



**Market:** Aerospace

**Customer:** NASA

**Problem:** In 2003, NASA realized that it was not functioning as a “learning organization”. Since that time, NASA has worked to strengthen its lessons learned process and foster a culture of knowledge sharing and transfer. NASA, like many federal agencies, is also feeling the pressure of an aging workforce. The challenge is to foster a knowledge sharing culture that will continue to achieve impressive scientific, technical, and exploration successes.

**Solution:** Bridgeborn supports the Chief Knowledge Officer (CKO) at NASA Goddard Space Flight Center as he works to create an organizational culture of knowledge sharing and learning. To accomplish this goal, Bridgeborn’s Subject Matter Experts and Technical Writers are working with NASA leaders, engineers, and scientists to implement three key learning practices:

**Knowledge Sharing Forums** – project leaders share lessons learned from recent project experience with other project teams

**Pause and Learn (PaL) Sessions** – adapted the Army’s After Action Review concept to support NASA mission teams. Facilitated discussions conducted before or after mission milestones to identify learning points and accomplishments during the project rather than after launch.

**Experience-based Management and Technical Training** - developed in-depth case studies that provide a context for project leaders to share and transfer knowledge through interactive, discussion-based training

Services Provided	
	Analysis
	SDE&I
	Data Visualization
✓	Support Services
✓	Training and Education
	Research and Development



**Value to Client:** Bridgeborn has helped Goddard’s CKO implement his learning architecture and better function as a “learning organization”. Bridgeborn has helped strengthen NASA’s lessons learned by implementing the PaL process, which has improved knowledge sharing / transfer through forums and discussion-based training. The result of this support is that Bridgeborn has helped NASA implement and adhere to best management practices for lessons learned. Bridgeborn’s support has helped ensure that as the aging workforce retires, NASA Goddard can continue to successfully support missions without any gaps in knowledge or expertise necessary to perform critical functions.