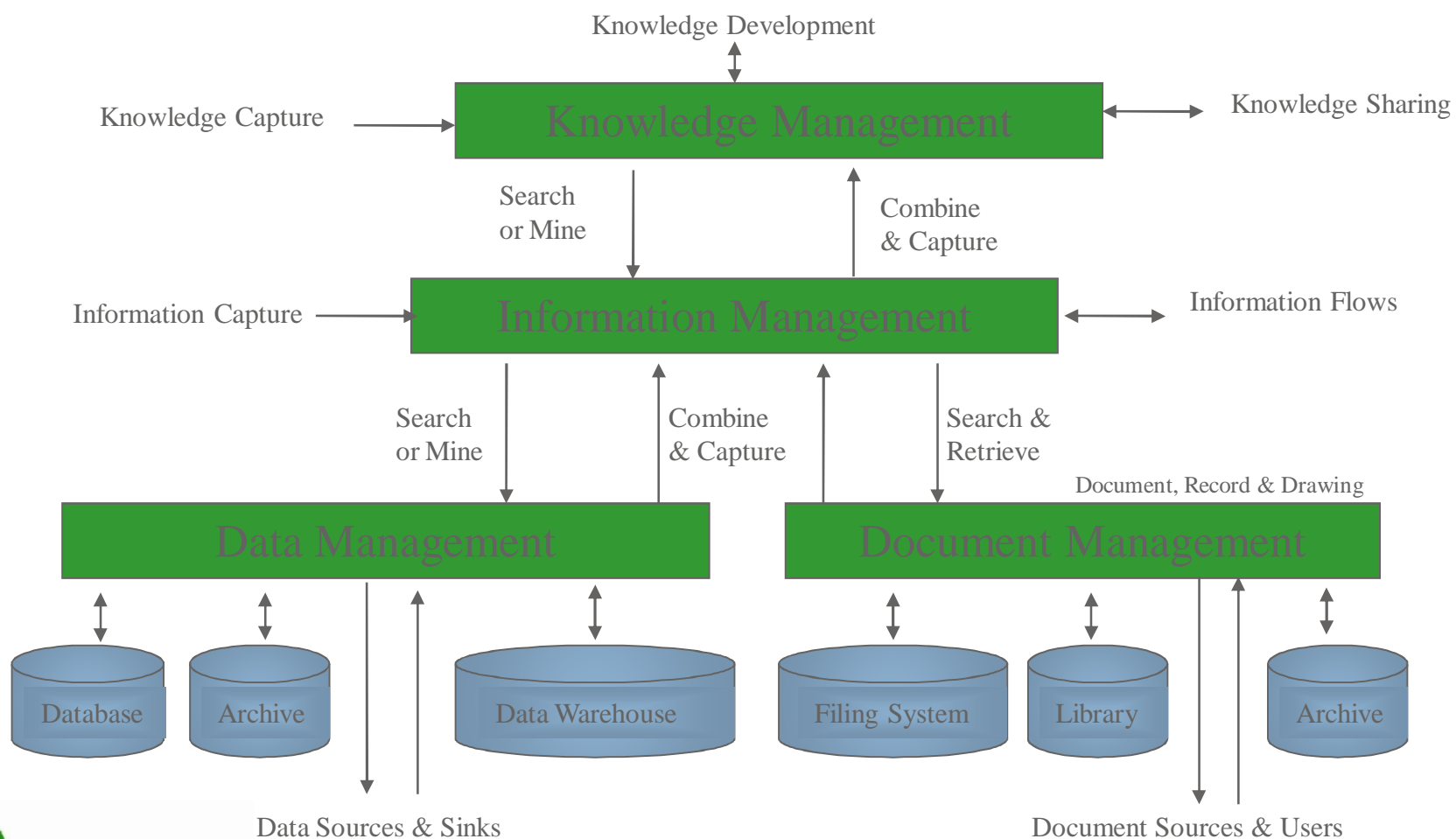
Explicit & Implicit Knowledge



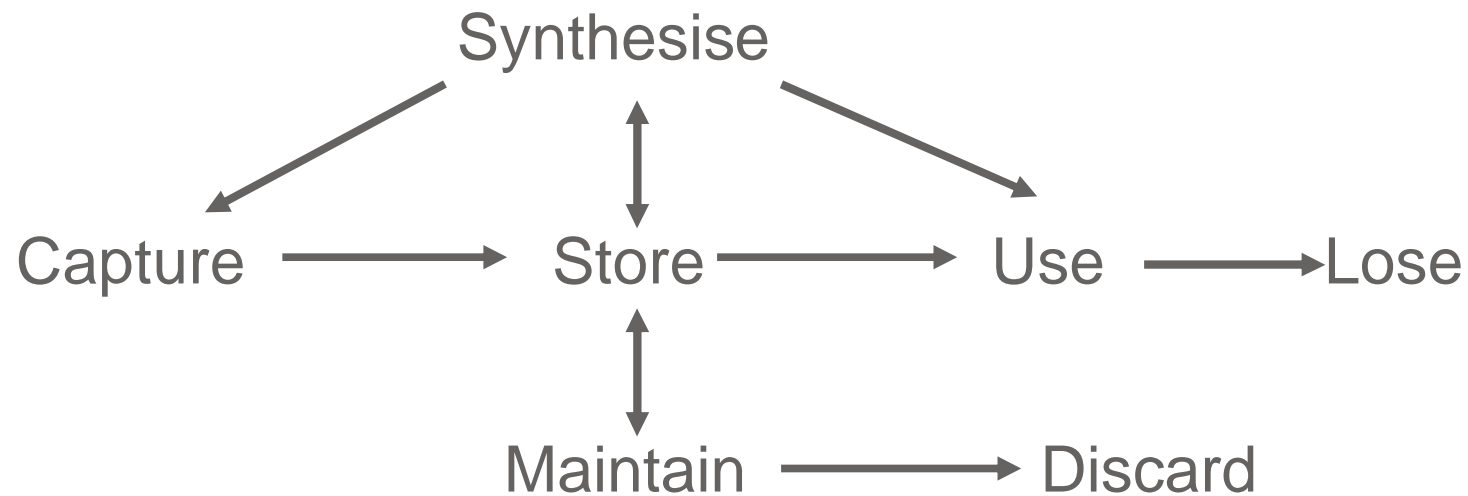
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