



Introduction to the MII and KM at MITRE

Jean Tatalias
October, 2006

Our History

- MITRE is a private, independent, not-for-profit organization, chartered to work in the public interest
- Founded in 1958 to provide engineering and technical services to the U.S. Air Force
- Currently manages three Federally Funded Research and Development Centers – for the Department of Defense, the Federal Aviation Administration, and the Internal Revenue Service
- Supports a broad and diverse set of sponsors within the U.S. government as well as internationally



Our Mission and Our Goals

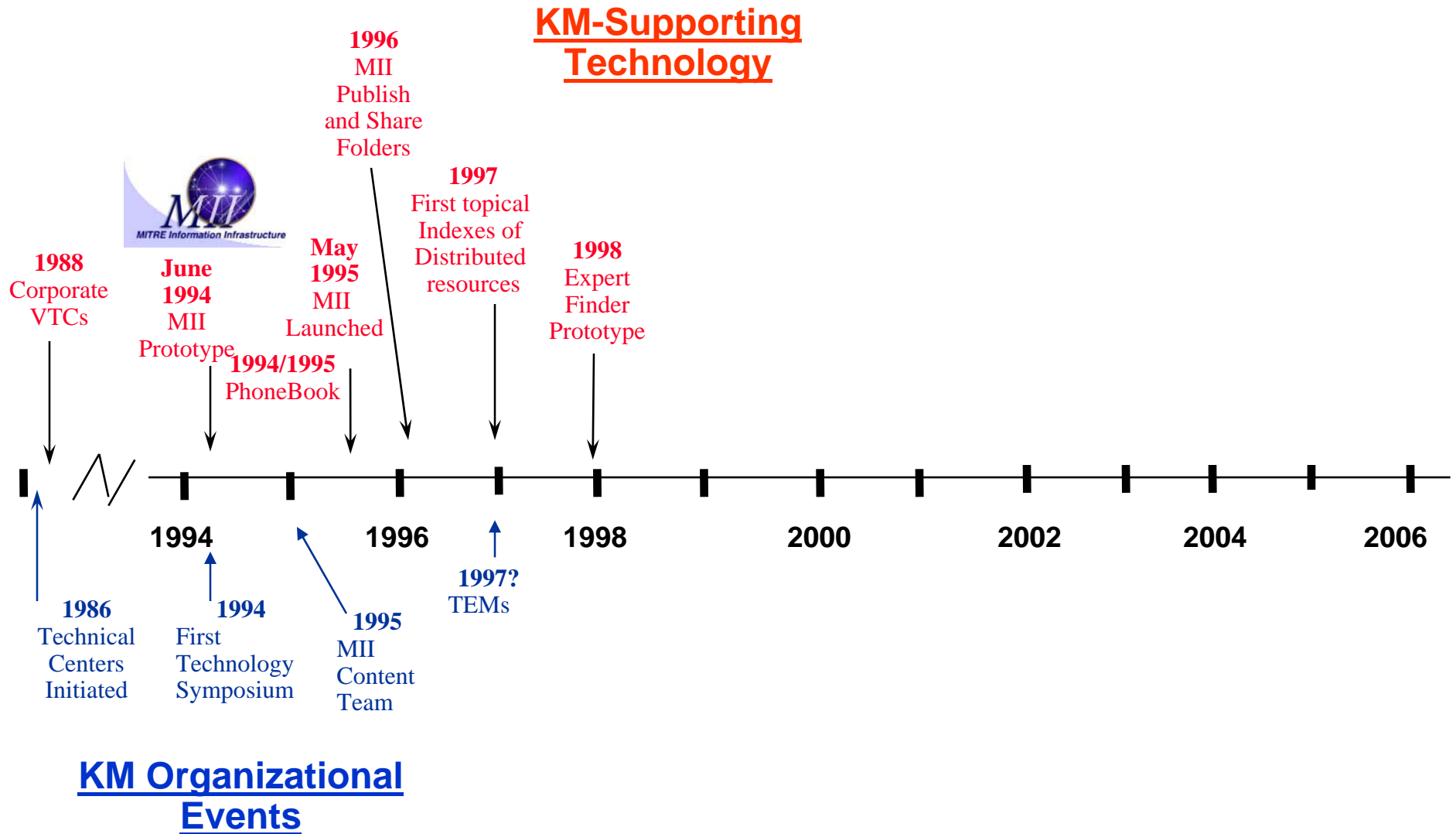
As a public interest company, MITRE works in partnership with the government, applying systems engineering and advanced technology to address issues of critical national importance.

