

**Seminar Series:** The OERRM/OER Knowledge Management Seminar Series, "Knowledge Management and You!"

**Sponsor:** OERRM/OER

**Title:** Communities of Practice and Enterprise Portals

**Speaker:** Richard W. (Dick) Warrick, [IBM](#)

**Time:** MONDAY, December 5<sup>th</sup>, 2005, 2:30pm - 4:00pm

**Location:** Rockledge 2, 6701 Rockledge Dr. Bethesda, MARYLAND 20892 / Conference Room 9112/9116. (NIH shuttle accessible, free parking on site.)

**Overview:**

*"Not so long ago, companies were reinvented by teams. Communities of practice may reinvent them yet again—if managers learn to cultivate these fertile organizational forms without destroying them." --Etienne C. Wenger and William M. Snyder, Harvard Business Review*

In every organization, colleagues share knowledge and innovate solutions through communities of practice (CoPs). CoPs are characterized by their collaboration, agility and innovation. CoPs span organizational, temporal and geographic boundaries to synthesize and apply multi/trans disciplinary staff knowledge, skills and expertise to support their individual staff and to advance their enterprise goals.

CoPs are critical resources for many organizations and advance mission critical functions at the enterprise level including: knowledge sharing; knowledge creation; process improvement and innovation; peer to peer learning and mentoring; strengthening of organizational identity and relationships; capture and leveraging of best practices, lessons learned, Standard Operating Procedures (SOPs), templates and applications; and the development and maintenance of knowledge databases. These organizations recognize that CoPs provide significant "added value" and "return on investments" to their organizations and their stakeholders, and they formally recognize and actively support their CoPs (e.g., NASA, Department of the Navy, IBM, FAA, BP, World Bank).

CoPs naturally exist at the NIH, and they provide us with channels for knowledge sharing, knowledge creation, innovation and issue resolution. NIH CoPs span business process management and research domains and can be found in referral and review, reports and analysis, program management, portfolio analysis, IT, human resources, basic and clinical research, and other areas. This seminar will provide us with a forum to enhance our understanding of CoPs, and to identify ways to further support and coordinate these valuable NIH resources.

Please join us for this presentation by Dick Warrick, an IBM consultant/executive in Knowledge Management, who will provide us with a high level overview of CoPs, describe specific CoP techniques/technologies, share CoP success stories, and discuss how enterprise portals can support and facilitate CoPs.

### **Additional Seminar Information:**

- Please note that this seminar is on a ***"first come, first seated"*** basis. While not required, your **RSVP** to [oerrmkm@mail.nih.gov](mailto:oerrmkm@mail.nih.gov) will help us to better coordinate the event. (No fee or registration is required).
- The seminar event will be [videocast](#) LIVE on the WEB and it will be available in the videocast [ARCHIVE](#). If you experience issues with the videocast, please send an e-mail immediately to [videocast@mail.nih.gov](mailto:videocast@mail.nih.gov) for help.
- Please bring appropriate required identification (e.g. NIH ID badge for NIH staff; driver's license for non-NIH employees)
- OERRM Knowledge Management Portal (NIH access only. Please login with your NIH username and password): [OERRM/OER KM Portal](#)
- NIH VISITOR INFORMATION: [NIH Visitor Information](#)

**Special Needs:** Sign language interpretation has already been arranged. For assistance, please contact Interpreting Customer Service at [InterpretingServices@ors.od.nih.gov](mailto:InterpretingServices@ors.od.nih.gov), (301) 402-8180; TTY (301) 435-1908.

Individuals with disabilities who need reasonable accommodation to participate in this seminar should contact Carole Harman or Chris Gaines, ORS, DOES, (301) 402-8180; or TTY (301) 435-1908; and/or the Federal Relay (1-800-877-8339).

### **OERRM Knowledge Management contact:**

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