



KNOWLEDGE SHARING
& CONSERVATION

Pass it on!



Forest Service Knowledge Management

Knowledge Sharing and Conservation

Program Overview for Manage by Networks



Tricia Suchodolski!



Today's Objectives

- ▶ Introduce Knowledge Management
- ▶ Describe the KSC Program
- ▶ KSC - Current Situation
- ▶ KSC - Where we are headed



FOREST SERVICE MISSION

- ▶ The mission of the USDA Forest Service is to sustain the health, diversity, and productivity of the Nation's forests and grasslands to meet the needs of the present and future generations.
- ▶ *100 Years of caring for the land and serving people*



What is Knowledge Management?

- ▶ Getting the right information, to the right people at the right time.
- ▶ KNOWLEDGE SHARING & CONSERVATION, KSC
- ▶ It allows the capturing, conserving and reusing of what we know and how we do our work.



What is Knowledge?

- ▶ **Knowledge is defined by the Oxford English Dictionary as**
 - **(i) expertise, and skills acquired by a person through experience or education; the theoretical or practical understanding of a subject;**
 - **(ii) what is known in a particular field or in total; facts and information; or**
 - **(iii) awareness or familiarity gained by experience of a fact or situation.**



Did you know???

▶ **TODAY...**

- 20.7 % of the current workforce (GS 09-SES) are eligible to retire

▶ **By the year 2016**

- 40.5 % of the current workforce (GS 09-SES) will be eligible to retire
 - 80.5% - GS 09-12
 - 19.5% - GS 13-SES



KSC - Current FS Situation

- ▶ Office of Regulatory and Management Services (ORMS) -- 2003
- ▶ President's Management Agenda -- 2005
- ▶ KSC Strategy -- 2007
- ▶ FS Manual Section 1390 -- 2009
- ▶ KMO -- May 2010



The KSC Program - Purpose

- ▶ The agency's most valuable asset is its employees' knowledge and expertise.
- ▶ Development of a network & a repository for collection of practices, ideas and contacts within the FS to connect people, ideas and actions
- ▶ Provide resources, tools to help promote and facilitate sharing of knowledge



Benefits of a Sharing Culture

- ▶ **Knowledge → Quality Action → Mission Support**
- ▶ Employees + right knowledge = FS ↑ performance
(*efficiency, effectiveness, & sustainability*)
- ▶ **Short-term:**
 - Improved collaboration among FS employees
 - Structure for *capturing, managing, storing, and preserving* Forest Service Knowledge
 - Identification of best practices and communities of practices
 - Improved utilization of resources
- ▶ **Long-term:**
 - Improve customer service/morale by promoting and supporting collaboration
 - Improve internal and external collaboration and sharing of knowledge
 - Easily search and find knowledge throughout the enterprise



KSC – Products/Projects

- ▶ **Creation of Knowledge Resource Center**
 1. Knowledge Management resources
 2. Knowledge Communities of Practice

- ▶ **Collection of Practices***
 - Reached out to over 1100 FS employees
 - Collected 240 practices (and growing)

- ▶ **Learning from Others- webinar series**
 1. Monthly
 2. Agency wide

** A practice is a well defined method that has been implemented and contributes to a successful step in a project.*



Use of the KSC Resources

KNOWLEDGE SHARING & CONSERVATION
Pass it On!

USDA

HOME INTRODUCTION TOOLS IDEAS PRACTICE LIBRARY STUDIES RESOURCES CoP FAQs

Knowledge Sharing Resource Center

The Forest Service is undergoing a complex transformation. By the year 2016, forty per cent of the agency's workforce from grades 09 to SES will be eligible to retire. Your experience and expertise is the agency's most valuable asset. Thank you for utilizing this resource center as a means of preserving and sharing your valuable practices!