To accomplish our mission, we will devote our energy, resources, and skills to:

- Focus on the nation's most critical needs
- Become more integral to our sponsors' missions
- Cultivate a highly engaged workforce and world-class environment
- Provide best-in-class value to our customers



“Early” Milestones in “KM” History in MITRE





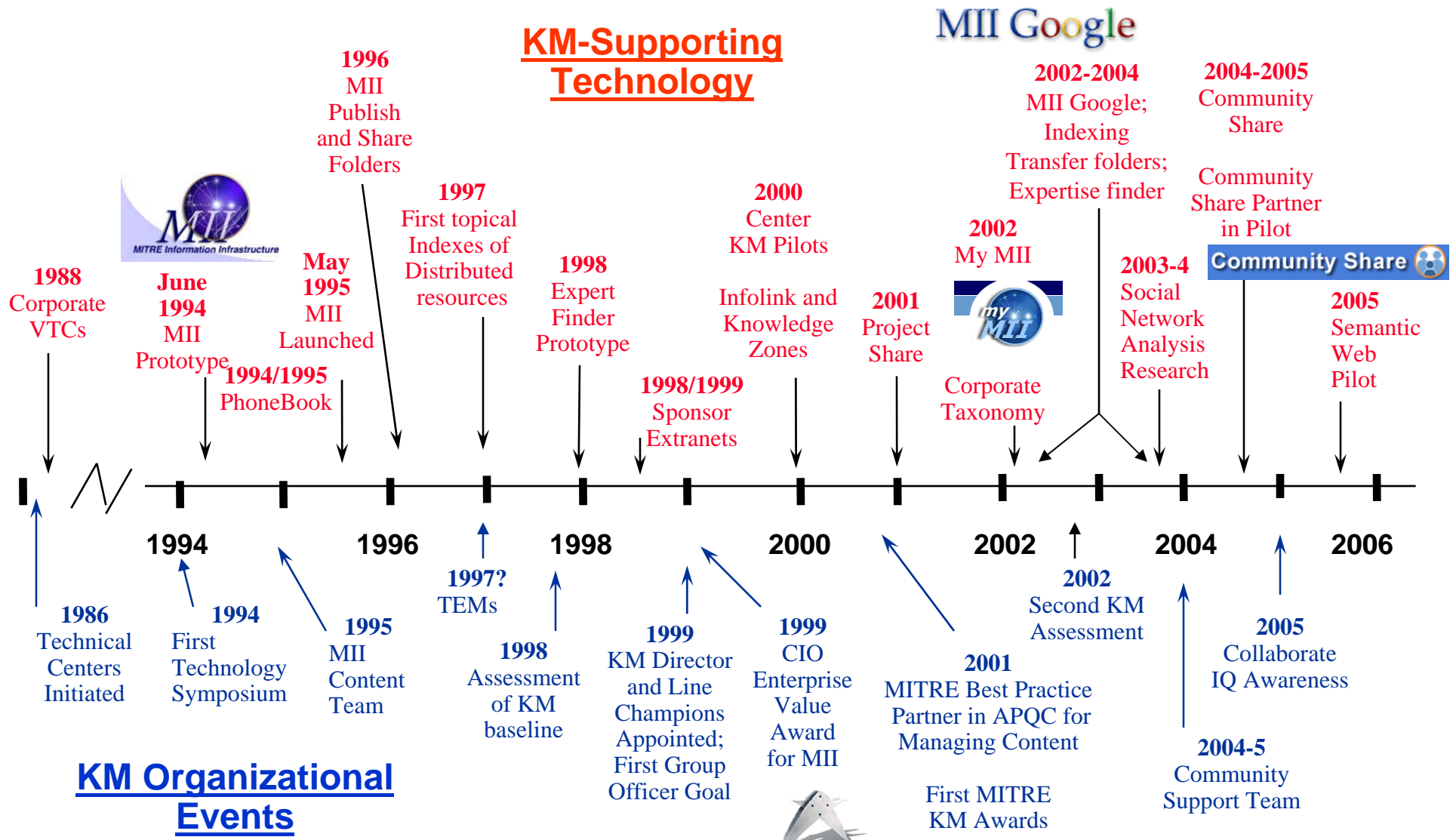
What is Knowledge Management for MITRE? (1999-2000)