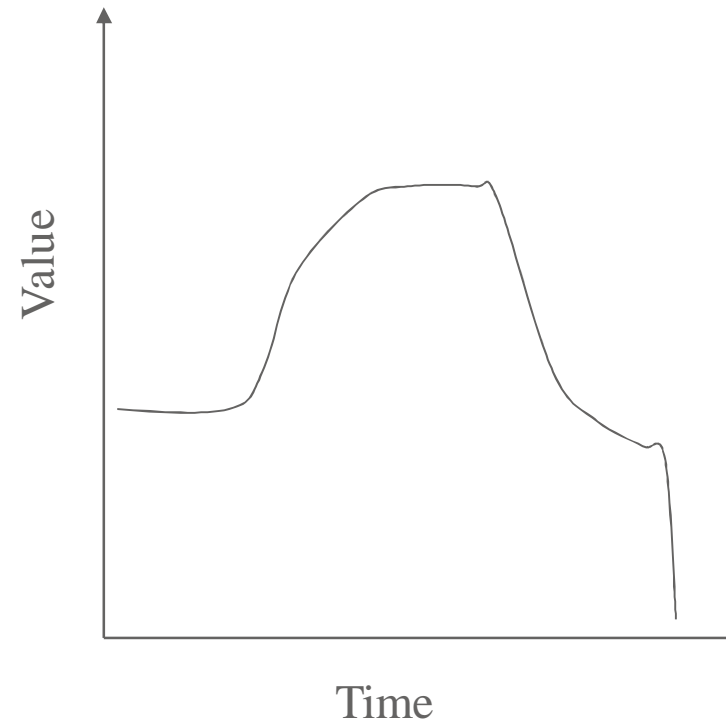
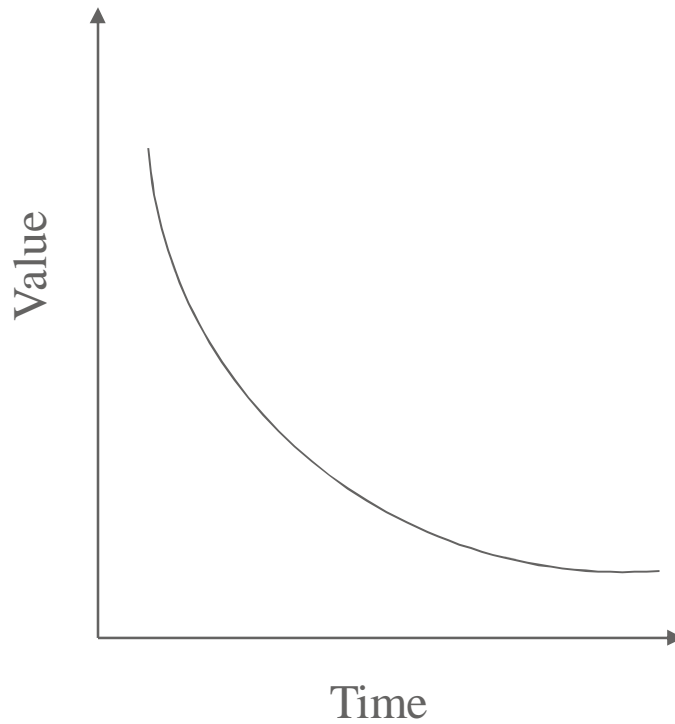
Knowledge / Information / Data KID Hierarchy



