
Knowledge Management in Practice

TAP Building Connections Congress

**SHEPLEY
BULFINCH**

COMMON KNOWLEDGE MANAGEMENT PROGRAM ELEMENTS IN AEC FIRMS

1 I Intranets								2 Ks Knowledge Strategy
3 Pd Project Databases	4 W Websites						5 Ic Internal Comms	6 Ck Critical Knowledge
7 Ed Employee Databases	8 Sm Social Media	9 Si Systems Integration	10 Pr Project Research	11 Sv Service Innovation	12 M Mentorship	13 Ld Learning & Development	14 Cop Communities of Practice	15 Km Knowledge Mapping
16 Crn Client Relat. Management	17 Td Taxonomy Development	18 Ig Information Governance	19 MsR Market Sector Research	20 Im Idea Management	21 Ei Expert Interviews	22 U Corporate Universities	23 Kb Knowledge Brokers	24 Pi Process Improvement
25 Dam Digital Asset Management	26 Bi Business Intelligence	27 F Findability	28 Poe Post Occup. Evaluations	29 Cf Client Feedback	30 LI Lessons Learned	31 Bp Best Practices	32 TI Thought Leadership	33 Po Program Orchestration

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?

LAUNCHED
SEPTEMBER 3RD
2014

SAME DAY AS
PENICILLIN
DISCOVERED
1928
eBay
FOUNDED
1995

07

COMMUNITIES

PEOPLE
PROJECTS

URBAN DEVELOPMENT

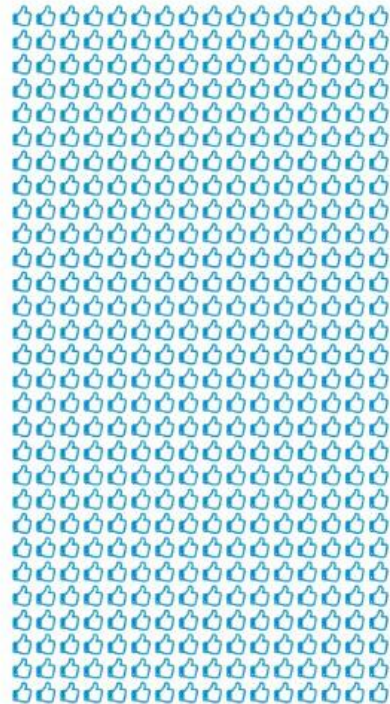
EDUCATION

HEALTHCARE

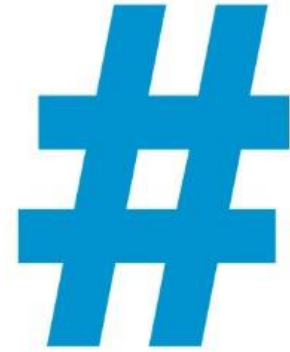
PRACTICE

CLIENTS

9,646
POSTS



91,568 +
LIKES



TOP HASHTAGS

#Boston
#Design
#Geeks
#HR
#Phoenix

20,481 +
COMMENTS

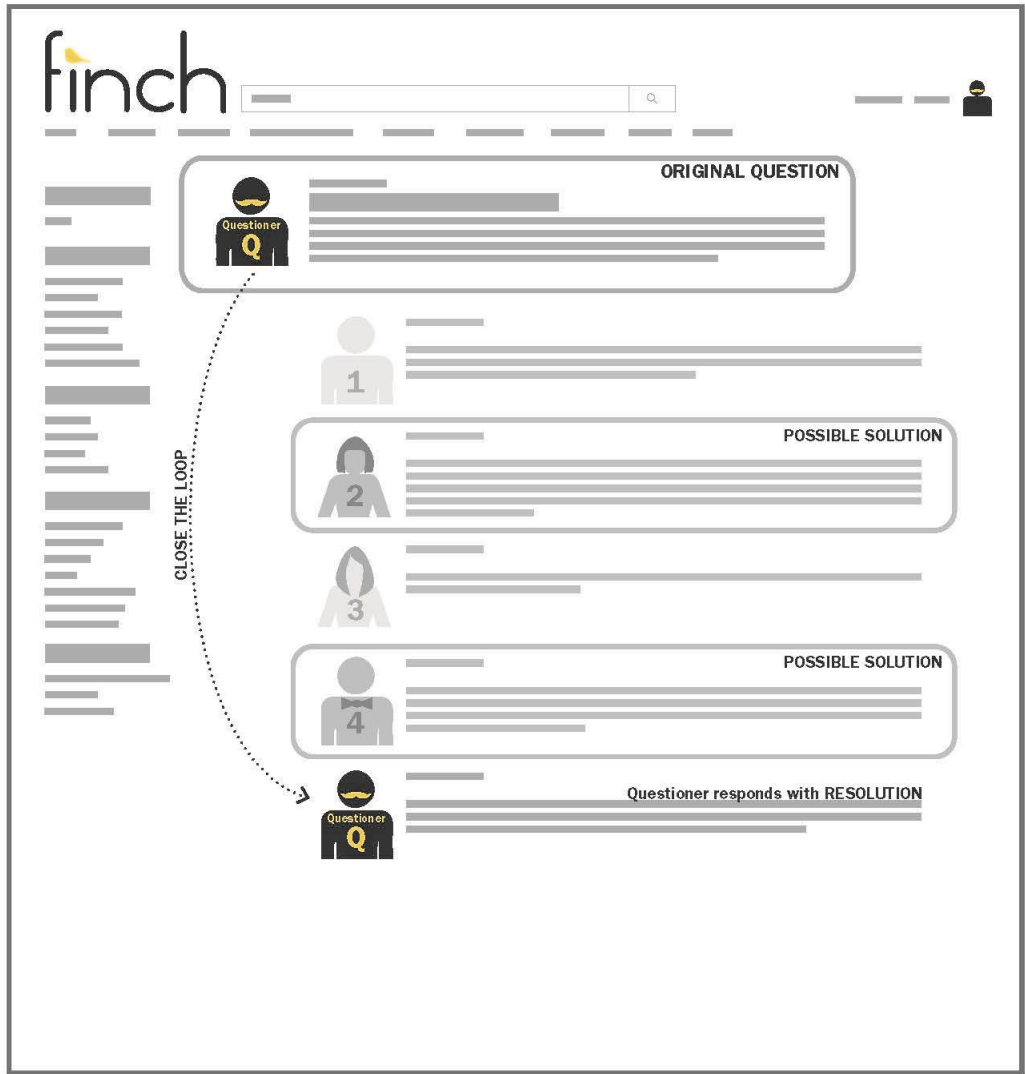
SHEPLEY BULFINCH LIBRARY DESIGN
URBAN DEVELOPMENT PEDIATRIC
HEALTHCARE DESIGN GREEN LEED
STEM SCIENCE AND RESEARCH
WAYFINDING TRANSFORMATION
ACADEMIC SUSTAINABLE CREATE
LEARNING SPACES COMMUNITY AIA
GROW COLLABORATION CHALLENGES
OPPORTUNITIES INTEGRATED
RE-IMAGINATION INTERIORS IDEAS

