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ECKM 2024

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Pannon Egyetem
University of Pannonia

Mini Track on How to … Lessons Learned

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Academic investigation and case studies into any new technology or process means implementing effective Lessons Learned, and this 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 need to come together to produce simultaneous solutions through the use of innovative and novel means. The key to success with lessons learned is to fully understand and address the interactive influence of these three aspects. As such it is key to providing not only effective processes and cultural interventions but also to applying the appropriate technology.

This track welcomes contributions on applied technologies that address the "people, process and technology" paradigm that is needed for both effective and efficient lessons learned (and also knowledge management).

Suggested topics include but are not limited to:

- Lessons 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, 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 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 **13 February 2024.** Please read the guidelines here: https://www.academic-conferences.org/conferences/submission-information/

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: Andrew.herd@esa.int

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