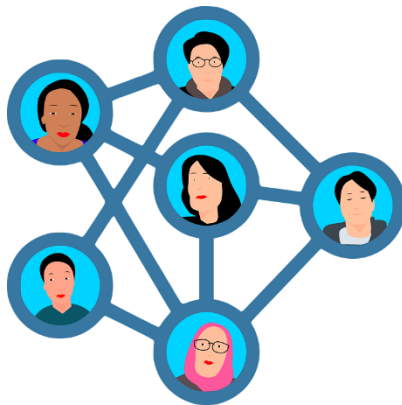


ECKM 2023

24th European Conference on Knowledge Management
7-8 September 2023, Lisbon, Portugal

Mini Track on How to ... Lessons Learned

Mini Track Chair: Andrew Herd, European Space Agency, The Netherlands



Academic investigation and case studies in to the (new technology) means for implementing effective Lessons Learned - which as has direct and positive implications for the means by which knowledge management is implemented.

Implementation needs to cover aspects of “people, process and technology” and these are approaching simultaneous solutions through the use of innovative and novel means. The key to success in lessons learned is to fully understand and address the interactive influence of these three aspects. As such it is key to provide not only effective processes and cultural interventions but also to apply the appropriate technology as the means provided.

I would very much welcome a focus on applied technologies in addressing the “people, process and technology” paradigm that is needed to be addressed for both effective and efficient lessons learned (and also knowledge management).

Suggested topics include but are not limited to:

- learned through
 - “people”
 - “process”
 - “technology”
- Ways in which technology can be an effective means to implement “total” lessons learned
- Technology addressing people-based needs
- Technology addressing process-based needs



Andrew Herd is a knowledge management and lessons learned senior expert and practitioner. He has worked at the European Space Agency for 20 years and for the last 7 years been dedicated to the area of knowledge management at ESA including being the lead for corporate lessons learned since its conception at the Agency. Andrew has been part of internal activities for KM as well as knowledge sharing on KM and LL processes outside of the Agency: with industry, academia and also other non-profit organisations. Whilst working as a thought leader in this area, he is actively open to new ideas and adopting or adapting these within the specific organisational context of the Agency.

Submission details

In the first instance a 300 word abstract is required, to be received by **15 February 2023**. Submissions must be made using the online submission form at <http://www.academic-conferences.org/conferences/eckm/eckm-call-for-papers/>

If you have any questions about this track, please email the mini track chair: Andrew.herd@esa.int
See more about ECKM at <http://www.academic-conferences.org/conferences/eckm/>