The Abdus Salam
International Centre for Theoretical Physics

United Nations
Educational, Scientific and
Cultural Organization

IAEA
International Atomic Energy Agency

1962-22

Joint ICTP-IAEA School of Nuclear Knowledge Management

1 - 5 September 2008

Knowledge Management: Safety Considerations

P. FIRBAS
IAEA, INIS & Knowledge Management Section,
P.O. Box 100
A-1400 Vienna
AUSTRIA

Managing Nuclear Safety Knowledge - Safety Considerations

Petr Firbas

IAEA

Department of Nuclear Safety and Security

IAEA

International Atomic Energy Agency

Presentation Outline

- Background
- KM at NS/IAEA
- KM for Member States

IAEA

International Atomic Energy Agency

Agency's Three Pillars

- Verification
- Nuclear Technology
- Safety and Security

IAEA

SAFETY VISION

A strong, sustainable and visible global safety regime

<u>that provides for:</u>

- protection of people and the environment from effects of ionizing radiation
- minimization of the likelihood of accidents or malicious acts that could endanger life and property, and
- effective mitigation of the effects of any such events

IAEA

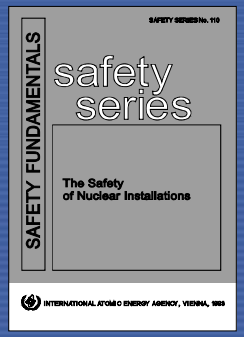
Why do we need nuclear KM?

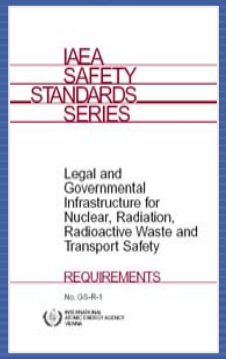
- Nuclear knowledge is a strategic asset, which needs to be preserved, as it is needed for safe use of nuclear science and technology.
- The nuclear workforce is aging, without a corresponding influx of appropriately qualified younger personnel to replace them.
- The Agency established, in 2002, KM as an Agency-wide cross cutting activity. This activity was requested by GC resolutions.

IAEA

IAEA NS - STRATEGY

- Three challenges:
  - Global use of IAEA Safety Standards
  - Integrating Safety Standards and their application
  - Global networking and outreach



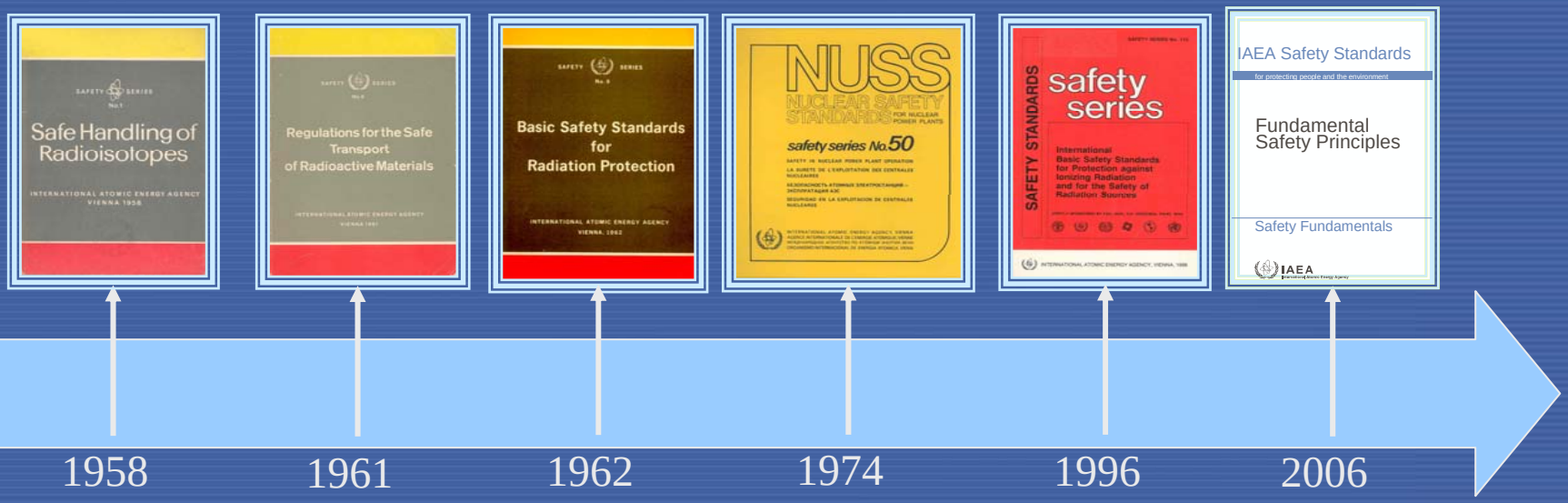


IAEA

Safety Standards

Fundamental Safety Principles

Board approval of in June 2006



IAEA

Conference on KM in Nuclear Facilities

- **Nuclear knowledge management should become an *integral part of all nuclear activities* on project, corporate and national levels:**
  - As part of all large nuclear *projects*;
  - As part of the corporate or institutional management system of all *organizations* involved in research, development and utilization of nuclear energy and radiation technologies;
  - As part of *national (governmental)* nuclear development plans and policies

IAEA

Conference on KM in Nuclear Facilities

- Nuclear knowledge management can
  - contribute to maintaining the core knowledge that must be in place to operate existing plants safely;
  - help achieve gains in economic and operational performance;
  - help preserve existing knowledge and channel it towards future innovations;
  - help assure the smooth and effective transfer of the knowledge of today's generation to the next generation.

IAEA

Department of NS - Background

- Department of Nuclear Safety & Security (NS), has approx. 200 staff
- 3 Divisions & 10 Sections - each with related network drives
- Information exchange was mostly been done through one common network drive or by e-mail
- Knowledge was stored in many different locations and databases

IAEA

Knowledge Portal for NS Staff

Objective:

To provide an integrated solution to capture, preserve, create and share safety knowledge amongst staff in NS

IAEA

KM Portal Implementation

- Planned step by step process
- Promoted by upper management
- Environment conductive to knowledge sharing
- Incorporated in work routines

IAEA

Benefits of KM Portal

- Faster decision making and better quality decision.
- Greater opportunities for collaboration and sharing knowledge.
- Better and faster access to expertise, when needed.
- More targeted and effective education and training
- Wider dissemination of nuclear safety knowledge.

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Thematic Areas

Road Map:

- Develop the NS Knowledge Map
- Identify data sources and file structures
- Identify relevant documents
- Provide access and training to staff
- Populate the knowledge map of the Portal

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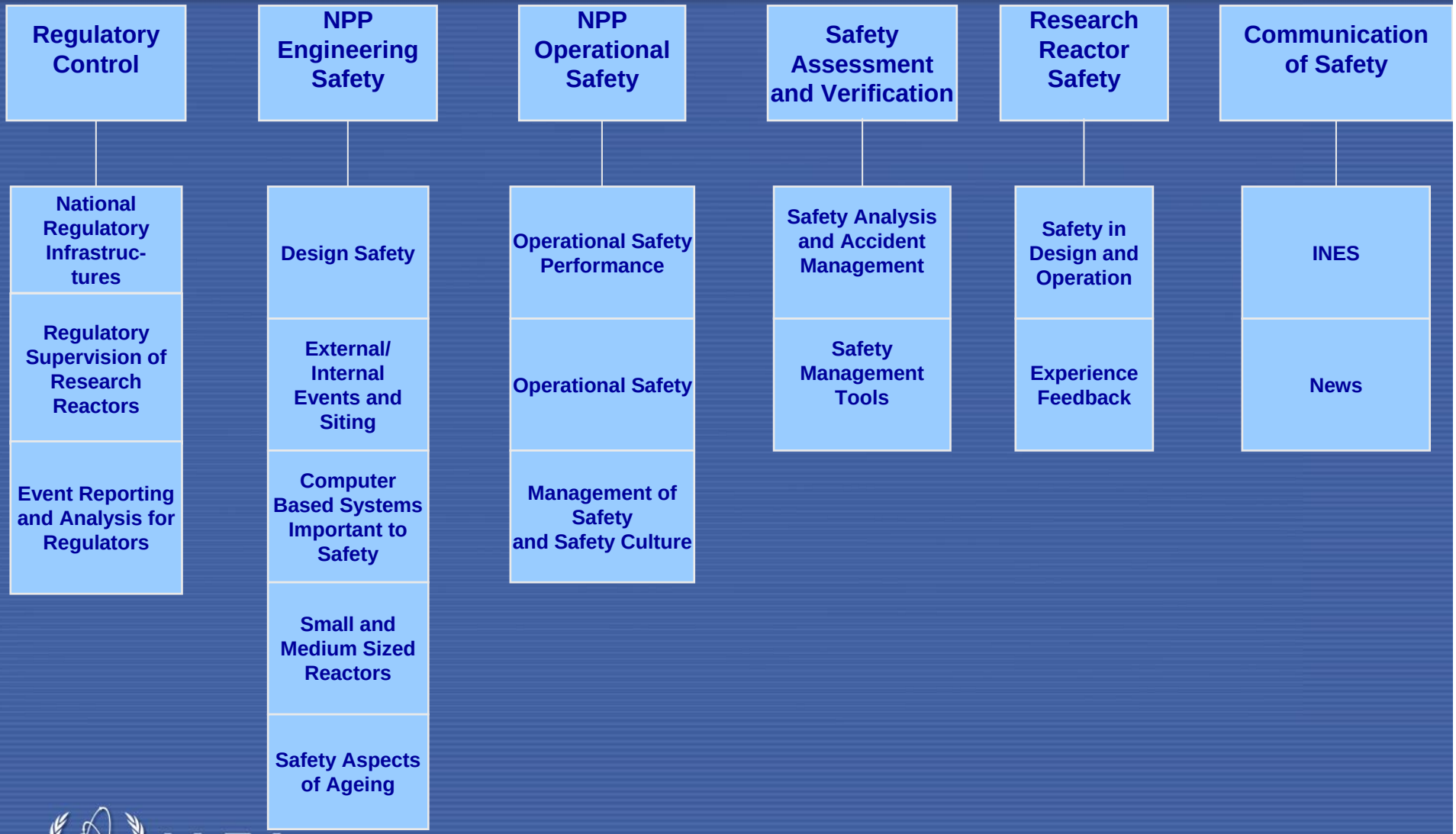
Nuclear Installations Thematic Areas