**Strengthen the customer outcomes by applying the best
the company has to offer**

**Share the accumulated corporate knowledge to leverage
MITRE's FFRDC objectives**

- **Enable person-to-person Knowledge Exchange**
 - Enhance the ability to find MITRE expertise
 - Increase the opportunity for staff to participate in person-to-person exchange
- **Enable Knowledge Re-use**
 - Staff can find information via the intranet for potential re-use in the work program
 - Foster innovation and enhanced learning through knowledge capture and transfer
- **Enable Knowledge Capture**
 - Build the corporate knowledge base and ensure knowledge capture and sharing are part of our ongoing business and technical processes.
 - Staff can find information via the intranet for potential re-use in work program

KM History in MITRE



MITRE Enterprise Architecture Goals and KM Strategy

MEA GOALS

- Digital Integration with our Sponsors and Partners

“Sponsors and Partners as first-class citizens in our infospace”

- Manage Our Business and Work Digitally

“Digitize all aspects of our business [where it makes sense]”

- Community, Collaboration and Resource Exploitation

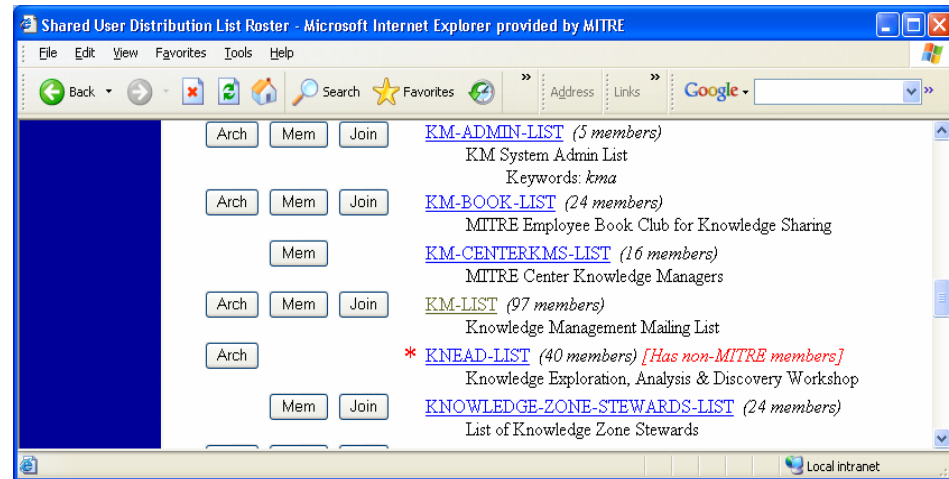
“Bringing the best of MITRE to bear through net-centric collaboration and discovery”

KM STRATEGY

- * Connect People
- * Enable and promote knowledge sharing and collaboration
- * Support communities and teams in the way they need to work
- * Actively manage information assets, their life-cycles, and their repositories
 - Support publishing, stewardship, protection
 - Information Life Cycle Management; best practice training
- * Enable information syndication, and role/custom information delivery
- * Continually align the information resources and the information services portfolio with business needs

Types of Communities and Collaboration

- **Projects**
 - Project Teams
- **Organizations**
 - Leveraging Technology Centers (1986 --)
- **Communities**
 - Specialty groups, skill clusters, user groups, (1983 --)
 - Listservs
 - Technical Exchange Meetings (TEMs) (Late 1990s--)
 - MITRE Technology Program
 - Communities of Practice



The Technical Exchange (TE_x)

Events for Creating and Sharing Knowledge

Technical Exchanges
by MITRE, at MITRE, for MITRE

Conferences, Seminars, Symposia
Other Meetings Related to MITRE's Work

Technical Exchange Meetings

The Technical Exchange (TE_x)