askfinch
376 ASKFINCH
POSTS

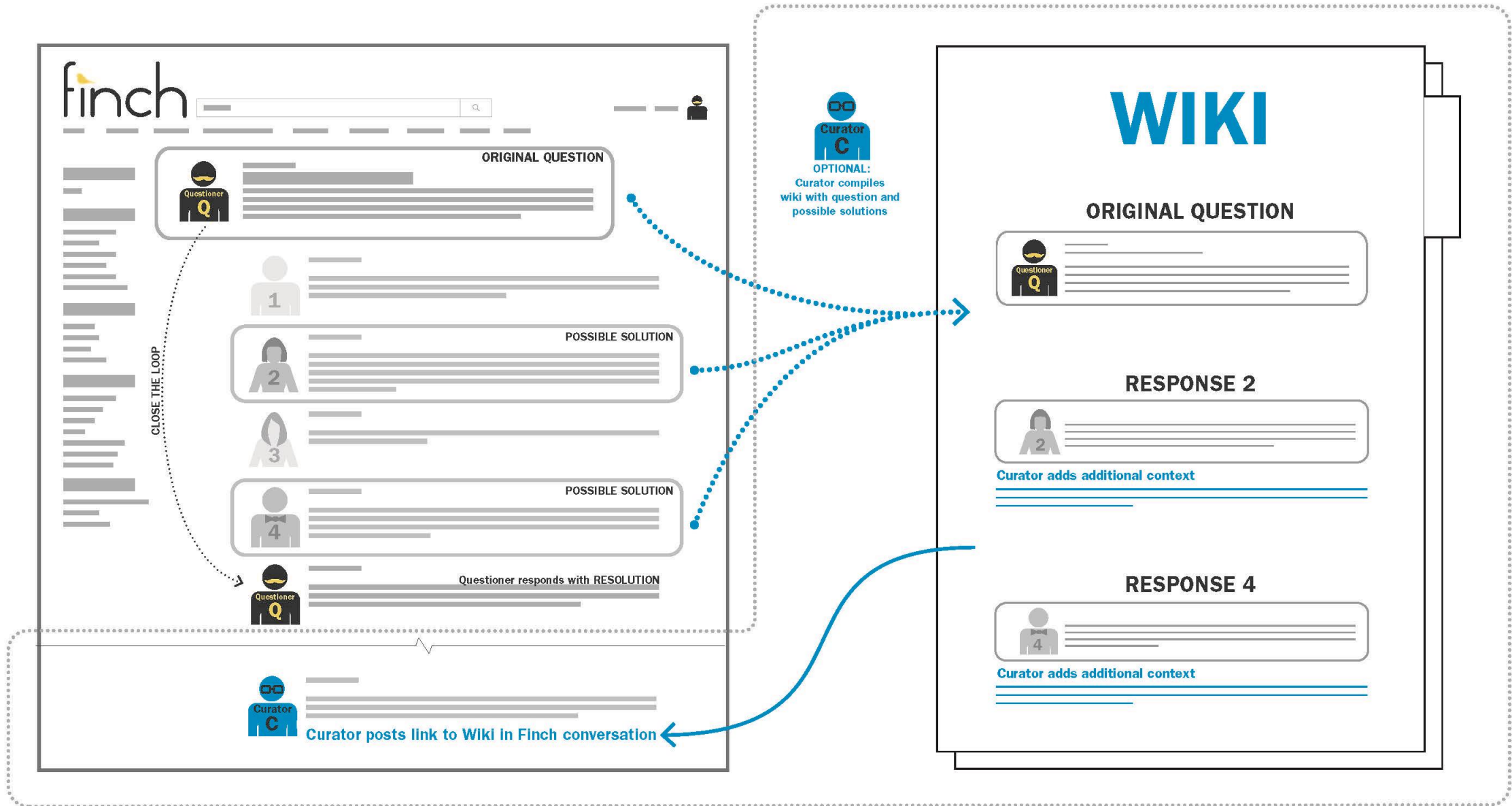


1528

ANSWERS
97% POSTS
ANSWERED
80% ANSWERED
WITHIN 24 HOURS



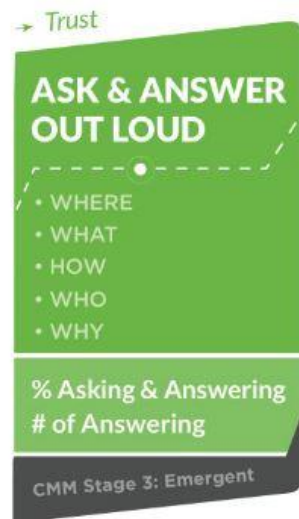
Optional Curation Process



Ask

Posts using #AskFinch

Last Refreshed: 12/30/2018



Filter by Quarter

(Multiple Selections)

