Integrating Knowledge Management into Everyday Practices:

The case of the Intellectual Capital Section (ICS) at CNEA

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Why to Integrate KM into everyday practices?

Researchers have argued that one process to achieve a succesfull KM initiative is the creation of a Culture that values the transfer and creation of knowledge

Therefore, it's neccesary for organizations to set up mechanisms by which new ideas may be shared in order to produce innovative changes

Who?

Ten proffesionals

Intellectual Capital Section coordinates:

-The Fellowship Programme "Learning by Doing", which foster knowledge transfer among CNEA experts and young proffesionals.

-The support of qualified student for receiving high quality nuclear education.

The importance of everyday routines

Tacit knowledge is embedded not only in the mind of individuals but also in the routine interactions of groups carried on a regular basis, called organizational routines

The SDBCAPINT Platform

Encourage a culture of sharing and collaboration

How?

SDBCAPINT is a web application developed at ICS

At present the application includes:

-Calendar
-Blog
-Task manager
-"Cases data base"

This is an implementation of Open Atrium, a powerful, flexible and cohesive platform that enables to connect the team, its activities, projects and knowledge in a friendly way

"Cases data base"
Applying analogical reasoning for solving cases

Analogical reasoning is to recall a similar situation or problem that was solved successfully in the past and adapt the solution to the actual problem.

"Case data bases"
Our experience

In their duties ICS has to deal with different kind of situations.

Several situacions are not included in the fellowship regulation. This type of cases poses a challenge because they might be similar but not identical

From the beginning it was a routine to keep a register of all those cases and the way they were solved in printed emails.

"Case data bases"

Now each case is registered by using an electronic form
In SDBCAPINT that includes

-Cases title

-An explanation of the case in free text

-Information about fellowship type, place, dates, etc.

-Related information: attached documents significant for the case
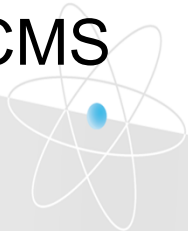
The Strategic Plan at CNEA
Improving data gathering

In this context ICS is responsable for:

-The perfomance and update of the Workforce Analysis in the framework of Strategic Plan at CNEA.

-The conduct of a Knowledge Loss Risk Assessment.

During 2013 in order to update the Strategic Plan, a collaborative platform was developed using DRUPAL, an open source CMS

Conclusions

SBDCAPINT	"Cases Data Bases"	The new platform developed to update the CNEA Strategic Plan
Since its implemetation in 2012 the platform proved to be useful for interaction between the team.	Cases has improved the way of dealing with the information previously available only in printed form and help to resolve special situations.	Informarmation about the needs of new personnel was gathered in a more efficient way.
However, it is still neccesary to level the degree of participation of its members.	The evaluation of its use and value method of knowledge transfer with beginners is pending yet.	Further developments are still needed for building an application to conduct the Knowledge Loss Risk Assesment in a more efficient way