Events for Creating and Sharing Knowledge

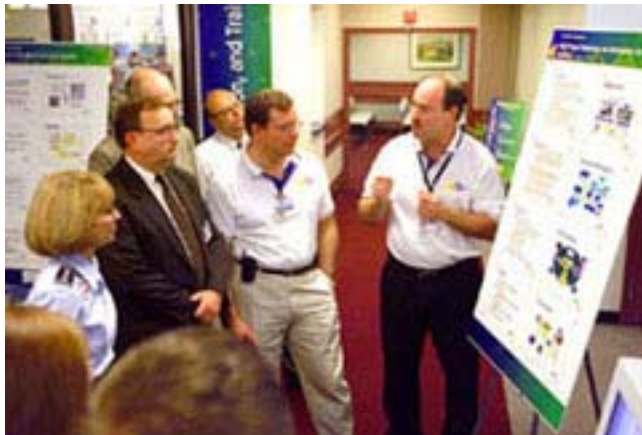
My MII - Microsoft Internet Ex...
Back Forward File
Google
Address http://info.mitre Go Links
Select Content Arrange Content
Technical Exchange
MITRE Technical Events
• [Financial Intelligence TEM](#)
• [Air Force Information Assurance Engineering Event 2006 - MITRE ONLY -](#)
• [WC3 JLS: Cyber-Nukes for Script-Kiddies: Implication of Computer Worms](#)
• [Data Sharing for Biosurveillance and Disease Intervention TEM](#)
Call For Papers
• [IEEE International Conference on Services Computing \(SCC 2006\)](#)
• [CALL FOR PAPERS: 3rd Performance Engineering TEM](#)
External Technical Events
• [MILCOM 2006 Conference](#)
(TE_x) Submit Item Go To TE_x >>
Local intranet

Technical Exchange Submission (TE_x) - Microsoft Internet Explorer provided by MITRE
Back Forward File Google Address Links
(TE_x) Submit an Item
[Bottom of Form](#)
In order to submit an item, fill out the appropriate fields below. When finished, select the "Preview" button at the bottom of the page to review submission. Fields with a red asterisk (*) are required.
1. Submitter
You are logged in as Jean A. Tatalias
2. MITRE Point of Contact*
The name of the Point of Contact which will appear in the news item:
(This field may only be edited by using the "Change MITRE Point of Contact" option below)
Jean A. Tatalias
Change MITRE Point of Contact
To change the Point of Contact, you must enter a first or last name here and click the Find button.
 find
3. Event Logistics*
Technical Event Type (see [Guidelines](#) for more information):
 Technical Exchange (by MITRE, at MITRE, for MITRE)
 Conference, Symposia, Seminar (Other Meetings Related to MITRE's Work)
 Request for Papers
Done Local intranet

Technical Exchanges
by MITRE, at MITRE, for MITRE
The Technical Exchange (TE_x) - Microsoft Internet Explorer provided by ...
Back Forward File Google Address Links
Links E-Mail Vacation Message Free AOL & Unlimited Internet MII Home
Air Force Information Assurance Engineering Event 2006 - MITRE ONLY -
When: 01/11/2006 09:00 AM through 01/12/2006 04:30 PM
Where: 1S100 Bedford, Washington, and Sites POC: [John M. Boner](#)
On January 11-12 in 1S100, a series of presentations and panels will provide insights into the MITRE AF Information Assurance work program. This year's cyberspace event will focus on: Secure Information Sharing - timely, flexible, and secure information exchange across domains; Secure/Survivable Service Oriented Architectures; Defending against capable and motivated foes; and Last 100 miles/Mobile everything everywhere. Programs featured will share their top IA challenges.
[more](#)
Last updated: 12/29/2005 06:12 AM [Top of Page](#)
Data Sharing for Biosurveillance and Disease Intervention TEM
When: 01/18/2006 08:00 AM through 05:30 PM
Where: 100, MITRE 2, McLean, VA POC: [Maeve C. Kluchnik](#)
With the increased concern about naturally occurring and terrorist bio-threats, it is critical to understand how biomedical data can be shared efficiently and effectively. The goals of this BioTEM are to examine different models of data sharing in a variety of contexts and to identify strategies for improved data sharing, in order to plan for and respond to an emerging threat at the appropriate system level. Fast jump: BioTEM
[more](#)
Last updated: 11/01/2005 08:57 AM [Top of Page](#)
Financial Intelligence TEM
When: 02/28/2006 07:00 AM through 02:00 PM
Where: MITRE McLean POC: [Conrad Chang](#)
The use of financial intelligence in combating money laundering and terrorist financing has intensified since September 11, 2001, after the enactment of the Patriot Act in 2001 and the Intelligence Reform Act of 2004. Our intent is to bring together sponsors and MITRE staff working in these areas to develop a
Local intranet

MITRE Technology Program Knowledge-Sharing

- **Annual Technology Symposium to bring together MITRE staffers, sponsors, and academicians to review the fruits of the MITRE Technology Program.**
 - “make connections between our principal investigators and the work program managers so they can explore how to apply our research in the customer's environment. By seeing the research, and interacting with the principal investigators, the customers have an opportunity to explore innovative ways of solving their problems. The symposium also enables considerable sharing among our staff, which can lead to joint ventures in which they share their knowledge.”