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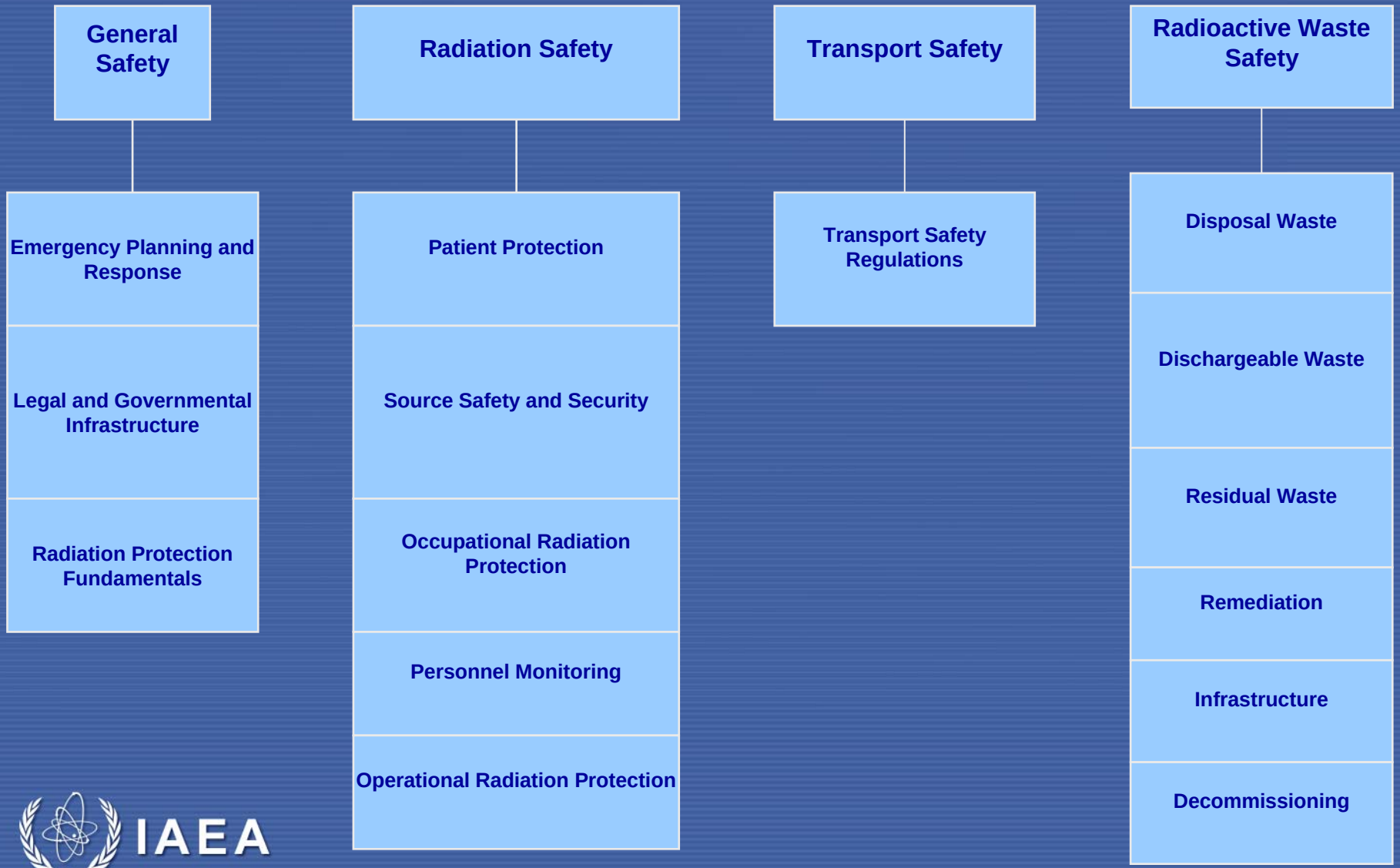
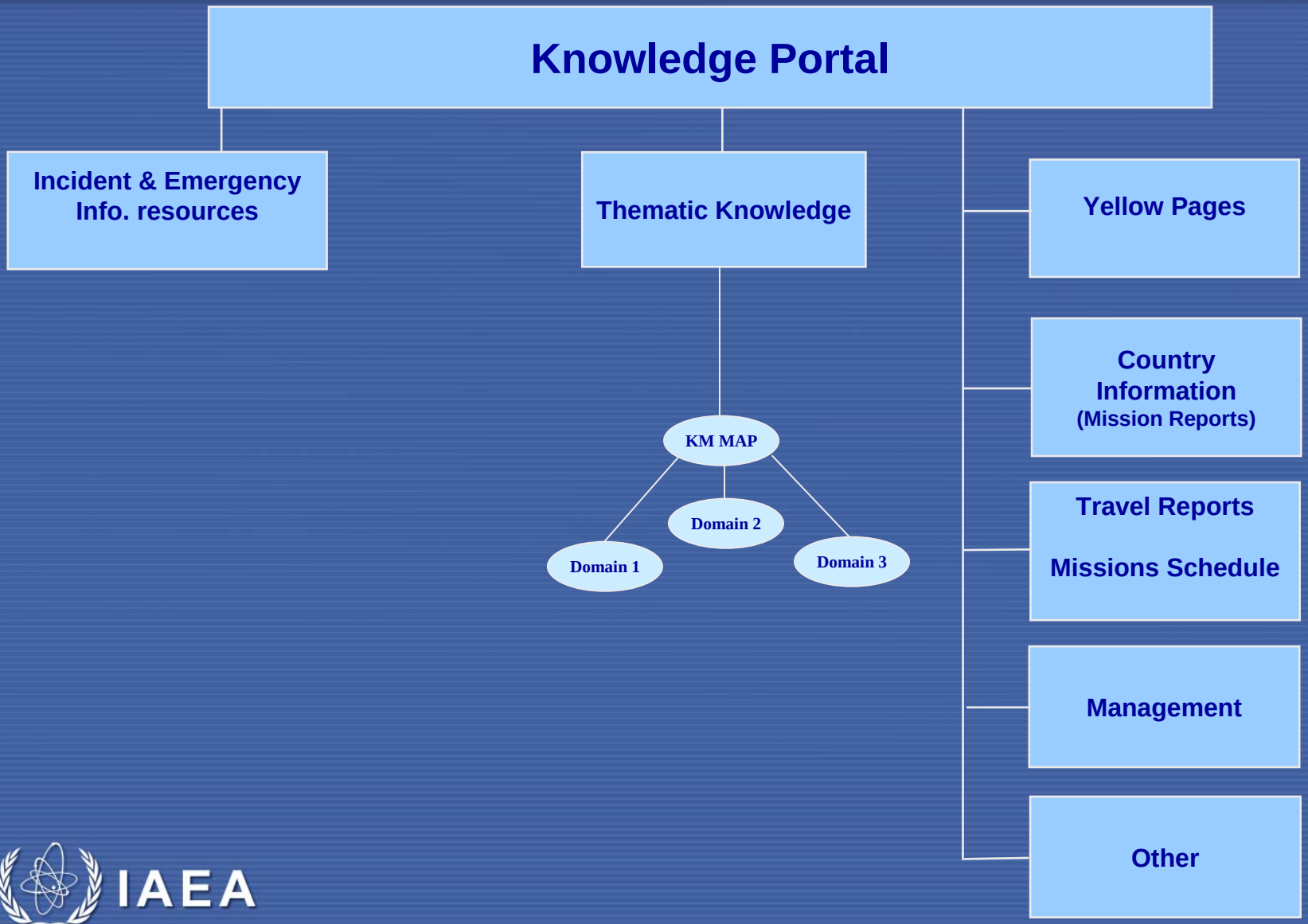
Radiation, Waste & Transport Thematic Areas



IAEA

Safety Knowledge Portal



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KM Portal - Microsoft Internet Explorer provided by IAEA

File Edit View Favorites Tools Help

Back Search Favorites

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Links ANSN ANSN dev b-one CNSWeb CNSWeb Dev Google Hotmail LiveLink NS Portal Personnel Actions Monitor

Enterprise Workspace:
KM Portal

ULFKJAER, Lars
Monday, 2006-05-22

POWERED BY Livelink

Ask Livelink a Question | From Here | Go

Personal | Enterprise | Tools | Help

My Workspace | Favorites | Workspace | Users & Groups | Settings | Contents | For This Page

Add Document | Add Folder | Add Item

Enterprise > Organizational Workspaces > NS > KM Portal

Nuclear Safety and Security Knowledge Portal

Knowledge at your fingertips

Management | Thematic Knowledge | Incident & Emergency | Installations | Rad., Waste & Transp. | Security | Administration | Search

Welcome to the Nuclear Safety and Security Knowledge Portal

The objective of the Knowledge Portal is to provide NS staff with a unique tool to create and share knowledge in a systematic and structured way, for the day-to-day work, in view of contributing to an efficient programme delivery.
The portal represents an entry point to relevant information and knowledge in the department while allowing the existing information repositories to remain unchanged.

Quick Links

- Yellow Pages
- Safety Standards
- Country Information
- Discussion Forums
- Travel Reports
- Mission Calendar
- Mission Reports
- Divisions
- Useful Links
- Integrated Safety Approach (ISA)
- Help & Guidelines

Search the WWW with Google

Trusted sites

Enterprise › Organizational Workspaces › NS › KM Portal › Management

Nuclear Safety and Security Knowledge Portal

Knowledge at your fingertips

Management | Thematic Knowledge | Incident & Emergency | Installations | Rad., Waste&Transp. | Security | Administration | Sitemap

Management

Quick Links

- Home

DDG's Corner

DDG Meetings
DDG Meetings - approved documents
DDG Prsentations and Speeches

Meetings

Departmental Seminars and Meetings
IAEA Meetings Information
G8 Nuclear Safety and Security Group
General Conference Highlights
Briefing Notes
Steering Committee

Strategy

Integrated Safety Approach (ISA)
Evaluation of Major Programme 3: Nuclear Safety and Security

Other

Staff Survey 2004 - NS Results and Action Plan

Planning

Rolling Weekly Plans
Mission Calendar

Knowledge Sharing

Asian Nuclear Safety Network
Ibero american Network
NS knowledge management
DG Briefing Notes
IT Management and Administration in NS

Newsletters

Nuclear Safety Newsletter
ANSN Newsletter

IAEA

Nuclear Safety and Security Knowledge Portal

Knowledge at your fingertips

Management | Thematic Knowledge | Incident & Emergency | Installations | Rad., Waste & Transp. | Security | Administration | Home

NS Knowledge Portal Sitemap

Home

Management

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IT Management and A

Strategy

Integrated Safety App
Evaluation of Major Pr

Newsletters

Nuclear Safety Newsle
ANSN Newsletter

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- Additional Search
- Integrated Safety Approach (ISA)
- Help & Guidelines

Thematic Knoledge

Management Systems
Emergency Preparedness and Response
Safety and Security of Radiation Sources
Nuclear Installation Safety
Waste Safety
Transport Safety
Radiation Safety
Legal and Governmental Infrastructure

Incident & Emergency

Nuclear Facilities
Radiation, Transport and Waste
Response Team

Installations

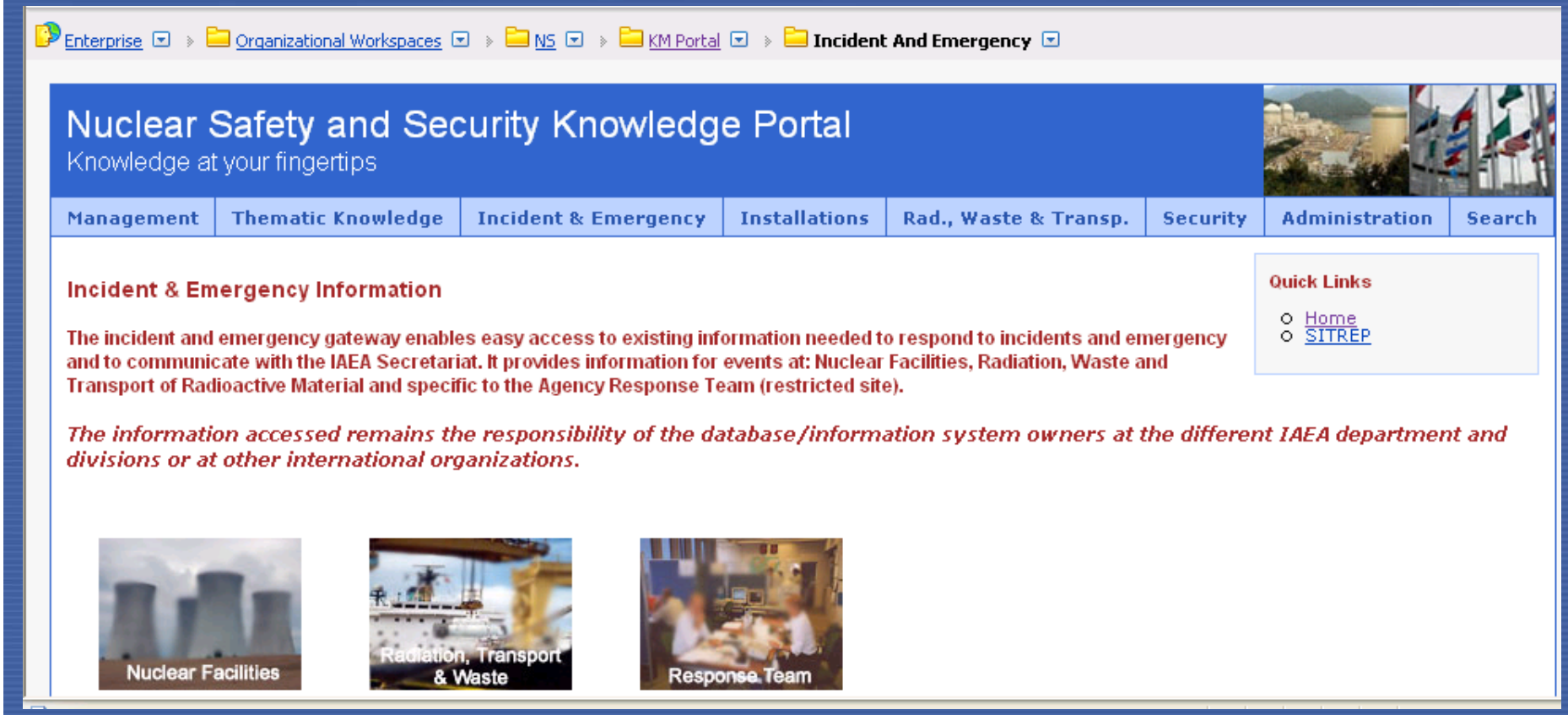
Nuclear Power Plants
Research Reactors
Nuclear Fuel Cycle Facilities