KNOWLEDGE SHARING & CONSERVATION

KNOWLEDGE GATHERING

KNOWLEDGE SHARING

THE RESOURCE CENTER STORY

BENEFITS OF KNOWLEDGE SHARING

WAYS TO USE THIS RESOURCE CENTER

ACKNOWLEDGEMENTS

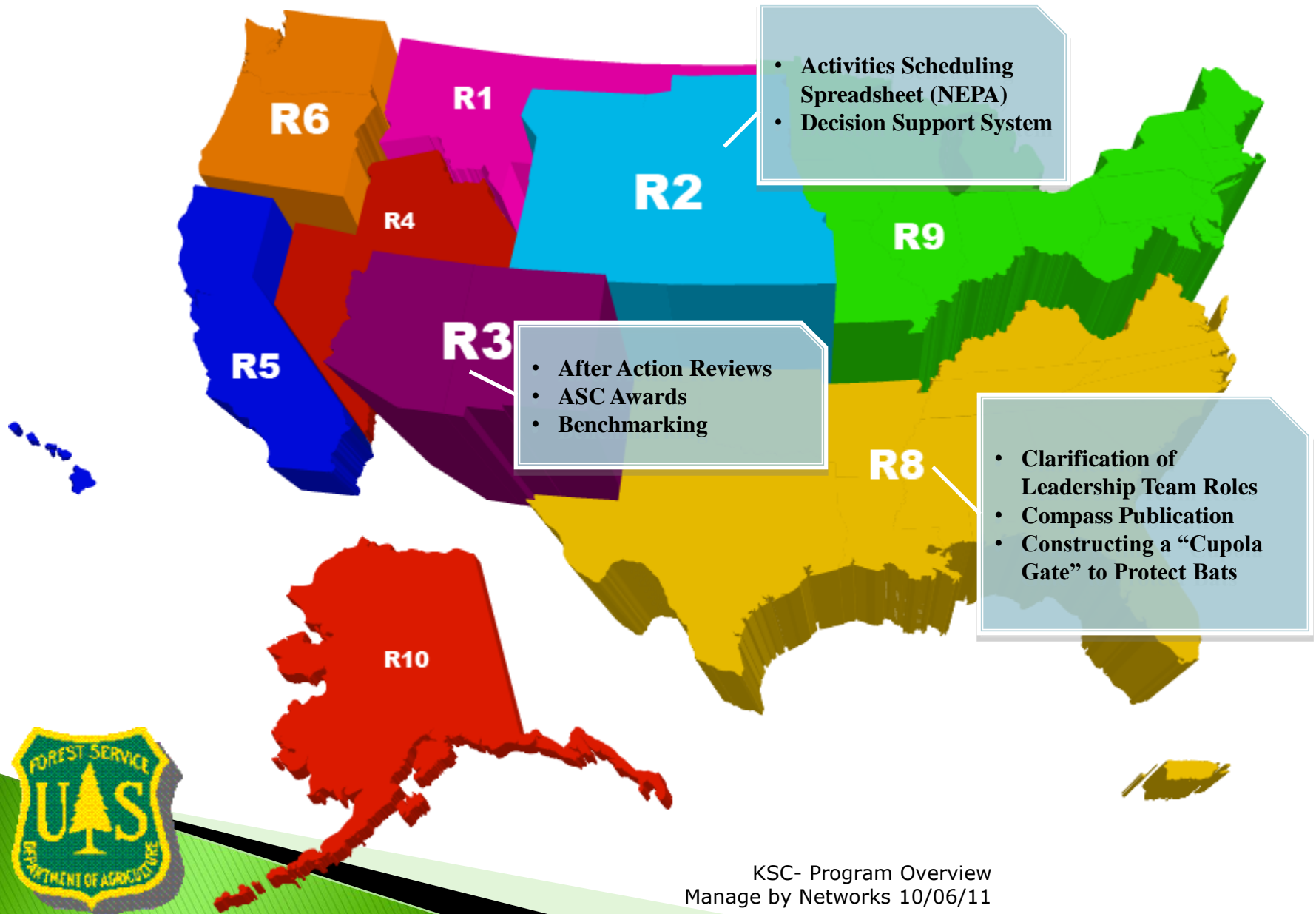
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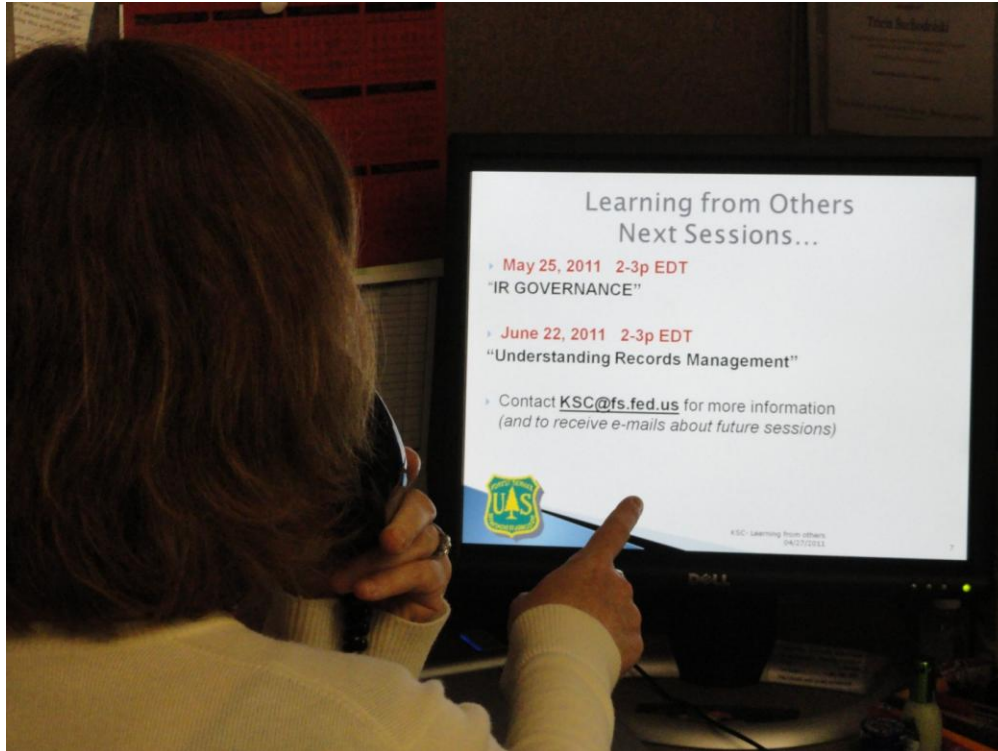