MTP teams

Chief Engineers
Technology Integrators
Technology Area Teams
Principal Investigators

Knowledge Management Awards



- Encourage knowledge management contributors across the organization
- Recognize individual and group efforts that demonstrate the knowledge-sharing behaviors critical to our success.

FROM Presidential Award Citations:

John Anderson is recognized for his leadership in cultivating and maintaining a sense of community and shared commitment across the MITRE organizations that support Enterprise Architecture and Engineering. John is a relentless knowledge sharing advocate ...

Dr. Frank Stech has shared publications and commentary through MITRE mailing lists for technical integrators, analysts, and support staffers. He has also shared ... expertise across research projects, conducted lectures and briefings for MITRE colleagues and sponsors, and ...

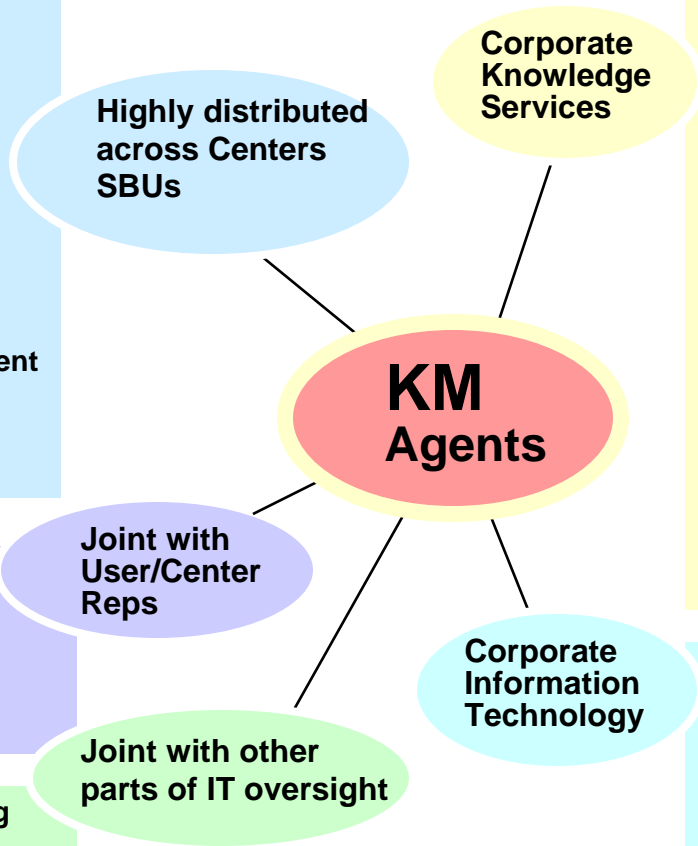
Dr. Donna L. Cuomo is honored for the vision and leadership that initiated the Community Share efforts, which enhanced the knowledge sharing of teams across MITRE and its partners. Through Dr. Cuomo's advocacy of MITRE's knowledge sharing capabilities, the MII ... allows staff to use MITRE's rich knowledge stores

Distributed Roles in Knowledge Management

- Web collections stewardship
- Community Share knowledge stewardship
- Employee share stewardship
- Extranet stewardship, including customer members
- Center Knowledge Managers
- Center portals with special content
- Center applications – from the “edge”

- CIO Council: Priority for Investments
- Information Policy Council
- KM award selections

- Enterprise Architecture Planning
- Information Architecture Planning
- Information Security decisions



- Community Support Team: SharePoint design, community set up & consultation
- Content management team: web steward support, web standards, global knowledge maps
- Fast Forward team: change management and technology best practice
- Custom Research and KM team: project support in custom knowledge work
- Digital asset management team: licenses for content
- Project leadership in KM technologies: search, community share, information life cycle
- Infodesk: on-demand help for finding information
- Records and Archives: retention policies and user support
- Corporate knowledge applications: COTS and custom
- Technical staff for Knowledge Technology Projects
- ERP systems
- MII and portal infrastructure
- Help Desk: on demand technology support
- Information Policy Implementation