Radiation, Transport and Waste

Security

IAEA

Incident and emergency information



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Wikipedia portal

article | discussion | view source | history

Main Page

navigation
- Main Page
- Community portal
- Current events
- Recent changes
- Random page
- Help
- Donations

search
Go Search

toolbox
- What links here
- Related changes
- Upload file
- Special pages
- Printable version
- Permanent link

Welcome to the Main Page of the IAEA Nuclear Safety Wikipedia Site!

Scope of the Nuclear Safety and Security Programme:

Establishing IAEA Safety Standards and related publications
Providing for the application of standards for the
- *Safety of nuclear installations*
- *Safety of radioactive sources*
- *Safe transport of radioactive material*
- *Management of radioactive waste*

The security of nuclear installations, nuclear material and radioactive material
Knowledge management and networking

Department of
Nuclear Safety & Security

"Formulates and implements the Agency's major programme that deals with the protection of people and the environment against radiation exposure, while responding to the safety and security related needs of its Member States"

Organizational structure of the Department of Nuclear Safety and Security:

Office of the Deputy Director General
- *Safety and Security Coordination Section*
- *Incident and Emergency Centre*
- *Office of Nuclear Security*

Division of Nuclear Installation Safety
- *Director's Office*
- *Policy and Programme Support Section*
- *Engineering Safety Section*
- *Operational Safety Section*
- *Safety Assessment Section*
- *Regulatory Activities Section*
- *Research Reactor Safety Section*

Division of Radiation, Transport and Waste Safety
- *Director's Office*
- *Policy and Programme Support Section*
- *Radiation and Transport Safety Section*
- *Waste Safety Section*

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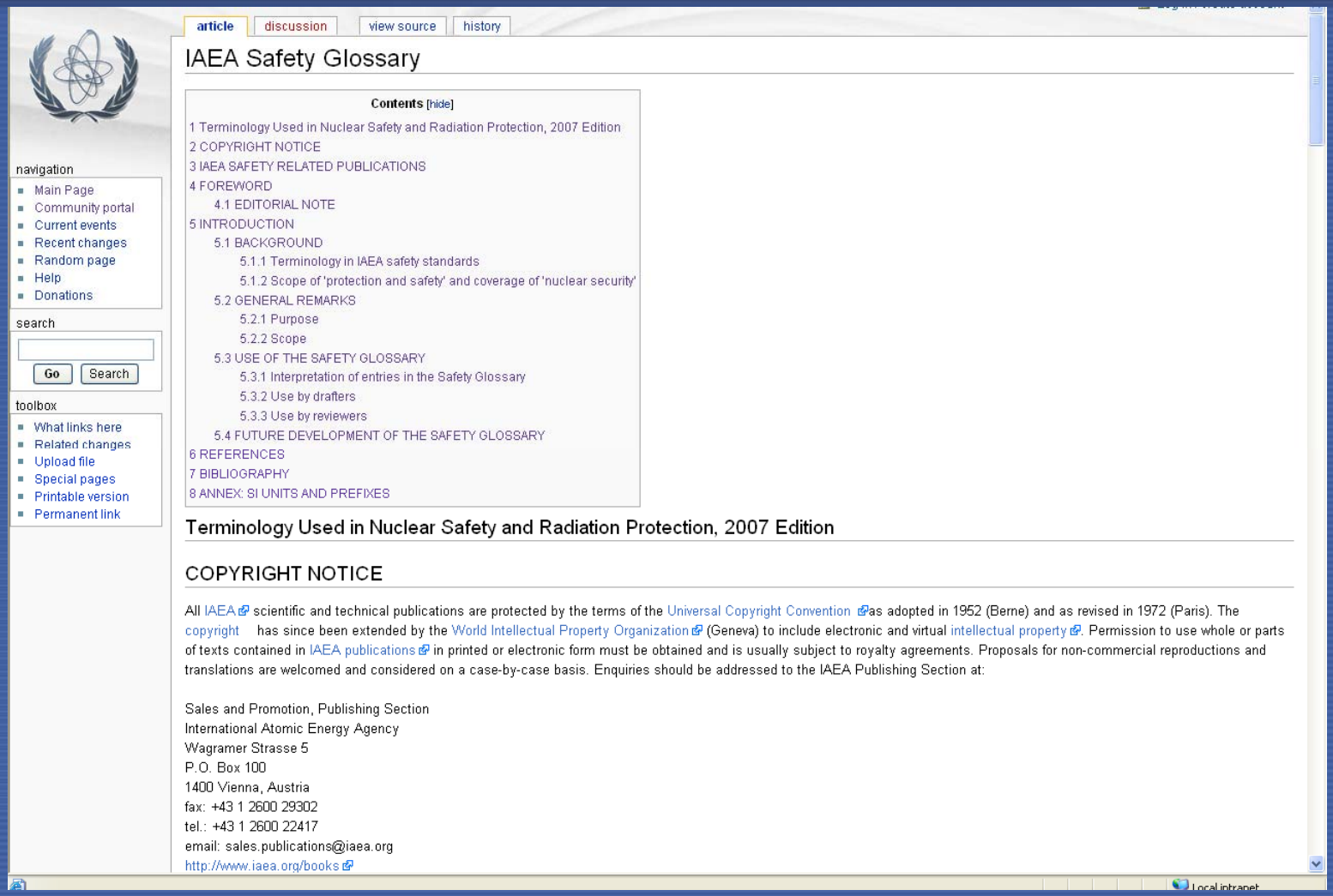
Wikipedia portal



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Other KM activities in NS

- Access to all Mission, travel, and meeting information
- Knowledge Transfer for departing staff and Succession Planning
- Knowledge Base for country information
- IT systems for coordination activities and project management

IAEA

Other KM activities in NS

- Access to all Mission, travel, and meeting information
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Nuclear Safety Knowledge Management for Member States

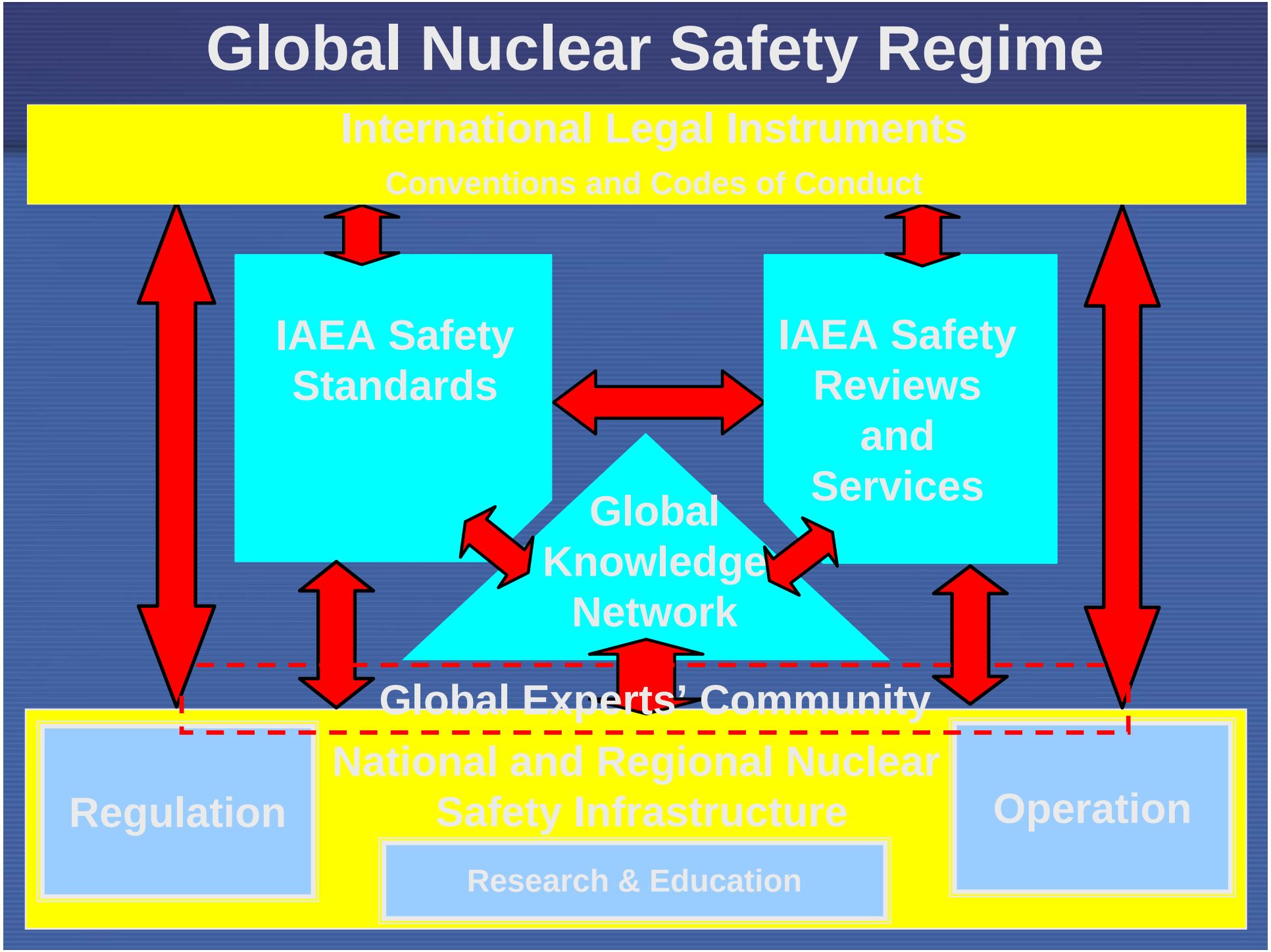
IAEA

KM for Member States

- Increased interest in KM in Member States
- Common problems, situation and infrastructure
- Assistance and solutions often suitable for several countries in same region
- IAEA experience is being shared with Member States

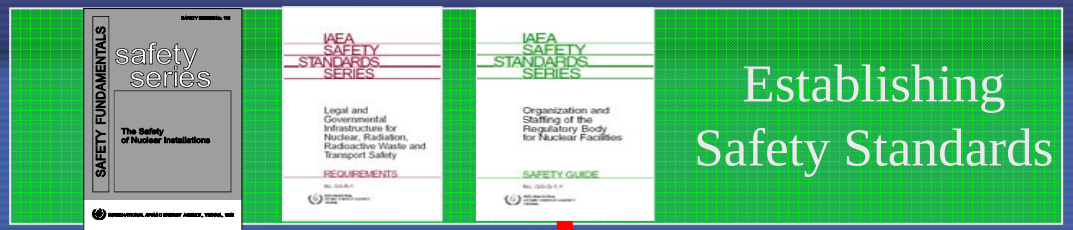
IAEA

Global Nuclear Safety Regime



Integrated Safety Approach (ISA)

