



# **Federal Knowledge Management Community**

Presentation to the DOD and Federal  
Knowledge Management Symposium

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Opinions expressed are those of the speaker, and do not necessarily represent  
the views of the U.S. Department of Transportation or the U.S. Government.

# About the Federal KM Community



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# Mission \*



- Knowledge sharing, benchmarking, mentoring, and professional development for Federal employee leaders and practitioners of knowledge management
- To advance the state of KM practice in Federal agencies
- From the 2013 unadopted draft charter:

The FKM Community will bring together guidance on the content, process and technology needed to ensure the Federal Community makes full use of its collective knowledge, experience, and abilities. The Community's vision is to be a major resource for the Government as it takes greater advantage of its most important resource, the knowledge federal employees have.

\* Informal

# History



2010: Founded by FBI CKO and several others

- Grew out of former Federal KM Working Group
- Launched with OMB's *Max* online platform

2013: Leadership transition to NASA CKO

2015: Subgroups offered

2016: Adopted DOD's *APAN* online platform

2016: Leadership transition to US DOT/FTA KMO

2017: Shared leadership model adopted

2017: Member survey conducted

2018: 3 *Interim* meetings added each year

2018 April: 29th Quarterly Meeting

# Membership



- Membership is open to Federal employees and employees of selected non-profit and NGO groups working in the Federal sphere.
- Contractors who are working in direct support of a Federal employee member also may participate. This accommodation originally was made for the benefit of Federal employee members who rely on contractors to staff them, and is controversial.
- 60-80 active members participate in meetings (total in-person and online). Our mailing list has about 350 email addresses.

# Participating Agencies



We have active members from these agencies and more:

- Agency for International Development
- Consumer Financial Protection Bureau
- DOD commands and agencies - many
- Dept. of Education
- Dept. of Energy
- Dept. of Homeland Security
- Dept. of Housing and Urban Development
- Dept. of Labor
- Dept. of State
- Dept. of Transportation
- Geological Survey
- Internal Revenue Service
- International Trade Commission
- Millennium Challenge Corp.
- NASA
- National Security Agency
- Nuclear Regulatory Commission
- Peace Corps
- Postal Service Inspector General
- Secret Service

# Community Leadership



History of charismatic chairpersons:

- G. Clayton Grigg, Former CKO, FBI
- Ed Hoffman, CKO (Retired), NASA

Now led by a convener with more shared leadership

- Turo Dexter, KM Officer, US DOT/Federal Transit Administration
- Program committee

Johel Brown-Grant, USPS OIG

Bill Balko, DISA

Ivan Teper, DAU

Susan Snyder, NASA

NASA has continued to make contractor support available

Susan Snyder

Ben Bruneau

# Committees and Decisions Ahead



## Program Committee

- Meeting topics and logistics

## Online Platform Committee

- Changes to current APAN system to make it more suitable
- Research of alternative platforms

## Governance & Sponsorship Committee

- Enforcement / evolution of the no-contractors rule
- Solicitation of a formal agency or council sponsor
- Consideration of a charter
- Leadership succession plan





# Meeting Locations

All in Washington DC area, most served by public transit

Common locations:

- NASA Headquarters
- DOT Headquarters

Special hosts:

- DHS
- Pentagon
- Forest Service
- DISA
- Millennium Challenge Corp.

# Remote Meeting Participation



- Dedicated online host
- Audio interaction available, but most participants use chat pod
- Extra attention to audio quality with room microphones
- Serious efforts to engage online participants in activities
- Live captioned
- Anywhere from 10-40 participants online

# Online Platform



- Original system, OMB's *Max*, was limited to participants with Federal email addresses
- DOD offered use of *APAN* and it was adopted to support limited contractor, nonprofit, and NGO participation
- *APAN* is oriented toward self-service collaboration and does not serve the needs of our managed community well – to be researched
- Online discussion is building, a few shared files
- Mostly used for member management and meeting registration

# Notable Meeting Topics



- KM Metrics
- Strategic Planning for KM
- Storytelling as a KM Methodology
- Starting a KM Program
- Business Driven KM
- KM for Space Travel: A High Risk Environment
- Making KM Fit in Your Organization
- Knowledge Transfer When Contracts End
- Ed Hoffman Roundtable Interview
- KM at the Forest Service
- Critical Knowledge at NASA
- Resilience (Madelyn Blair)
- Strategies for Contractor Knowledge Transfer
- Project Lessons at NASA Goddard
- KM Benchmarking
- Infrastructure Security and Protection
- Incentivizing KM with Gamification
- JPLTube: Preparing Video for Keyword Search
- Knowledge Transfer to Leaders
- KM Performance & Strategy, with Mark Langley, Project Management Institute
- Knowledge Management at the UN: Making KM work for Large Entities
- George Mason University's OD/KM Program
- Developing a Federal KM Community Sourcebook
- Top 10 KM Myths, the Facts, and What You Can Do in Each Case

# How to Join



<https://community.apan.org/wg/fkmc/>

If you are a contractor, in the notes give the name of the active Federal employee member whom you support.