Filter by Community

All

#AskFinch Posts

376

People asking Finch

116

% Users asking Finch

36%

People Answering

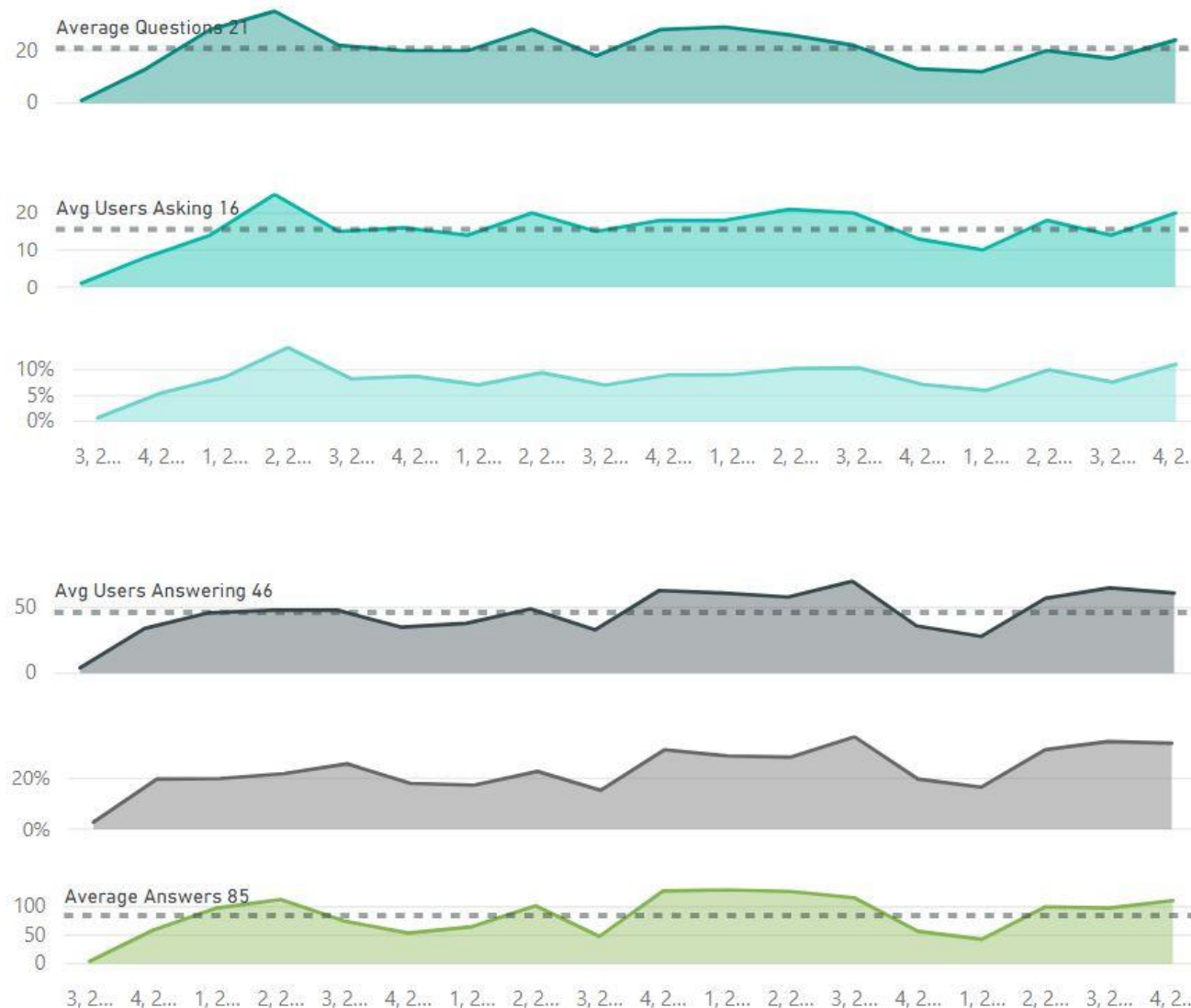
205

% Users Answering

63%

Answers

1528



#AskFinch SLA

Last Refreshed: 12/30/2018

#AskFinch questions get an answer within 24 hours

→ Trust

ASK & ANSWER OUT LOUD

- WHERE
- WHAT
- HOW
- WHO
- WHY

% Asking & Answering # of Answering

CMM Stage 3: Emergent

% Questions Answered

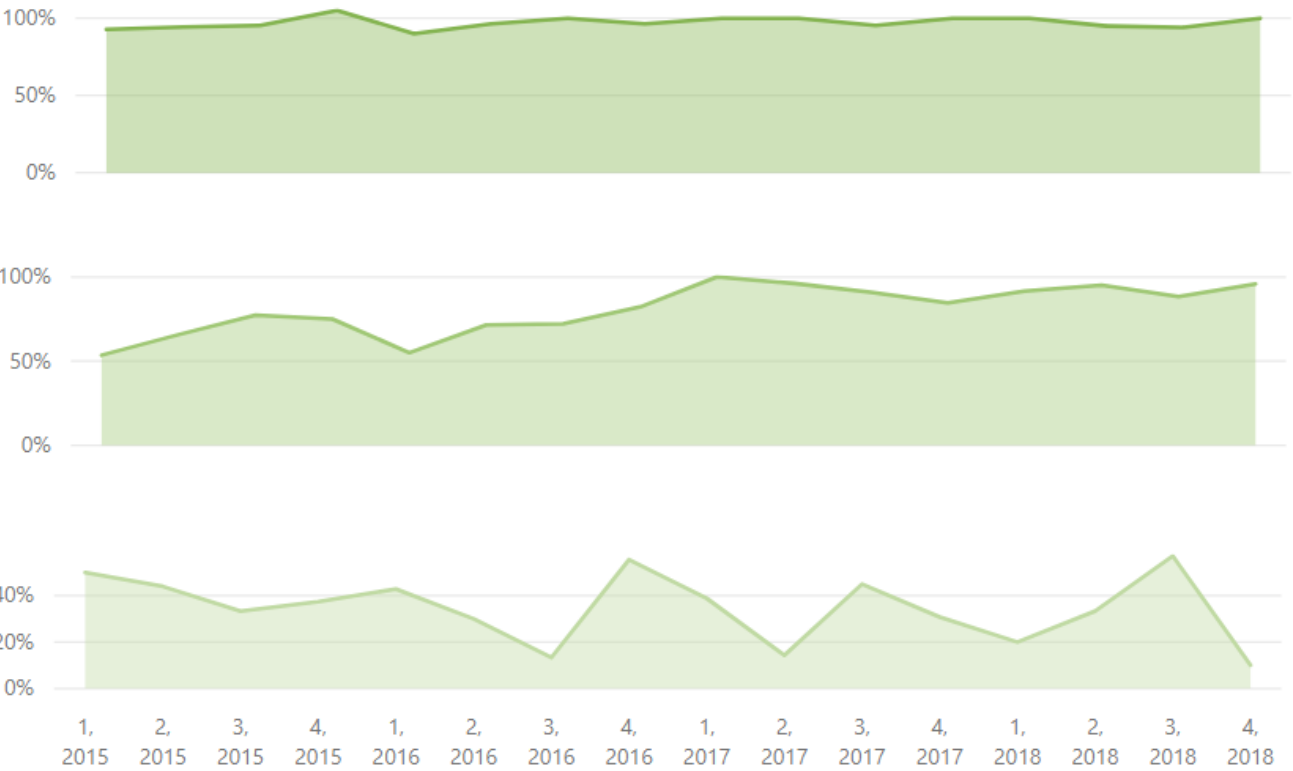
97%

% 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.)

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

0 - No Experience 1 - Need Guidance 2 - Experienced 3 - Can Teach Others L - Would Like to Learn (hover-?)

Overall experience with the following Tools

	0	1	2	3	L		0	1	2	3	L		0	1	2	3	L
Revit	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>	Sketchup	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="checkbox"/>	Virtual Reality Software (fill-in the blank)	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="checkbox"/>
Dynamo	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>	Newforma	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>	3D Rendering Software (fill-in the blank)	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="checkbox"/>
Navisworks	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>	Adobe CS	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="checkbox"/>	Energy Modeling Software (fill-in the blank)	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="checkbox"/>
AutoCAD	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="checkbox"/>	Rhino	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>	Simulation Tools (fill-in the blank)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>
												Data Viz (fill-in the blank)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>
												other (fill-in the blank)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
												hover over title for example					

0 - No Experience 1 - Need Guidance 2 - Experienced 3 - Can Teach Others L - Would Like to Learn

I have experience with...

Design Content and Execution	0	1	2	3	L	Documentation of Design and Ideas	0	1	2	3	L
entire category					<input type="checkbox"/>	entire category					<input type="checkbox"/>
Create original building design concepts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="checkbox"/>	Create 3D render images	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="checkbox"/>
Develop or expand upon building design concept	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="checkbox"/>	Diagram and create presentation materials (2D)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="checkbox"/>

What have we Learned
and how do we share it?