Networking



Establishing Safety Standards

Assessing for Feedback

Rendering Safety review services/Appraising Compliance

Fostering information exchange

Providing E&T

Coordinating R&D

Supporting TC projects

Application of Standards

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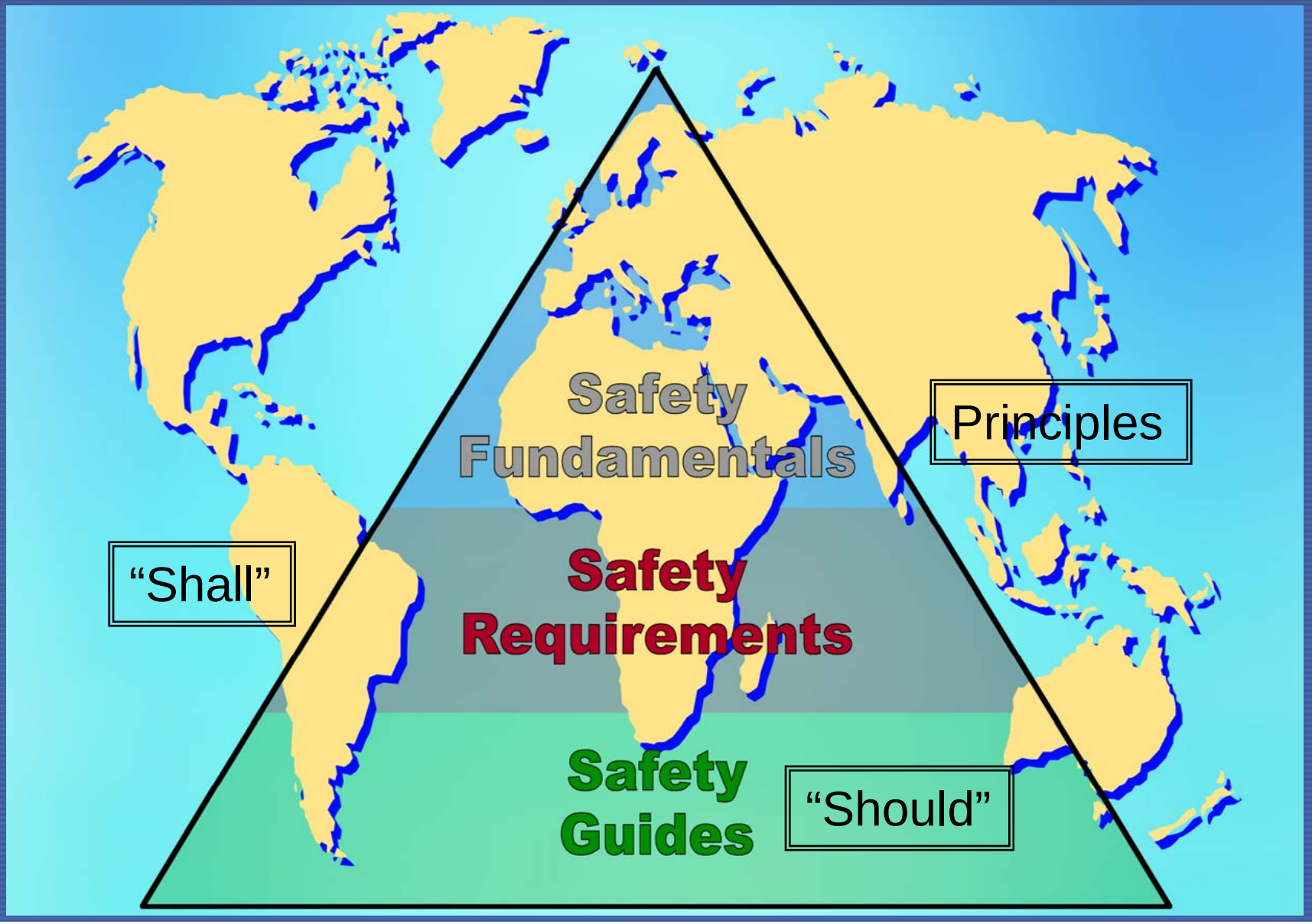
Knowledge Base

IAEA Safety Standards
- Hierarchy -



Process Flow for the Development of IAEA Safety Standards

Outline and work plan
Prepared by the Secretariat
Review by the committees and Commission on Safety Standards

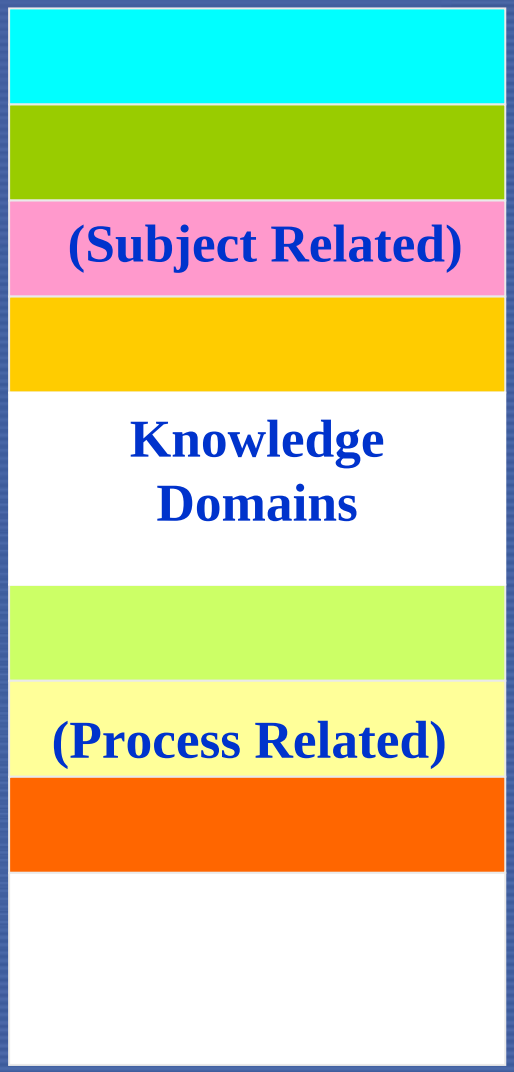
Drafting or revising of safety standard
by the Secretariat and consultants

Review
by the safety standards committees)

