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COMPETENCE MANAGEMENT CHALLENGES AT THE EUROPEAN SPACE OPERATIONS
CENTRE

Abstract

"A number of results within the field of Competence/Knowledge Management have been already produced in ESOC. The results include publications, workshops, presentation materials and Excel spreadsheets. In particular, knowledge coverage and criticality analysis and appraisal was one of the first steps implemented in the KM process. These results (with focus on Competence Management) need to be consolidated, structured and elevated on the next level that would lead to efficiently implemented Competence Management support function. This function should be extensible, scalable and be able to evolve with time. The purpose of this paper is to describe such a function highlighting the requirement-architecture, processes, governance, and presenting a proof-of-concept IT-tool.

In this requirements consolidation, formalisation and implementation phase the following steps will be described:

- Competence Management in ESOC scoping and definition,
- Consolidated and formalised Competence Management-"business" and information model including the use case,
- Functional model, i.e., identified IT-tools functionalities required to support Competence Management activities defined in the previous step (i.e., step 2),
- Identification of roles, training requirements/lists and technical (computational) resources needed to support the Competence Management application(s),
- Consolidated Gap analysis and proposed solutions for efficient Competence Management,
- Feedback from stakeholders on requirements, governance, methods and workflow proposed,
- Implementation.

The paper will explain Competence Management's:

- Governance
- Dictionary, and
- Work Process

A prototype of the Competence management system for ESOC will be presented and results discussed.