Backup Slides



Definitions

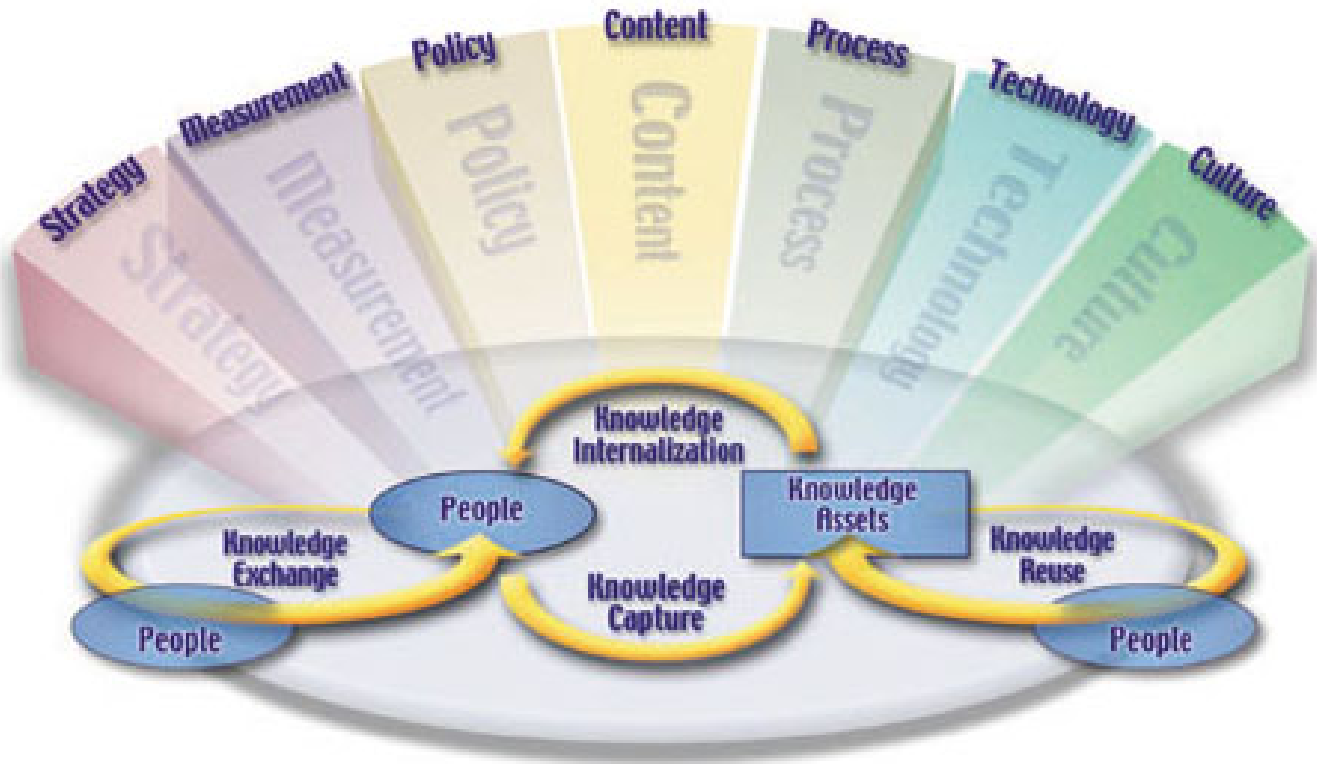
- **Knowledge Management (KM):**
The strategy, processes, and technology employed to enable an enterprise to acquire, create, organize, share, and make actionable knowledge needed to achieve the vision of the enterprise.
- Knowledge of technology, processes, markets, customers
- Implicit and explicit knowledge
- KM draws solutions from and contributes to multiple disciplines including
 - management science
 - information retrieval and artificial intelligence
 - social sciences, especially organizational behavior

KM Enablers and MITRE Strategy



MEA Goal 3
Community, Collaboration and Resource Exploitation

“Bringing the best of MITRE to bear through net-centric collaboration and discovery”



Strategy:

Connect People	Manage Assets	Align Services
Support Communities	Enable Sharing & Collaboration	Enable Search & Delivery

Empowering Teams: A User-Centered Perspective on the MITRE InfoSpace

Each MITRE employee is a member of many teams, each with a different job to do ...