Member States

Endorsement
by Commission on Safety Standards

Approval by the IAEA



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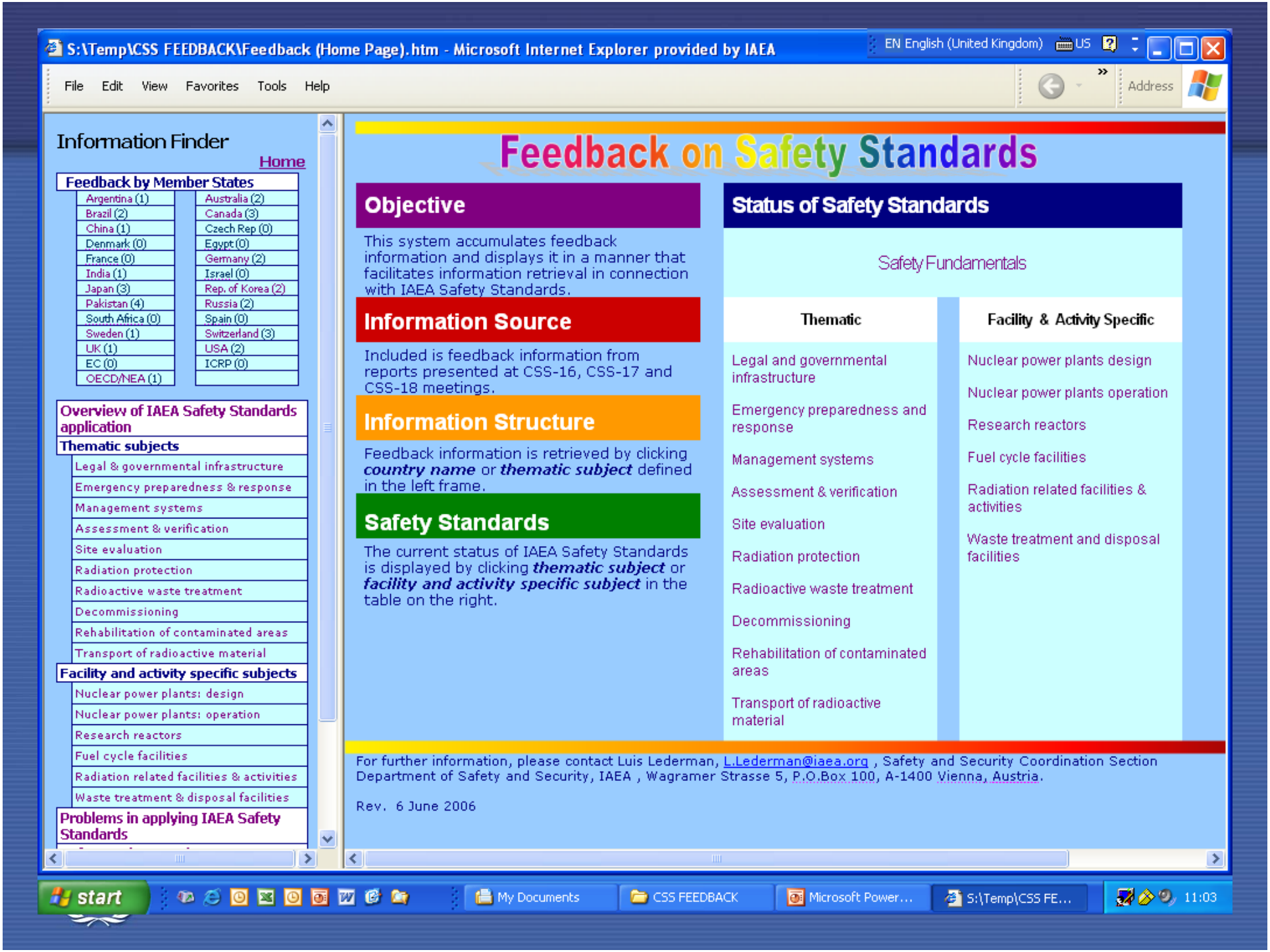
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Sweden (1)
Switzerland (3)
UK (1)
USA (2)
EC (0)
ICRP (0)
OECD/NEA (1)
Overview of IAEA Safety Standards application
Thematic subjects
Legal & governmental infrastructure
Emergency preparedness & response
Management systems
Assessment & verification
Site evaluation
Radiation protection
Radioactive waste treatment
Decommissioning
Rehabilitation of contaminated areas
Transport of radioactive material
Facility and activity specific subjects
Nuclear power plants: design
Nuclear power plants: operation
Research reactors
Fuel cycle facilities
Radiation related facilities & activities
Waste treatment & disposal facilities
Problems in applying IAEA Safety Standards
Feedback on Safety Standards
Objective
This system accumulates feedback information and displays it in a manner that facilitates information retrieval in connection with IAEA Safety Standards.
Information Source
Included is feedback information from reports presented at CSS-16, CSS-17 and CSS-18 meetings.
Information Structure
Feedback information is retrieved by clicking country name or thematic subject defined in the left frame.
Safety Standards
The current status of IAEA Safety Standards is displayed by clicking thematic subject or facility and activity specific subject in the table on the right.
Status of Safety Standards
Safety Fundamentals
Thematic
Facility & Activity Specific
Legal and governmental infrastructure
Emergency preparedness and response
Management systems
Assessment & verification
Site evaluation
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Radioactive waste treatment
Decommissioning
Rehabilitation of contaminated areas
Transport of radioactive material
Nuclear power plants design
Nuclear power plants operation
Research reactors
Fuel cycle facilities
Radiation related facilities & activities
Waste treatment and disposal facilities
For further information, please contact Luis Lederman, L.Lederman@iaea.org , Safety and Security Coordination Section Department of Safety and Security, IAEA , Wagramer Strasse 5, P.O.Box 100, A-1400 Vienna, Austria.
Rev. 6 June 2006
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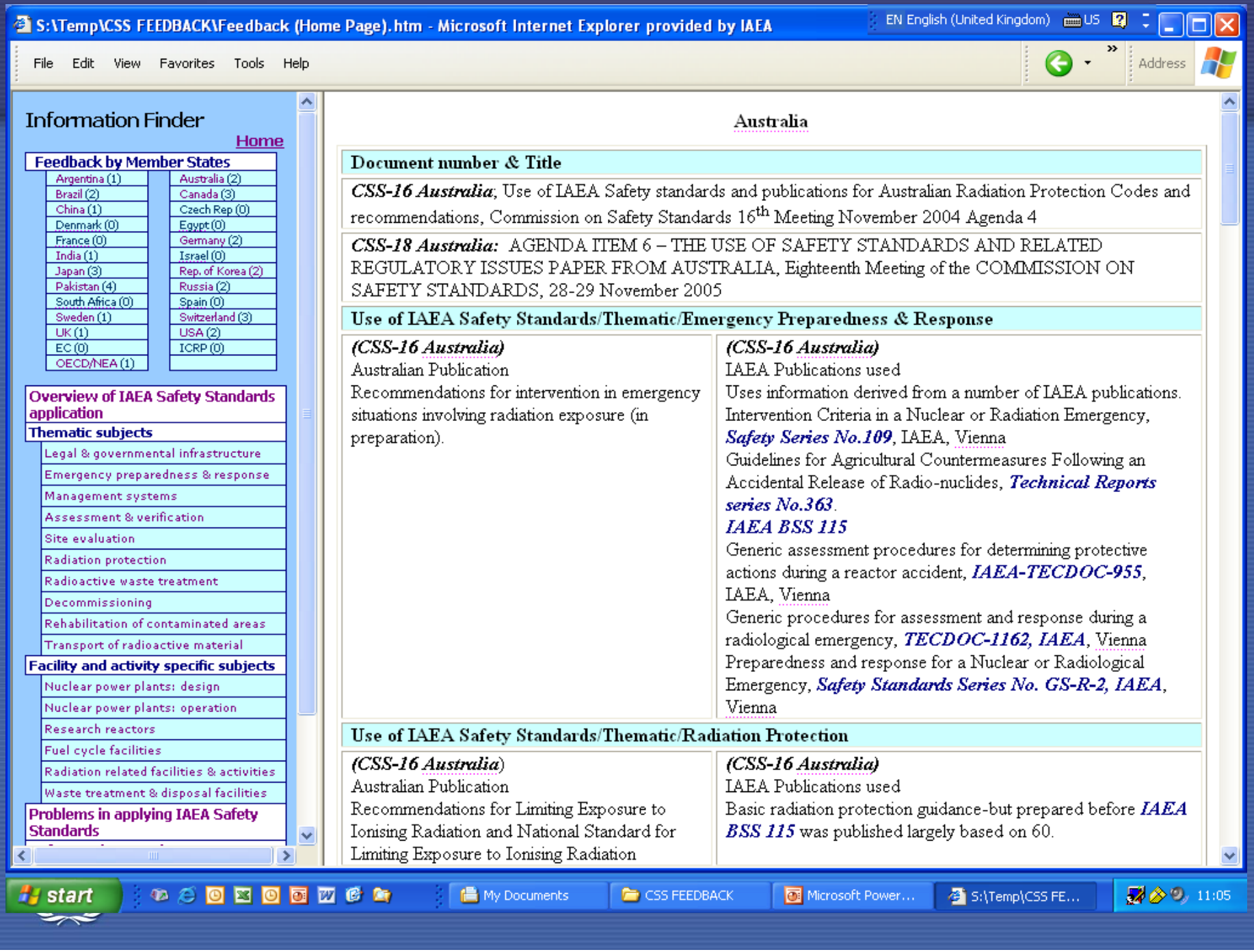
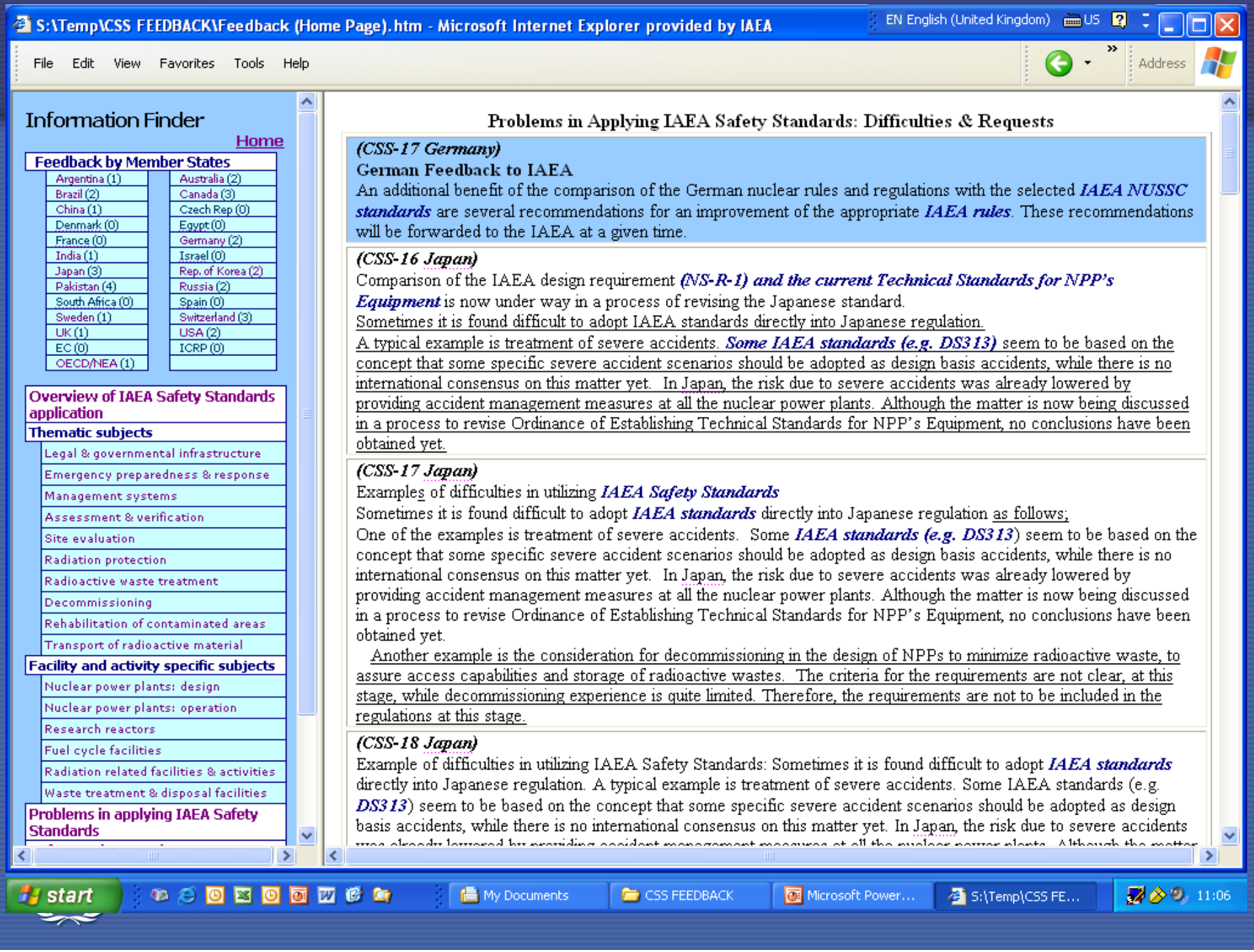


Australia

Document number & Title
CSS-16 Australia, Use of IAEA Safety standards and publications for Australian Radiation Protection Codes and recommendations, Commission on Safety Standards 16th Meeting November 2004 Agenda 4
CSS-18 Australia: AGENDA ITEM 6 – THE USE OF SAFETY STANDARDS AND RELATED REGULATORY ISSUES PAPER FROM AUSTRALIA, Eighteenth Meeting of the COMMISSION ON SAFETY STANDARDS, 28-29 November 2005

Use of IAEA Safety Standards/Thematic/Emergency Preparedness & Response	
(CSS-16 Australia) Australian Publication Recommendations for intervention in emergency situations involving radiation exposure (in preparation).	***(CSS-16 Australia)*** IAEA Publications used Uses information derived from a number of IAEA publications. Intervention Criteria in a Nuclear or Radiation Emergency, ***Safety Series No.109***, IAEA, Vienna Guidelines for Agricultural Countermeasures Following an Accidental Release of Radio-nuclides, ***Technical Reports series No.363***. ***IAEA BSS 115*** Generic assessment procedures for determining protective actions during a reactor accident, ***IAEA-TECDOC-955***, IAEA, Vienna Generic procedures for assessment and response during a radiological emergency, ***TECDOC-1162, IAEA***, Vienna Preparedness and response for a Nuclear or Radiological Emergency, ***Safety Standards Series No. GS-R-2, IAEA***, Vienna