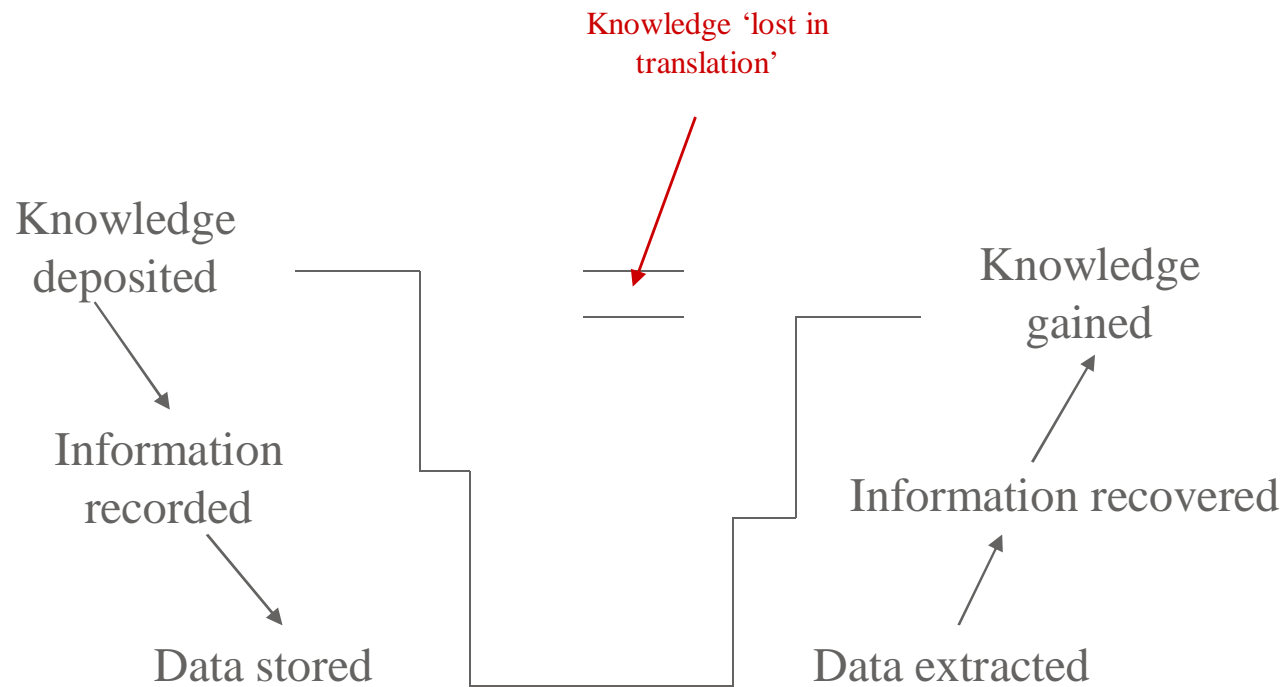
Knowledge Management Knowledge Lifecycle