Back to The Future : Pre-work

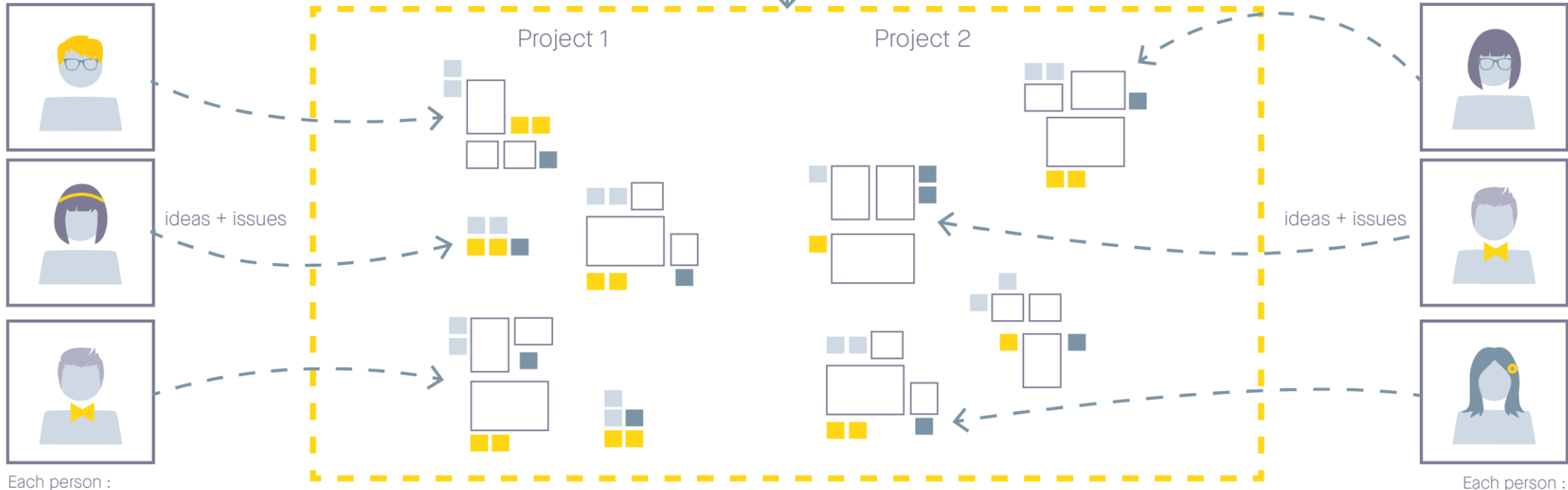
Moderator



helps organize content, thoughts, and the conversation

Project team 1

Project team 2



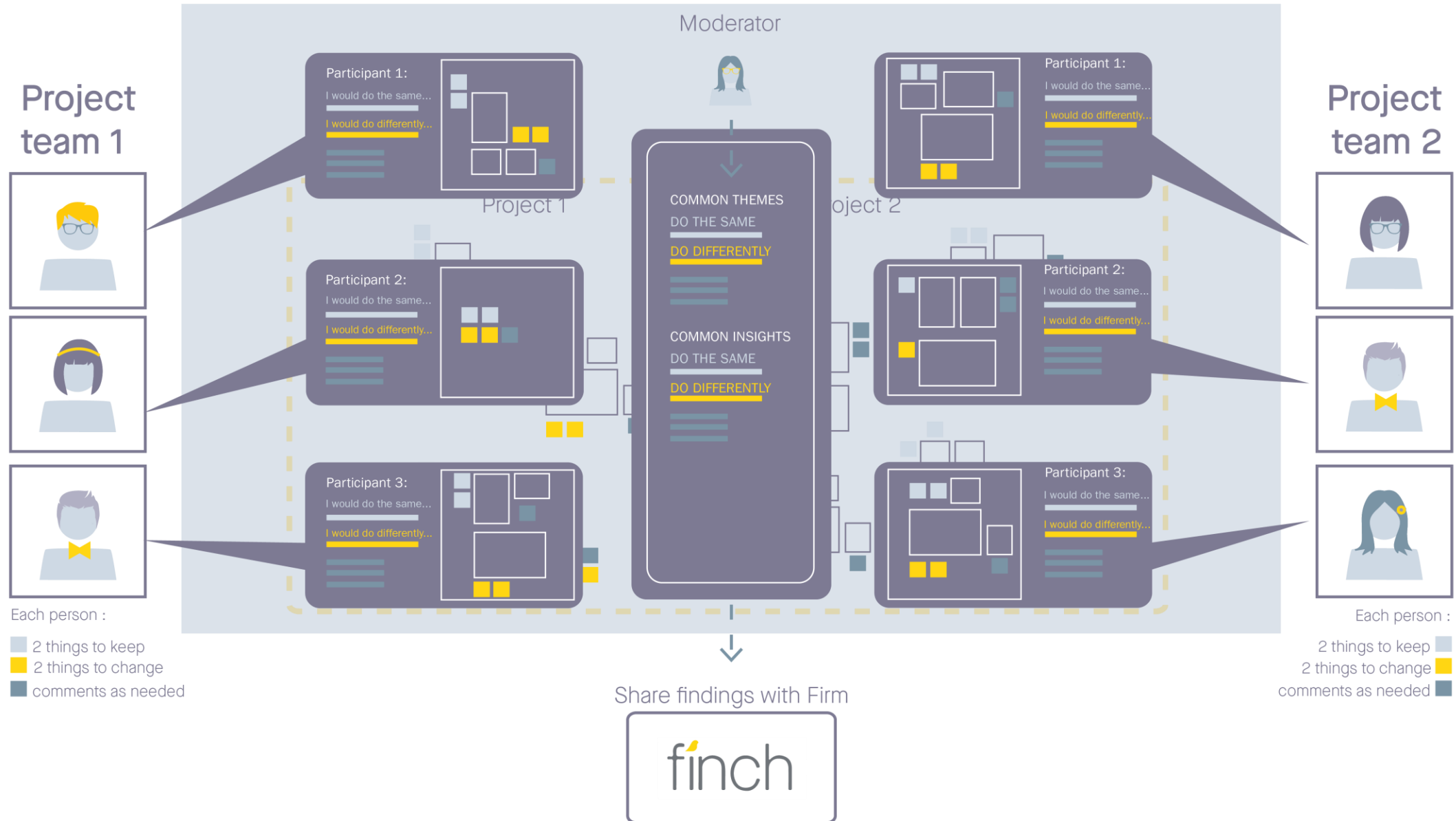
Each person :

