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Knowledge Management and Collaboration in Space Activities (2)

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CAPTURING AND MANAGING KNOWLEDGE FOR MISSION SUCCESS AT THE US AIR FORCE

Abstract

The U.S. Air Force Space and Missile Command conducts a wide variety of missions, including operations and maintenance of the widely used Global Positioning Satellite (GPS) system and data services. As such, it is critical to capture the key knowledge of experts, learn from lessons of the past, and provide an infrastructure that manages the knowledge of the organization. Challenges to doing this include a highly mobile workforce, working with classified and unclassified data, and designing complex space missions that provide data to the Air Force but also provide data services to billions of people and devices across the globe.

The Knowledge Management Program provides a standards-based infrastructure for sharing this information, capturing key lessons from previous missions and decisions, and provides a way for collaboration with the partners necessary for mission success. This paper will discuss the technologies and processes used to capture the information across the Air Force.