Use of IAEA Safety Standards/Thematic/Radiation Protection	
(CSS-16 Australia) Australian Publication Recommendations for Limiting Exposure to Ionising Radiation and National Standard for Limiting Exposure to Ionising Radiation	***(CSS-16 Australia)*** IAEA Publications used Basic radiation protection guidance-but prepared before ***IAEA BSS 115*** was published largely based on 60.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Waste treatment & disposal facilities
Problems in applying IAEA Safety Standards
Problems in Applying IAEA Safety Standards: Difficulties & Requests
(CSS-17 Germany)
German Feedback to IAEA
An additional benefit of the comparison of the German nuclear rules and regulations with the selected IAEA NUSSC standards are several recommendations for an improvement of the appropriate IAEA rules. These recommendations will be forwarded to the IAEA at a given time.
(CSS-16 Japan)
Comparison of the IAEA design requirement (NS-R-1) and the current Technical Standards for NPP's Equipment is now under way in a process of revising the Japanese standard.
Sometimes it is found difficult to adopt IAEA standards directly into Japanese regulation.
A typical example is treatment of severe accidents. Some IAEA standards (e.g. DS313) seem to be based on the concept that some specific severe accident scenarios should be adopted as design basis accidents, while there is no international consensus on this matter yet. In Japan, the risk due to severe accidents was already lowered by providing accident management measures at all the nuclear power plants. Although the matter is now being discussed in a process to revise Ordinance of Establishing Technical Standards for NPP's Equipment, no conclusions have been obtained yet.
(CSS-17 Japan)
Examples of difficulties in utilizing IAEA Safety Standards
Sometimes it is found difficult to adopt IAEA standards directly into Japanese regulation as follows;
One of the examples is treatment of severe accidents. Some IAEA standards (e.g. DS313) seem to be based on the concept that some specific severe accident scenarios should be adopted as design basis accidents, while there is no international consensus on this matter yet. In Japan, the risk due to severe accidents was already lowered by providing accident management measures at all the nuclear power plants. Although the matter is now being discussed in a process to revise Ordinance of Establishing Technical Standards for NPP's Equipment, no conclusions have been obtained yet.
Another example is the consideration for decommissioning in the design of NPPs to minimize radioactive waste, to assure access capabilities and storage of radioactive wastes. The criteria for the requirements are not clear, at this stage, while decommissioning experience is quite limited. Therefore, the requirements are not to be included in the regulations at this stage.
(CSS-18 Japan)
Example of difficulties in utilizing IAEA Safety Standards: Sometimes it is found difficult to adopt IAEA standards directly into Japanese regulation. A typical example is treatment of severe accidents. Some IAEA standards (e.g. DS313) seem to be based on the concept that some specific severe accident scenarios should be adopted as design basis accidents, while there is no international consensus on this matter yet. In Japan, the risk due to severe accidents
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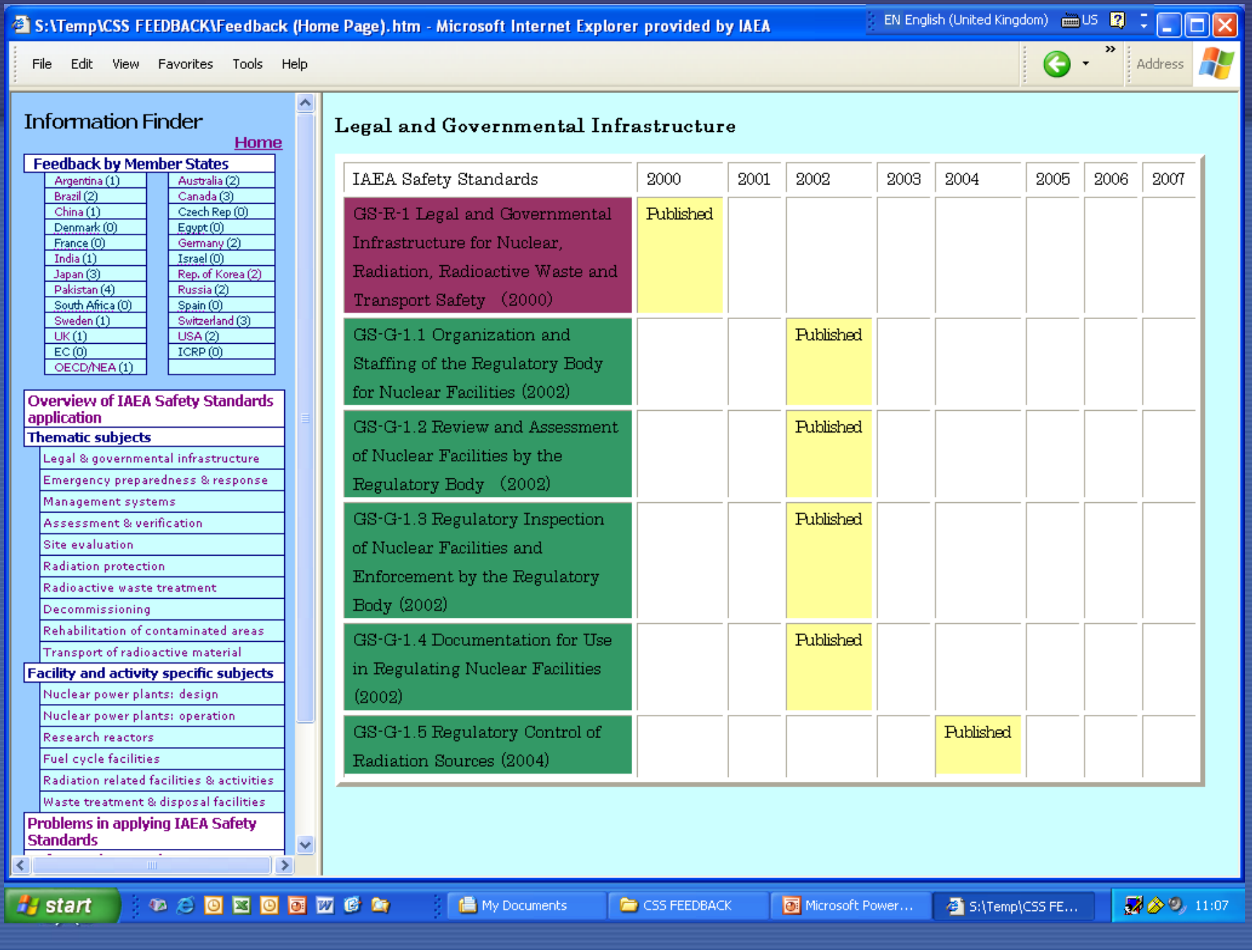
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Problems in applying IAEA Safety Standards
Legal and Governmental Infrastructure
IAEA Safety Standards
2000
2001
2002
2003
2004
2005
2006
2007
GS-R-1 Legal and Governmental Infrastructure for Nuclear, Radiation, Radioactive Waste and Transport Safety (2000)
Published
GS-G-1.1 Organization and Staffing of the Regulatory Body for Nuclear Facilities (2002)
Published
GS-G-1.2 Review and Assessment of Nuclear Facilities by the Regulatory Body (2002)
Published
GS-G-1.3 Regulatory Inspection of Nuclear Facilities and Enforcement by the Regulatory Body (2002)
Published
GS-G-1.4 Documentation for Use in Regulating Nuclear Facilities (2002)
Published
GS-G-1.5 Regulatory Control of Radiation Sources (2004)
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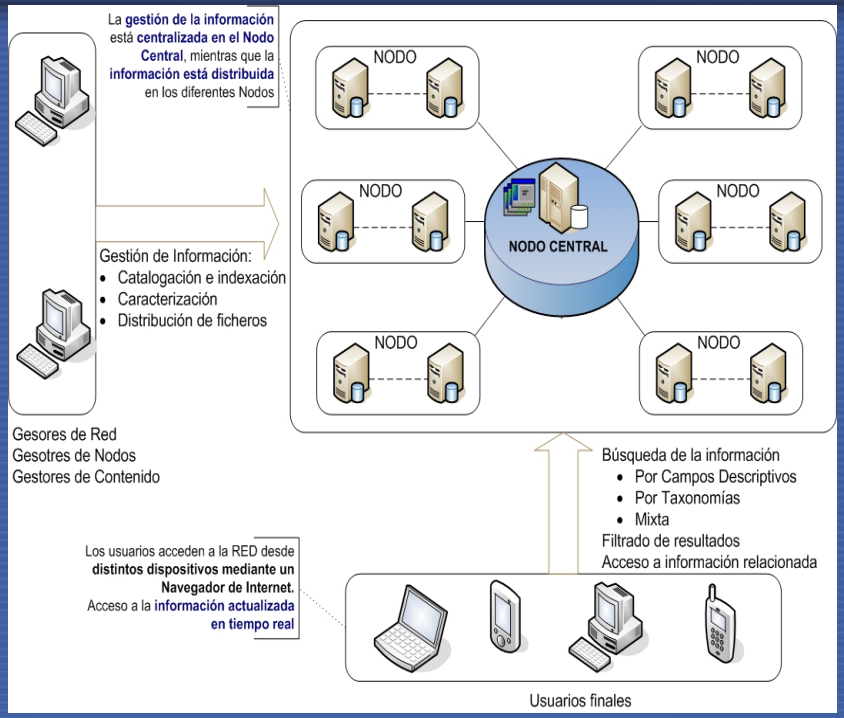
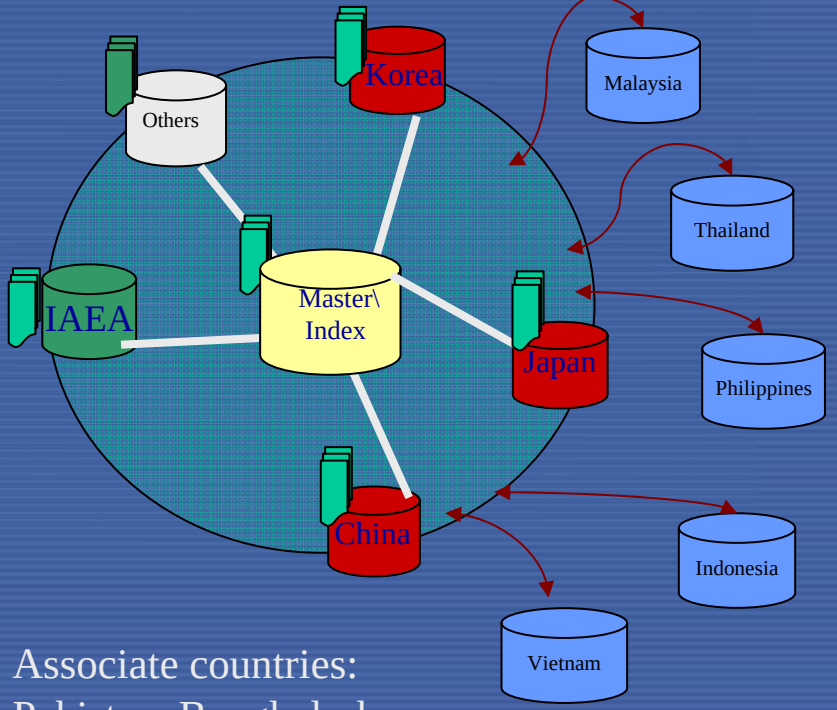
Safety Networks



Iberoamerican Radiation Safety Network



Asian Nuclear Safety Network

Associate countries:
Pakistan, Bangladesh

IAEA

Global Knowledge Network
- Asian Extrabudgetary Programme: Outline -

Extrabudgetary Programme (EBP) on the Safety of Nuclear Installations in South East Asia, Pacific and Far East Countries

- established in 1997
- to strengthen nuclear safety in NPPs and RRs
- to enhance the technical capabilities of regulatory authorities and technical support organizations
- regional and national programmes for 6 member countries: China, Indonesia, Malaysia, Philippines, Thailand and Vietnam
- contributions from Australia, China, France, Germany, Japan, Korea, Spain and USA by cash and/or in-kind

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Global Knowledge Network
- ANSN: Objectives -

- A regional network to facilitate **pooling, analysing and sharing** existing and new technical **knowledge and practical experience** to further improve the safety of nuclear installations in the South East Asia, Pacific and Far East Countries.

- Focus of the ANSN is on knowledge related to strengthening regulatory infrastructures and the safety of nuclear power plants and research reactors.

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Global Knowledge Network
- Asian EBP: Scope -

- **Education and training** on nuclear safety
- Strengthening **national regulatory frameworks, technical and management capabilities** including: nuclear legislation, regulations, safety assessment, licensing, inspection and enforcement
- **Emergency** planning and preparedness
- Promotion of **safety culture** concepts
- Development of an **Integrated Safety Evaluation (ISE)** process to assess a country's safety regime against IAEA nuclear safety standards
- Operation of the **Asian Nuclear Safety Network (ANSN)**

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Topical Groups

- Education and Training
- Operational Safety
- Emergency Preparedness and Response
- Radioactive Waste Management
- Safety Analysis
- Safety management of RRs