- 2 things to keep
- 2 things to change
- comments as needed

Each person :

- 2 things to keep
- 2 things to change
- comments as needed

Back to The Future: Event

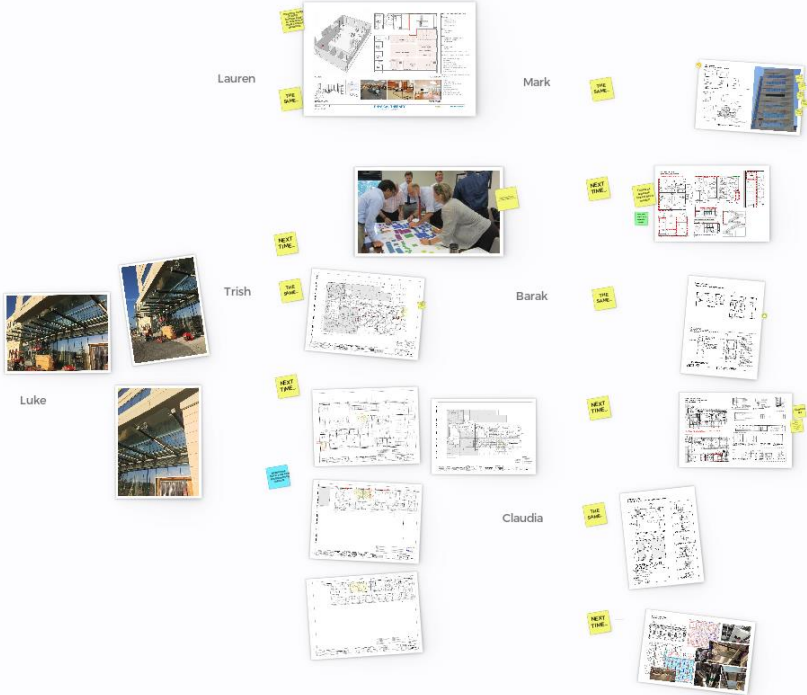


181005 Back to the Future -
Lessons Learned



HBSB2

AWTY ELC



Amanda

Michael

Blayr

Laurey

Michael

Hung

Sandra

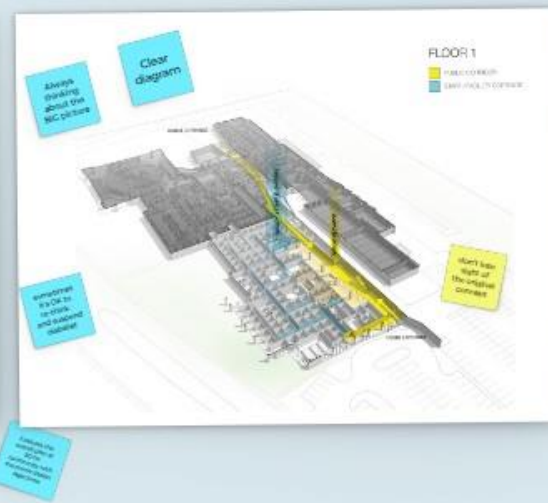
Cope

Angela



Amanda

THE
SAME...



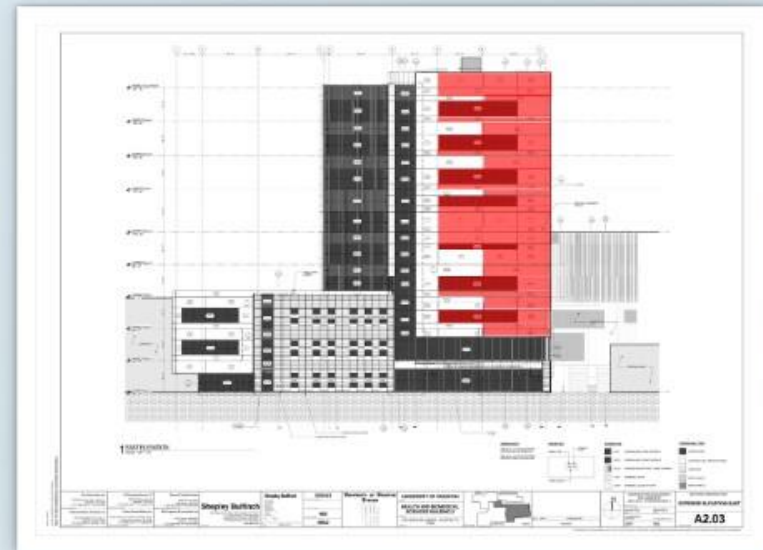
NEXT
TIME...



