



Going over the top
Fiction daredevils walk on walls for youngsters
Turn to page 14



Toast of the campus
Why Waterlooville backs student sport spectacular
Turn to page 15



Souled out in submarine hall as thousands celebrate success
Turn to page 06 for full details

News for BAE Systems Naval Businesses • January/February 2006

WAVELENGTH

Project aids UWS to share its domain knowledge

Knowledge Management

Underwater Systems managing director Andy Williams believes: "One of the main reasons for the success of UWS over the years is the domain knowledge of our people". So what happens when those people leave the business or retire?

That was the problem facing the business as it found that key knowledge was held by a relatively small number of people and, with many in the retirement frame, business continuity was at risk.

The solution was a knowledge management project, led by Vince Phillips, that would enable the holders of expertise to deliver their expertise into a structured knowledge base, easily accessible to anyone else who needed it.

Working with SOLASS, a specialist knowledge engineering company, a pilot project was initiated in 2005 on Spearfish torpedo safety to establish the viability of the approach and the tools available.

Following positive feedback from this pilot, UWS implemented six further knowledge management projects.

"THIS PROJECT WILL ENSURE THAT THIS KNOWLEDGE IS PRESERVED AND OUR SUCCESS CONTINUES"

Andy Williams, Managing Director

The SOLASS-delivered solution runs on standard desktop and laptop PCs, ensuring that once captured the company's knowledge assets are secure and accessible.

Vince said "Much of the success lies in the fact that the solution has proven easy to use and the awareness training has encouraged domain experts to engage and provide high quality inputs".

"Hidden knowledge has been uncovered and we can see the potential to improve and maintain knowledge capture processes and procedures."

In January UWS made a further investment to integrate the use of knowledge management techniques into the organisation. This will see the delivery of knowledge management tools to key personnel across the business.

Vince said "This will contribute to resource management, succession and learning and development planning matters, as well as compliance with life cycle management requirements such as learning from experience and project data management".

Andy noted "This project will ensure that this knowledge is preserved and our success continues".