Corporate “Info space” View: Generic Info Consumer Search, Browse, Subscribe

Workgroup members	Organizational	Community of Practice	Projects	Programs/ Initiatives	Councils
	Corporate Center Division Dept Group	Spec Int Grps Cluster Grps Professional Interest TEMs	Sponsor Program Type Size Composition	Specific mission Members	Specific mission Members

Personal and Role View: My Content, My Situational Awareness

MITRE's Collaborative IQ

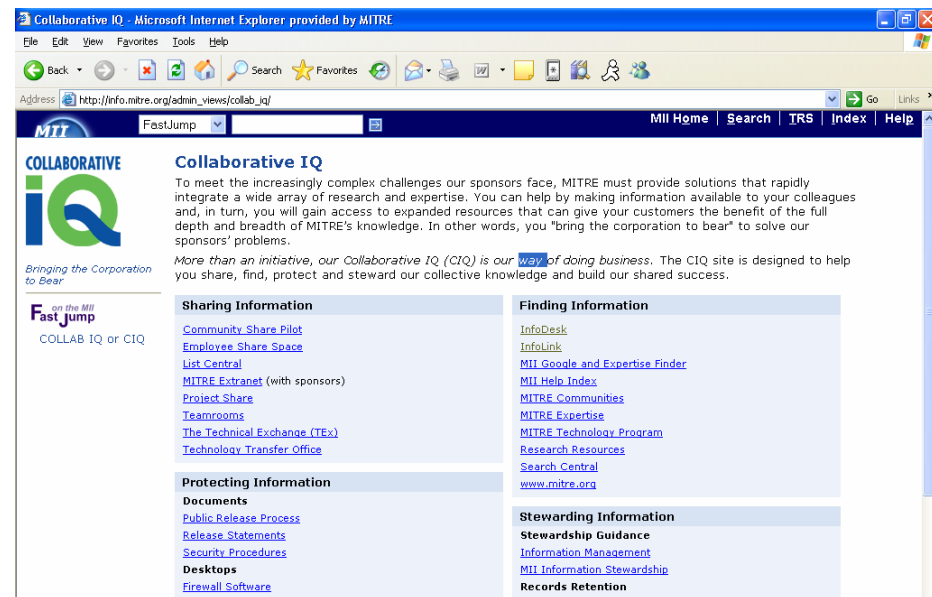


What is MITRE's Collaborative IQ? (MII Fastjump: CIQ)

Making your information available to MITRE staff and gaining access to expanded resources that give customers the benefit of the full depth and breadth of MITRE's knowledge. In other words, "bringing the corporation to bear" to solve our sponsors' problems.

4 Key Areas:

- Sharing Information
- Finding Information
- Protecting Information
- Stewarding Information



Strengthening Collaboration

Collaborative IQ Home Page - Microsoft Internet Explorer provided by MITRE

FastJump

MII Search | IRS | Index | Help

Search this site: Go >

Collaborative IQ Home Page [Print Page Content](#)

Among MITRE's unique qualities is our focus on collaboration and knowledge sharing, on bringing the Corporation and its body of knowledge to bear. This site provides tools and resources for building effective collaborative relationships within MITRE, including softshell, joint projects, and collaboration beyond projects.

Sharing Staff

- [What Is Softshell?](#)
Why establish a softshell arrangement
- [Best Practices for Softshell Managers](#)
How to build a solid softshell relationship
- [Best Practices for Softshell Staff](#)
Get the best from both home and softshell departments
- [Goal-setting for Matrixed Staff](#)
Goals for matrixed staff
- [Sample Softshell Agreements](#)
Elements of a standard agreement

Collaboration Beyond Projects

- [How Can I Join a Community Discussion?](#)
Guidance on communities of interest at MITRE
- [How Can I Find Experts Working in My Area?](#)
Resources for finding expertise
- [How Can I Share My Expertise?](#)
Opportunities and tools for sharing knowledge
- [Collaborative IQ Initiative](#)
Sharing, Protecting, Finding, and Stewarding Information
- [Collaboration Success Stories](#)
Cross-center partnerships

Joint Projects

- [What Are Joint Projects?](#)
Advantages of multi-sponsor environments
- [Best Practices for Joint Projects](#)
Coordination, communication are key
- [MITRE Joint Project Success Stories](#)
Recent MITRE joint projects

Send Us Your Feedback

Do you have a collaboration success story, a MITRE community, a resource, or a best practice you'd like to share? Please [contact us](#).

Current as of: 04/11/2006 | Content Provider: [Chris Sandulli](#) | Page Maintainer: [Deb Jacobson](#) | FastJump: COLLAB IQ or CIQ

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