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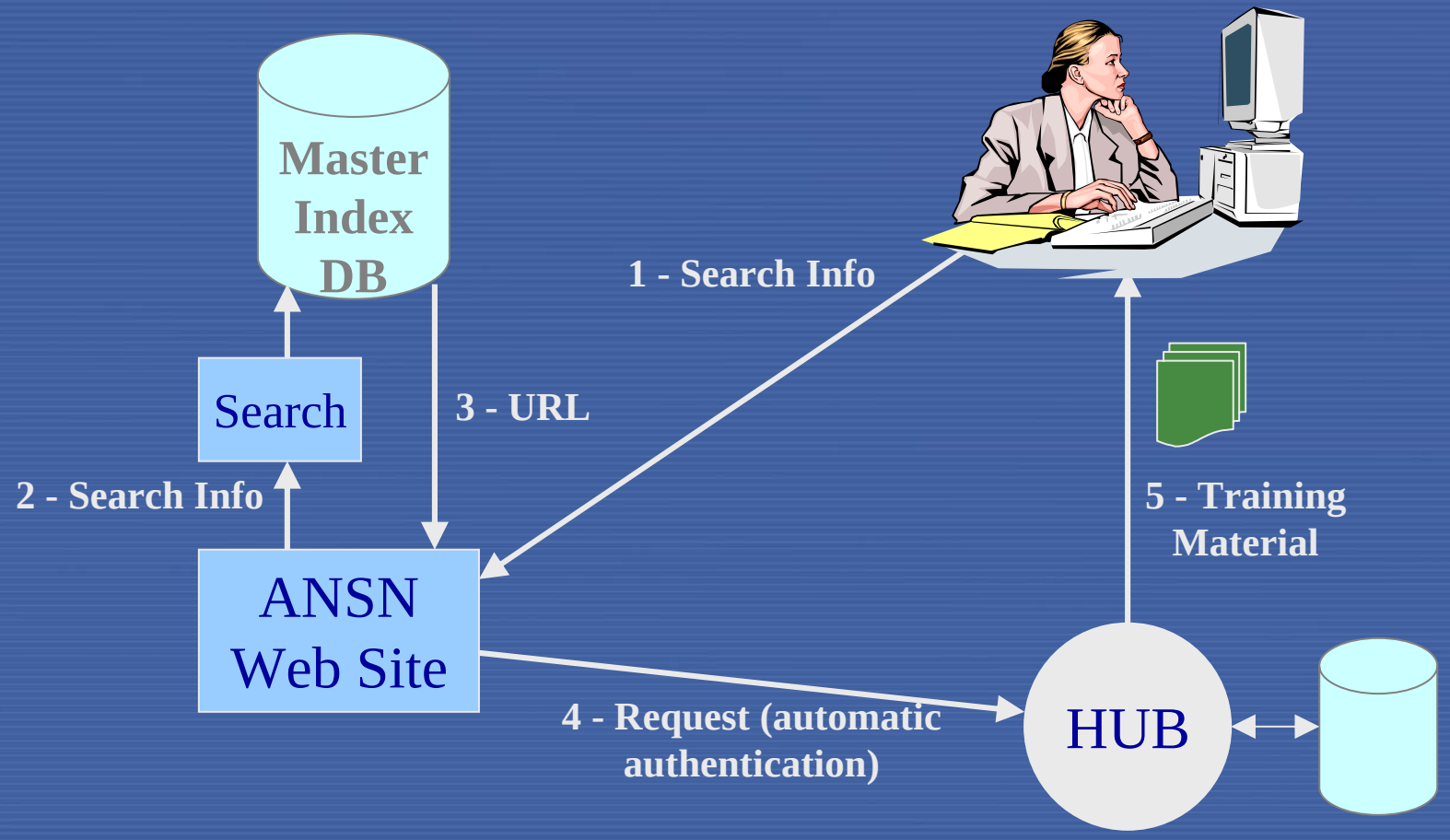
Concept (Information Search and Retrieval)



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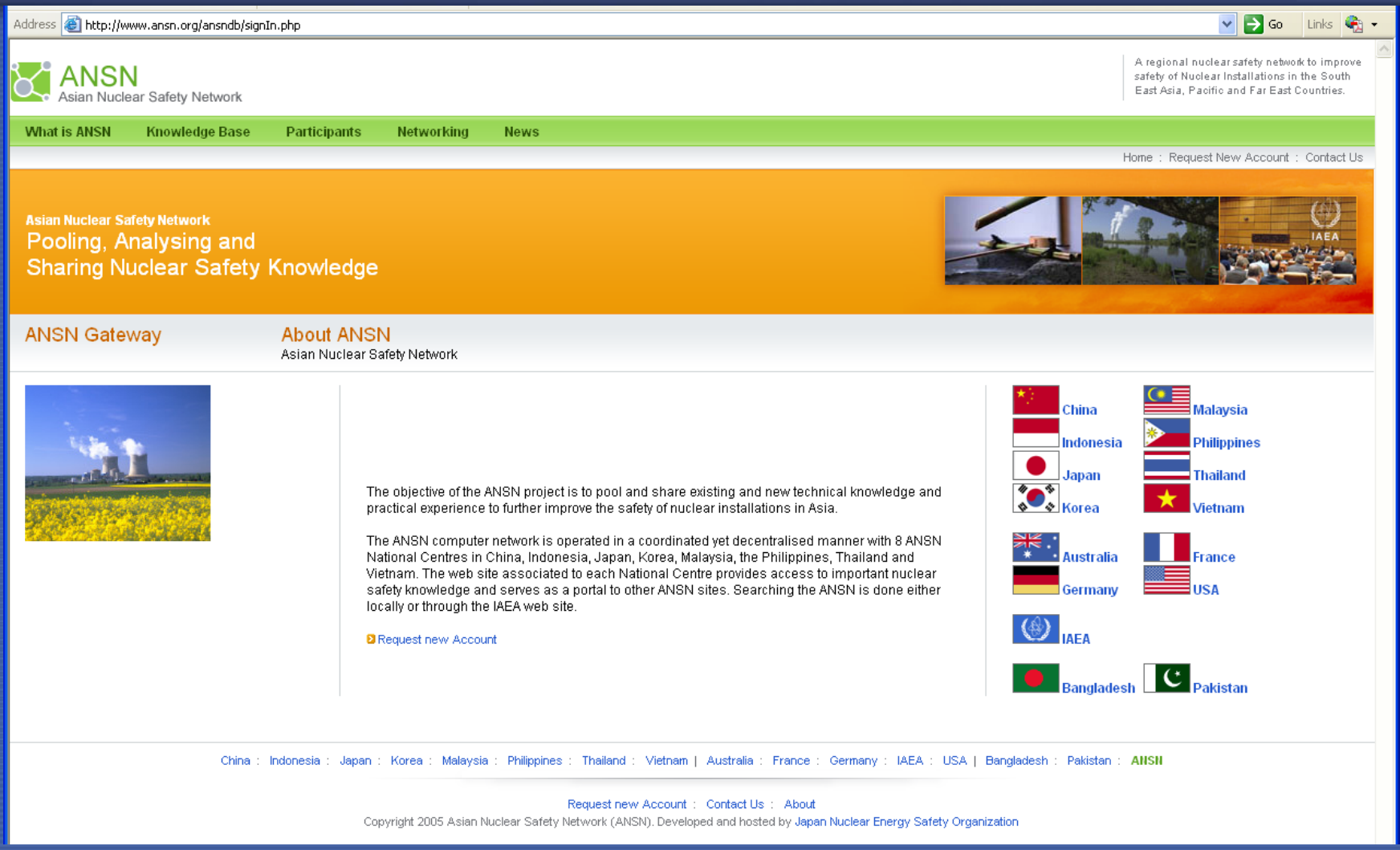
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ANSN
Asian Nuclear Safety Network
A regional nuclear safety network to improve safety of Nuclear Installations in the South East Asia, Pacific and Far East Countries.
What is ANSN
Knowledge Base
Participants
Networking
News
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Asian Nuclear Safety Network
Pooling, Analysing and
Sharing Nuclear Safety Knowledge
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ANSN Gateway
About ANSN
Asian Nuclear Safety Network
The objective of the ANSN project is to pool and share existing and new technical knowledge and practical experience to further improve the safety of nuclear installations in Asia.
The ANSN computer network is operated in a coordinated yet decentralised manner with 8 ANSN National Centres in China, Indonesia, Japan, Korea, Malaysia, the Philippines, Thailand and Vietnam. The web site associated to each National Centre provides access to important nuclear safety knowledge and serves as a portal to other ANSN sites. Searching the ANSN is done either locally or through the IAEA web site.
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Malaysia
Philippines
Thailand
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Australia
Germany
France
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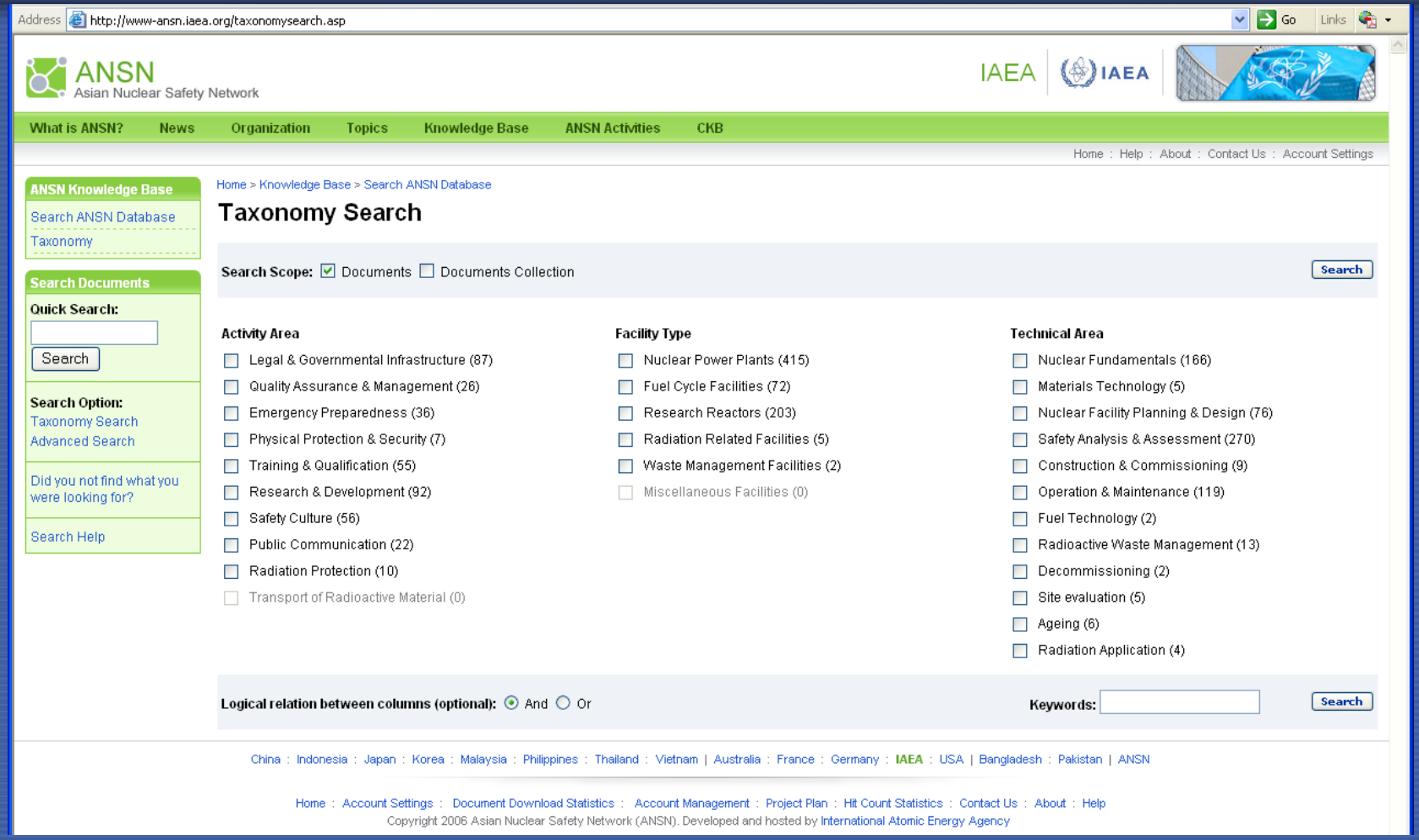
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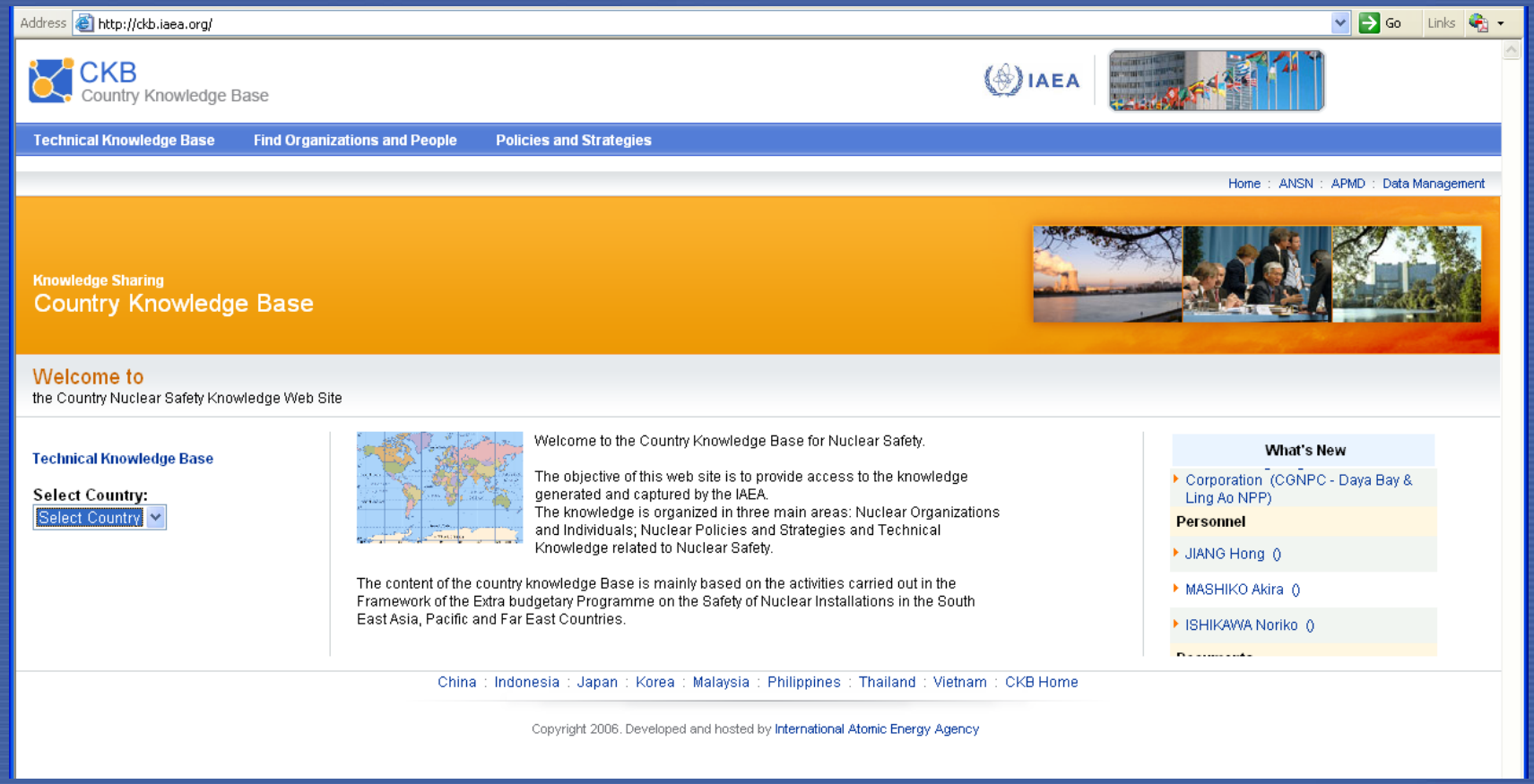
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The knowledge is organized in three main areas: Nuclear Organizations and Individuals; Nuclear Policies and Strategies and Technical Knowledge related to Nuclear Safety.
The content of the country knowledge Base is mainly based on the activities carried out in the Framework of the Extra budgetary Programme on the Safety of Nuclear Installations in the South East Asia, Pacific and Far East Countries.
What's New
Corporation (CGNPC - Daya Bay & Ling Ao NPP)
Personnel
JIANG Hong ()
MASHIKO Akira ()
ISHIKAWA Noriko ()
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China Nuclear Safety Knowledge Base
Welcome to
the web site for Nuclear Safety Knowledge in China
Technical Knowledge Base
Find Organizations and People
Policies and Strategies
China
Welcome to knowledge Base for China Nuclear Safety.
The objective of this web site is to provide access to the knowledge generated and captured by the IAEA.
The knowledge is organized in three main areas: Nuclear Organizations and Individuals; Nuclear Policies and Strategies and Technical Knowledge related to Nuclear Safety.
The content of China Knowledge Base is mainly based on the activities carried out in the Framework of the Extra budgetary Programme on the Safety of Nuclear Installations in the South East Asia, Pacific and Far East Countries.
What's New (China)
Jing Chunning (BINE)
Long Maoxiong (CAEA)
Documents
(Regional) Regional workshop on Nuclear safety Phase I
(Regional) CS on safety analysis methodology and computer code
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ANSN
Asian Nuclear Safety Network