Good team
coordination
with GC.

Created
good will
with GC.

Were able
to respond
but keep
intent



How can we teach people
about codes?

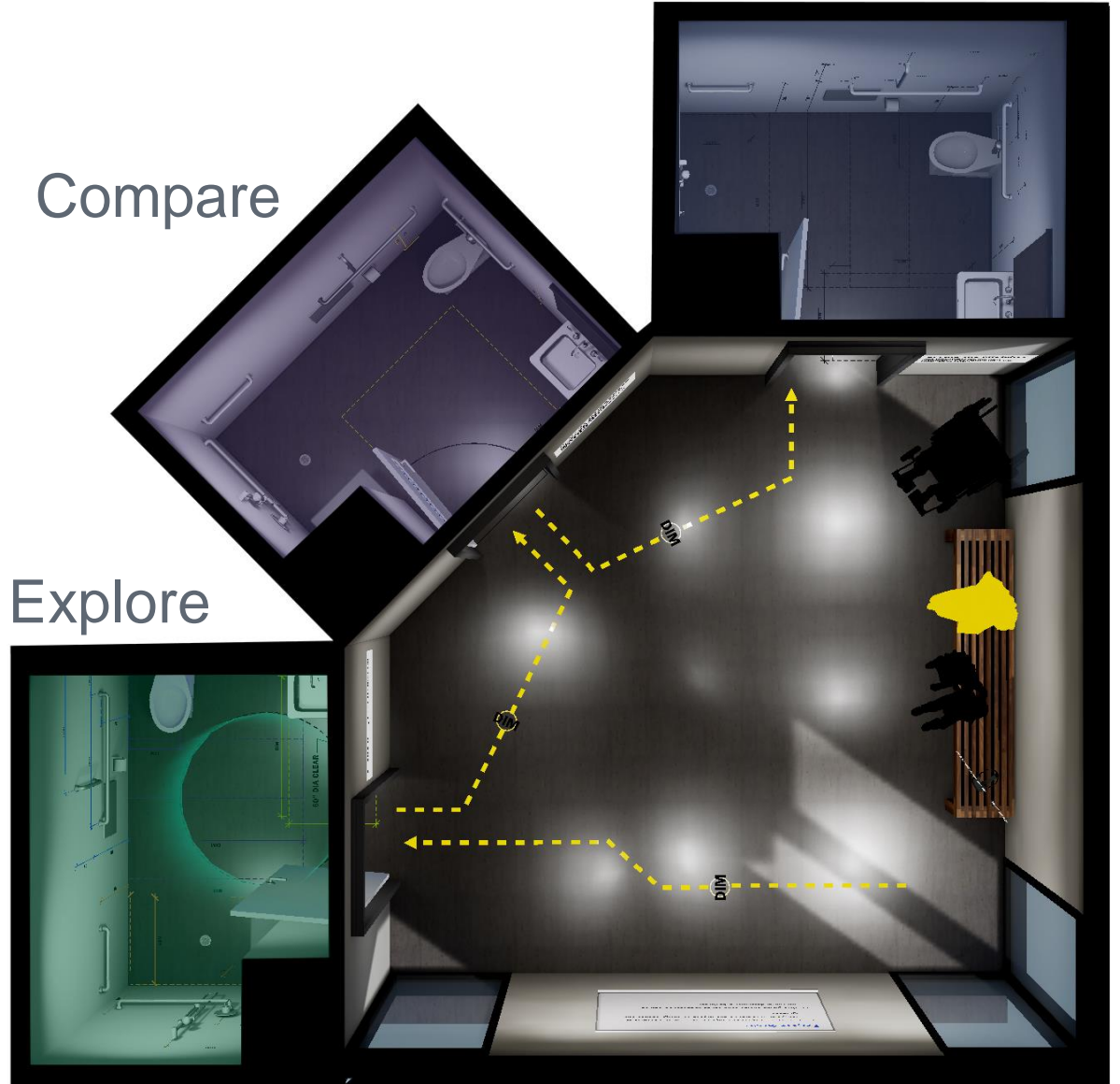
VR Code Explorer



Compare

Test

Explore





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