DI Sabrina Wagner, BSc., MBA
Knowledge Management for Engineers and Scientists

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Summary of Discussion on KM Potentials – January 15, 2025

ABC completes 25-30 projects annually in the ABC sector in Vienna.Lessons learned (cost estimates, supplier offers, experience values, etc.) are difficult to retrieve after project completion. However, documenting lessons learned and other experience values would significantly aid in future project budgeting and planning.

Challenges:

Which tool can be used to document lessons learned?

Which tool enables easy access to lessons learned?

Solution Approach:

Project History DatabaseSee also LinkedIn content:https://www.linkedin.com/posts/sabrinakochkm_km-in-pm-budget-constraints-activity-7185543809793986560-uTZH?utm_source=share&utm_medium=member_desktop

Implementation Steps:

1) Create a simple database prototype in Excel

Historical Project Database

Project name	Scope	Budget	Keywords	Person in Charge	Link
Anlagenoptimierung ABC	Rohrleitung	3,000 €	Vermessung, Kostenabschätzung, Angebotslegung	Hans Mayer	C:\Users\ProjectServer\Data

2) Plan a meeting, involve interested stakeholders, and explain the benefits

3) Incorporate optimization suggestions into the prototype

4) Collect data in the Excel prototype during project closing processes

5) Promote the project history database in all meetings

6) Potential transition to another software solution (e.g., SQL, Access, or a customized solution)

7) Optimize functionality, restrict or expand access as needed

8) Define 1-2 database owners and ensure continuous improvement of functionalities

This approach is based on my own experience. After approximately 8 months of gradual functionality enhancement, the database was widely used by over 50 employees for resource planning, prioritization, and time estimation of engineering tasks.

The Role of Artificial Intelligence in KM Systems

We also discussed the role of AI in Knowledge Management Systems (KMS). Generally, caution is required regarding data protection when using new tools.From my experience, AI models should be integrated into KMS, including ownership structures, to maintain oversight.

About My Knowledge Management Services

Towards the end of our discussion, I provided an overview of my services as a Knowledge Management consultant.

I offer online consulting on Knowledge Management, primarily for engineers and scientists, available as individual sessions or within a 6 to 12-month subscription model.

Areas of expertise include:

Knowledge Management System (KMS) implementation
Skill Matrix development
Training and Mentoring Needs Planning
Knowledge Database structuring
Knowledge Transfer strategies
Customized technological solutions

I prioritize tailored solutions that are precisely adapted to each client's needs.

For larger KM initiatives and projects, I am available upon request. Additionally, I offer keynotes, workshops, and on-site visits.To schedule an appointment, simply contact me at office@sabrina-wagner.at.

Sabrina's Comment:

Access to historical (project) data can be a game-changer in budgeting, planning, and estimating individual tasks at the start of a project.

Two key Knowledge Management challenges are thereby addressed:
Redundancies
Starting from scratch each time

For example:

An old project timeline can be easily copied and adapted.
Budgeting can be approximated from past projects.
Employees gain new skills through shared lessons learned, accelerating future projects.
However, to make this possible, historical project data (lessons learned) must be correctly, quickly, and easily entered and retrieved from a database.

From experience, employees tend to avoid complicated documentation processes or overly complex KM process software.

Recommendation: Start with the simplest solution and involve employees in the database development process, progressing step by step.