Newsletter
1 March 2006

Issue No. 21

A bi-weekly publication informative of current safety activities and developments taking place in the countries participating in the Extrabudgetary Programme (EBP) on the Safety of Nuclear Installations in South-East Asia, Pacific and Far East Countries.

Celebrating the one year anniversary of the ANSN Newsletter

A message from Mr. T. Taniguchi, IAEA Deputy Director General for Nuclear Safety & Security

I am pleased to hail the one year anniversary of the ANSN Newsletter. The first issue was published in March 2005 and since then the ANSN has continuously improved its content and attracted an increasing number of users.

While we are pleased with the progress to date, we also recognize the need to pursue

ANSN
Asian Nuclear Safety Network

Newsletter
1 July 2007

Issue No. 48

A bi-weekly publication informative of current safety activities and developments taking place in the countries participating in the Extrabudgetary Programme (EBP) on the Safety of Nuclear Installations in South-East Asia, Pacific and Far East Countries

Regional Meeting on the Application of the Code of Conduct on the Safety of Research Reactors for Asian Countries

Argonne, 30 April – 11 May 2007

The purpose of the meeting was to explain the background, content and legal status of the Code of Conduct and to provide the Agency's views on the benefits from applying the Code, to senior experts from Asian countries operating or planning to construct research reactors. The meeting, hosted by Argonne National Laboratory (ANL), was attended by 12 participants

preparedness, extended shutdown and decommissioning of research reactors.

The meeting provided an excellent forum for discussion and exchange of information relative to application of the Code as well as for identification of the common safety issues and opportunities for regional cooperation, which will help in improving the safety of research reactors in the region.

Training Course on Safety Assessment and Verification for Nuclear Reactors

Daejon, 14–18 May

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Managing Safety Knowledge

- The results of the (200+) TC and EBP missions and workshops are currently stored in the Asian Programme Management Database (APMD)
- This content needs to be analyzed to extract knowledge and share in ANSN

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Petr Firbas IAEA.org | Help

1957 - 2007
Atoms for Peace: The First Half Century

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Welcome to Nucleus

Nucleus is the common access point to the IAEA's scientific, technical and regulatory information resources. It incorporates, and facilitates access to more than 130 IAEA databases, scientific and technical publications, as well as safety standards.

What's New?

Food Irradiation Clearances Database

This resource has had a make-over and in the process has been integrated more tightly into Nucleus. It is a database on country approvals of irradiated foods for human consumption. The information includes country name, class of food, specific food product, objective of irradiation, date of approval and recommeded dose limit. It is maintained by the Food and Environmental Subprogramme of the Joint FAO/IAEA Division of Nuclear Techniques in Food and Agriculture. More »

International Nuclear Information System (INIS)

Leading worldwide information source of scientific literature on the peaceful applications of nuclear science and technology, dating back to 1970. Over 2.8 million scientific and technical bibliographic references have been indexed & abstracted in English according to agreed rules and standards. More »

Services

IAEA Library Catalogue

The IAEA Library Catalogue provides bibliographic information on the location and availability of the Library's collection of books, journals, films and videos, selected technical reports and documents, as well as electronic resources. The catalogue contains more than 90,250 records.

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Publications

The IAEA is a leading publisher in the nuclear field. Its scientific and technical publications include proceedings of major international conferences, as well as international guides, codes, and standards. The Publications Search facilitates easy access to these publications.

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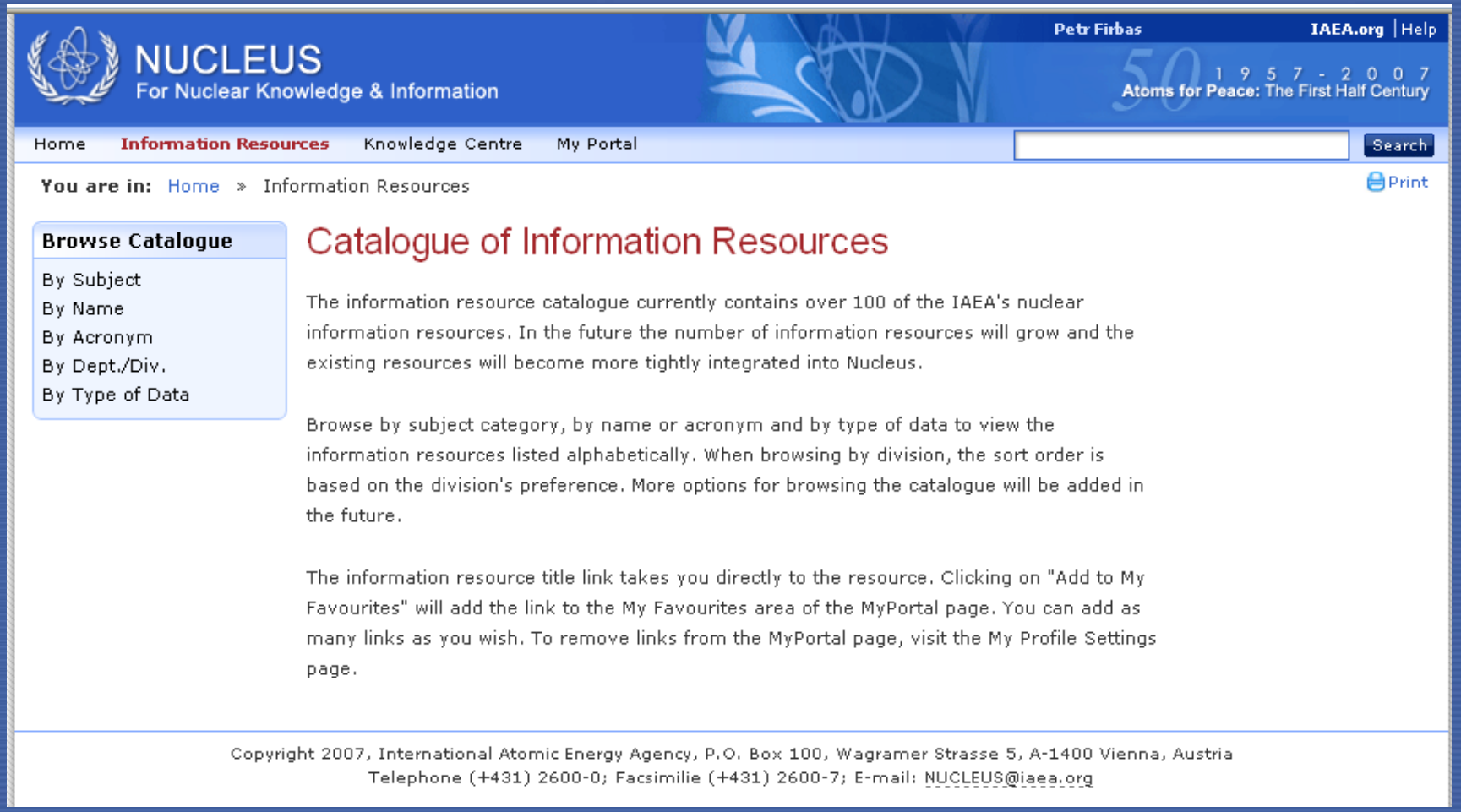

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Future Challenges

- Application of KM tools to business cases
- Sustainable operations of National Centres for knowledge creation and sharing
- Increase national outreach of networking activities

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A way forward

- Knowledge management:
  - Focus on core business processes
  - Collect and organize essential knowledge
  - Select KM tools
  - Develop pilot projects
  - Share experience for mutual learning
- Networking:
  - Complete IT tasks
  - Identify users needs
  - Monitor use and quality
  - Feedback experience

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Thank you.

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