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ACTIVITIES (D5)

Knowledge management and collaboration in space activities (2)

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CREATING A KNOWLEDGE TOOLBOX: TOP 15 TOOLS FROM NASA

**Abstract**

NASA's current approach to knowledge management and sharing grew out of over a decade of local efforts at its field centers as well as agency-wide offerings through the Academy of Program/Project Engineering Leadership. When NASA took steps to codify an agency-wide knowledge policy in 2013, it began the process by creating a knowledge map of existing knowledge activities at its field centers, mission directorates, and functional offices such as the Office of Human Capital, Cost Analysis Division, and Office of the Chief Health and Medical Officer.

As a result of this effort and ongoing innovations in knowledge work, NASA has created a Knowledge Toolbox consisting of the top 15 tools in use across the agency. These include: after-action reviews; case studies; collaboration; diversity of thought; gamification; knowledge audit; knowledge management process; knowledge strategy; knowledge transfer; learning organization; reflective practice; search and findability; social networks; storytelling; and taxonomy and metadata. The NASA knowledge community's public website, [km.nasa.gov](http://km.nasa.gov), offers a description of each tool as well as tips and guidance on how to use it within an organization. This enables practitioners at NASA and elsewhere to learn more about tools that can improve their efforts to manage and share knowledge as effectively as possible.