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Author: Mr. Siegmar Pallaschke
Consultant, Germany

Ms. Roberta Mugellesi-Dow
European Space Agency (ESA), United Kingdom
Mr. Damiano Guerrucci
European Space Agency (ESA), Germany
Mr. Raul Cano Argamasilla
Terma GmbH, Germany

ARCHIVING OF KNOWLEDGE AT PROJECT TERMINATION - AN ACTUAL CASE

Abstract

At project termination emphasis will be put on debriefings and reporting including the financial results. For ATV an additional goal was put on the archiving of experience and for this activity the knowledge management support was requested.

ATV (Automatic Transfer Vehicle) is the first European carrier (cargo only) which docks autonomously on the International Space Station ISS. So far, four ATVs were launched and docked successfully on Zvezda, the Russian segment of the station ISS (ATV-1 Jules Verne in April 2008, ATV-2 Johannes Kepler in February 2011, ATV-3 Edoardo Amaldi in March 2012 and ATV -4 Albert Einstein in June 2013). The launch of the fifth and last one (ATV-5, Georges Lemaitre) of this series is planned for summer 2014.

For the possible follow-on projects (such as the cargo return version, CARV) it is essential not only to file the debriefing minutes, reports and financial overviews but also the real experience gained over the various missions.

The objectives of the ATV capture project are:

- classify the documents (including Lessons learned plus Software) and archive them;
- capture the experience gained by the staff with the help of video-recorded interviews;
- write down the critical knowledge (not yet documented) in an ATVpedia.

In order to achieve these objectives an agreed knowledge breakdown (knowledge classification maps, expert directory, competence management) needs to be compiled. At the very end a user interface (Portal, search) has to be established for the efficient retrieval of the data.

The work breakdown includes the following activities:

- Knowledge classification;
- Expert directory and competence management;
- Knowledge capture;
- Portal and Pedia
- Lessons Learned collection;
- Documents and source code classification.

Of course, the actual conduct cannot follow the sequential order of the individual activities. A different way had to be selected, i.e.:

- Initial assessment of knowledge structure
- Preparation of common part for all activities listed above (such as set-up of Wiki);
- Carrying out of the individual steps for a given knowledge area (as elaborated within the initial assessment);
- Repetition for the various knowledge areas.

The proposed paper will describe the actual work performed in detail, the cooperation with the ATV team and the lessons learned so far.