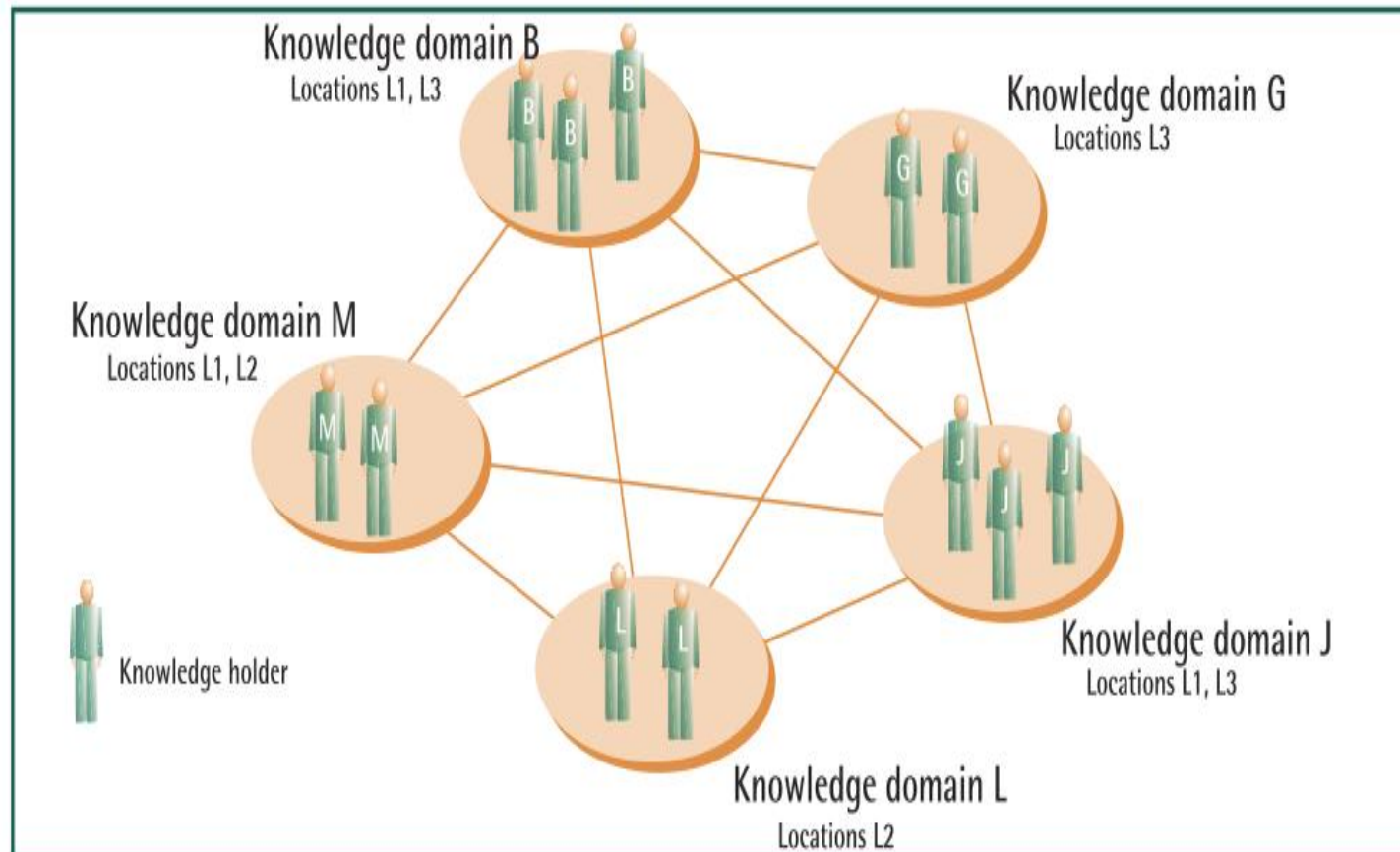
Knowledge Half Life & Value Distribution



The Knowledge Transfer Well



Knowledge Domains



from An Illustrated Guide to Knowledge Management at <http://www.wm-forum.org>

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Questions

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