

The Integrator



INCOSE North Star Chapter



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North Star Newsletter

INCOSE North Star Newsletter Communication

Please submit comments and SE articles of interest to Eileen.Arnold@BAEsystems.com. Eileen Arnold, Editor

Systems Engineering at its Best!

Knowledge Management as an Integral Component of Systems Engineering.

WHAT IS KNOWLEDGE MANAGEMENT?

Definition. There are many definitions of the term “knowledge management” from various sources. A definition was proposed for a revision of Army Regulation 25-1 entitled “Army Knowledge Management and Information Technology” as follows:

“Knowledge Management is a discipline that promotes an integrated approach to identifying, retrieving, evaluating, and sharing an enterprise’s tacit and explicit knowledge assets to meet mission objectives. The objective is to connect those who know with those who need to know (know-why, know-what, know-who, and know-how) by leveraging knowledge transfers from one to many across the enterprise.”

Leveraging Knowledge. KM can be used to increase organizational performance by leveraging knowledge to optimize efficiency and effectiveness. The organizational business response to external influences to remain or become more competitive in a market often begins with an enterprise business plan to seek ways to provide products or services better, cheaper, and faster. A good business plan will identify the business drivers to accomplish market objectives. A plan that addresses the sharing, transfer, and leveraging of knowledge to enhance organizational performance and change the culture to improve knowledge transfer can reap the following critical

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Chapter President’s Corner

Neill Radke, Eaton Corporation and John Palmer, U of Minnesota, 2009 Co-Presidents

The year is going by rapidly and we are already one third of the way through the North Star Program for 2009! With seven meetings still to go, it is already time to start thinking seriously about 2010 – and we need your ideas so we can best serve you, our members and colleagues. What topics would you like to see covered that would help you most in your job. Also, with a most successful Spring tutorial on Model Based Systems Engineering just completed, we need to finalize the plans for the Fall tutorial. We have some great ideas to implement but what will help you the most?

You may already know that our chapter won the Gold in the 2007 INCOSE Circle Award competition. We have achieved it again with our 2008 submission and are looking to add activities which gain us an even more secure position for Gold in the future! Our Strategic Plan goals point to efforts in starting or supporting a student chapter, publishing articles in the INCOSE Journal and performing SE related efforts as a community service to mention a few. But we need volunteers to get involved and help us accomplish these new efforts. We both know you are so busy these days that you seem to have no extra time but the old adage – “The Busiest People Always Seem to Be the Ones Who find Time to do More” - can apply to you! It’s a great group and fun to work with.

These are exciting times for the North Star Chapter!

To get involved, please contact:
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North Star Chapter Website
<http://www.incose.org/northstar>

business driver benefits:

- **Increased quality and speed of decision-making** even within geographic and time zone diverse organizations.
- **Increased productivity** through reuse of proven methods and processes, leveraging best practices, and avoidance of duplication of effort.
- **Better returns on investment (ROI)** from time and cost savings.
- **Retention of corporate knowledge** from people leaving the organization and for infrequently performed processes.
- **Improved support services** from more responsive user and customer needs providing easily accessible relevant knowledge.
- **Increased individual ownership** and awareness of organizational goals.
- **Improved organizational cohesion** through collaboration, shared knowledge, and expertise.
- **Replicated gains** from improvement methodologies such as Lean/Six Sigma.
- **Creation of a Learning Organization**, an organization that creates, acquires, transfers, and retains knowledge adapting its behavior to reflect new knowledge and insights.

KNOWLEDGE MANAGEMENT PRINCIPLES

People Principles.

- Train and educate KM leaders, managers, and champions.
- Reward knowledge sharing and make knowledge management career rewarding.
- Establish a doctrine of collaboration.
- Use every interaction whether face-to-face or virtual as an opportunity to acquire and share knowledge.
- Prevent corporate knowledge loss.

Process Principles.

- Protect and secure information and knowledge assets.
- Embed knowledge assets (links, pod casts, videos, documents, simulations, wikis ...) in standard business processes and provide access to those who need to know.
- Use legal and standard business rules and processes across the enterprise.

Technology Principles.

- Use standardized collaborative tool sets.
- Use Open Architectures to permit access and searching across boundaries.
- Use a robust search capability to access contextual knowledge and store content for discovery.
- Use portals that permit single sign-on and authentication across the global enterprise including partners.

Knowledge management affects all aspects of the enterprise. People engage in new tasks, projects, and jobs daily and seek the knowledge needed to learn, master, and accomplish their job objectives. Applying a systematic approach of developing KM models and plans, embedding KM policies and processes, implementing collaboration portal tools, and building a business knowledge base will provide the means for the enterprise to achieve optimum effectiveness from the enterprise's human resources.

Robert G. Eure, P.E (robert.eure@navy.mil)

WELCOME, NORTH STAR NEW MEMBERS!

Name	Company	Title
Warren Hawkins	Engineering	Sr. Pr. SE
Idara Uko	Medtronic	SE

**North Star's 2009 Meetings
Bring a Friend!**

Date	Topic/Theme	Location
28 May	SE in the U of Minnesota Solar House Project	U of Minnesota
11 Jun	IS Paper Dry Run plus Tour	ION Corporation
19-23 Jul	INCOSE International Symposium/Social	Singapore
13 Aug	SE in Design	ADC Corp.
10 Sep	SE in Conducting Trade Offs	Medtronic
8 Oct	SE in Operations and Maintenance	Minneapolis H ₂ O
12 Nov	SE in Requirements Development	Honeywell
11 Dec	Member Holiday Party + Guest	TimberLodge SouthTown Cntr