KSC- Program Overview
Manage by Networks 10/06/11

Practice Collection and FS Regions



KSC Learning from Others Webinar



- Started January 2011
 - 12 sessions in 9 months
 - Reached out to over 1100 FS employees

NEXT SESSION...

October 26, 2011 2-3p EDT

"Understanding Litigation Hold"



KSC Next Steps

"The cultural transformation of USDA requires that we change our business practices, as well as establish equitable opportunity for all employees to be personally successful and fully engaged in the success of USDA." – **Secretary Vilsack**

Deliverable	Due Date
Collection of Practices	On-Going
Collaborative Site	FY 2011 - 2012
Outreach and Training	FY 2011 - 2012



KSC: Internal partners

Senior Leadership Program

Wild land Fire Lesson Learned Center

e-Collaboration

Sustainable Operations

National Partnership Office

Cultural Transformation

Recreation

FS History

Civil Rights

FS Enterprise Architecture

FOIA

IPM

ORMS

EMC

KSC Community (pdl)

Remember to ...
**WORK
TOGETHER!!**



Manage by Networks-

Lessons Learned

- ▶ LISTEN AND LEARN
- ▶ TALK TO PEOPLE BEFORE JUMPING IN
- ▶ Make sure you know your own goals before asking others to work with you on a project.
- ▶ You don't have to do it alone
 - It's better to work together than alone
- ▶ If it's not being done in your agency... most likely someone else has already attempted it, look around and **LEVERAGE!**
- ▶ Bring your talent to solve problems.
 - Think outside of the box & have a sense of humor.



Discussion

- ▶ Recommendations, observations, improvements?
- ▶ Additional suggested partners/projects?
- ▶ Best ways to interact?
- ▶ What else should we be thinking about?
- ▶ What's important to **you** and your staff?





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