Knowledge Management in Practice
COMMON KNOWLEDGE MANAGEMENT PROGRAM ELEMENTS IN AEC FIRMS
What is Knowledge?

- **Data** = Numbers & things that can be measured
- **Information** = Data + Context
- **Knowledge** = Information + your experience
- **Wisdom** = ingrained Knowledge, just know it now.
What is Knowledge?

• Data = 7’ 6”
• Information = The bed corridor is 7’ 6”
• Knowledge = 7’ 6 isn’t wide enough 8’0 is min
• Wisdom = That corridor doesn’t look right…
How can I get a question answered?
Optional Curation Process

Curator posts link to Wiki in Finch conversation

Curator adds additional context
AskFinch SLA
AskFinch questions get an answer within 24 hours

- % Questions Answered: 97%
- % Qs Answered in 24 hrs: 80%
- % Askers "Closing the Loop": 48%

Filter by Quarter
All

Filter by Community
All
Where do our experts sit?
### Baseball Card

#### Logistics
(check all that apply)

- Interested In Lens
- Able to Day Travel
- Able to travel Overnight
- Interested In Healthcare Projects
- Interested In Education Projects
- Interested In Urban Development Projects
- Speak a Language Specify: French

#### Project Experience at Shepley
(information is pulled from Deltek timesheets. click the blue text to see a list of projects. if you think one is missing please let the project's PM know.)

<table>
<thead>
<tr>
<th>Phases</th>
<th>Civic:</th>
<th>Market</th>
<th>Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>PreDesign: 1,458</td>
<td>2</td>
<td>Corporate: 98</td>
<td>Addition: 1</td>
</tr>
<tr>
<td>Schematic Design: 2,391</td>
<td></td>
<td>Education: 8,330</td>
<td>Master Plan: 40</td>
</tr>
<tr>
<td>Design Development: 2,231</td>
<td></td>
<td>Healthcare: 301</td>
<td>Renovation: 114</td>
</tr>
<tr>
<td>Construction Documents: 1,002</td>
<td></td>
<td>International: 663</td>
<td></td>
</tr>
<tr>
<td>Construction Administration: 124</td>
<td></td>
<td>Residential: 1,070</td>
<td></td>
</tr>
<tr>
<td>Other: 2,622</td>
<td></td>
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</tbody>
</table>

#### Overall experience with the following Tools

<table>
<thead>
<tr>
<th>Revit</th>
<th>Sketchup</th>
<th>Dynamo</th>
<th>Newforma</th>
<th>Navisworks</th>
<th>Adobe CS</th>
<th>AutoCAD</th>
<th>Rhino</th>
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<tbody>
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- Virtual Reality Software (fill-in the blank)
- 3D Rendering Software (fill-in the blank)
- Energy Modeling Software (fill-in the blank)
- Simulation Tools (fill-in the blank)
- Data Viz (fill-in the blank)
- other (fill-in the blank)

#### I have experience with...

<table>
<thead>
<tr>
<th>Design Content and Execution</th>
<th>Documentation of Design and Ideas</th>
</tr>
</thead>
<tbody>
<tr>
<td>entire category</td>
<td>entire category</td>
</tr>
<tr>
<td>Create original building design concepts</td>
<td>Create 3D render images</td>
</tr>
<tr>
<td>Develop or expand upon building design concept</td>
<td>Diagram and create presentation materials (2D)</td>
</tr>
</tbody>
</table>
What have we Learned and how do we share it?
Back to The Future: Pre-work

Moderator

Helps organize content, thoughts, and the conversation

Project team 1

Project team 2

Each person:
- 2 things to keep
- 2 things to change
- Comments as needed

Project 1

Project 2

Ideas + issues
How can we teach people about codes?
VR Code Explorer
Code Explorer
Empathy creates an even stronger understanding of space and codes.
Portable Version
Take-aways

• Look for Business Problems
• Information should be easy to ingest
• Create a culture of sharing
• Build a clear (integrated) process around it
• Make it a personal experience if possible