

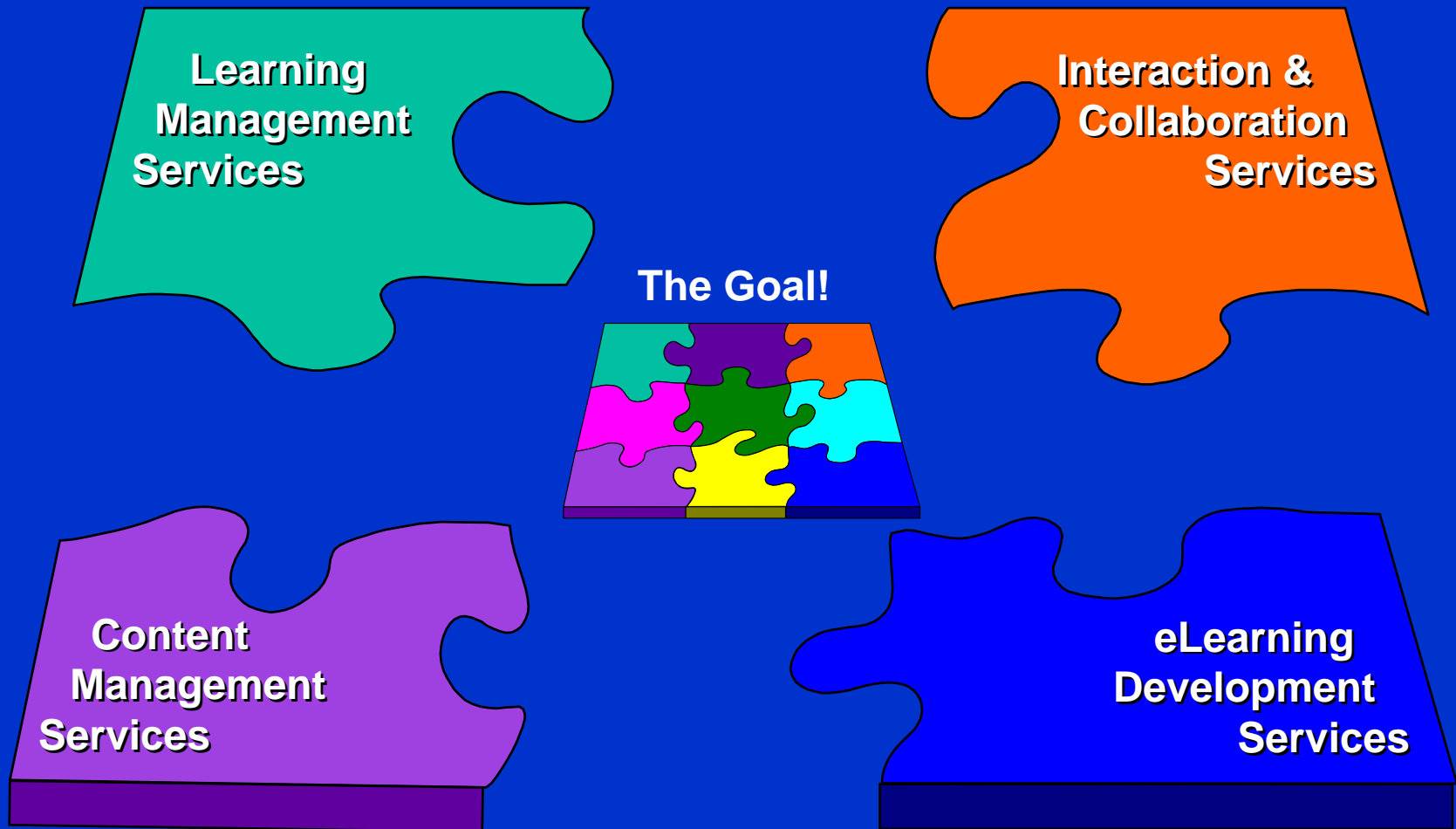
Knowledge Management: Networks/Communities and Learning

- ChevronTexaco's eLearning Strategy
- ChevronTexaco's KM Strategy
 - KM and Organizational Capability
 - Knowledge Retention Issues (*"Big Crew Change"*)
- Network Examples

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A Learning Technology Model @ ChevronTexaco



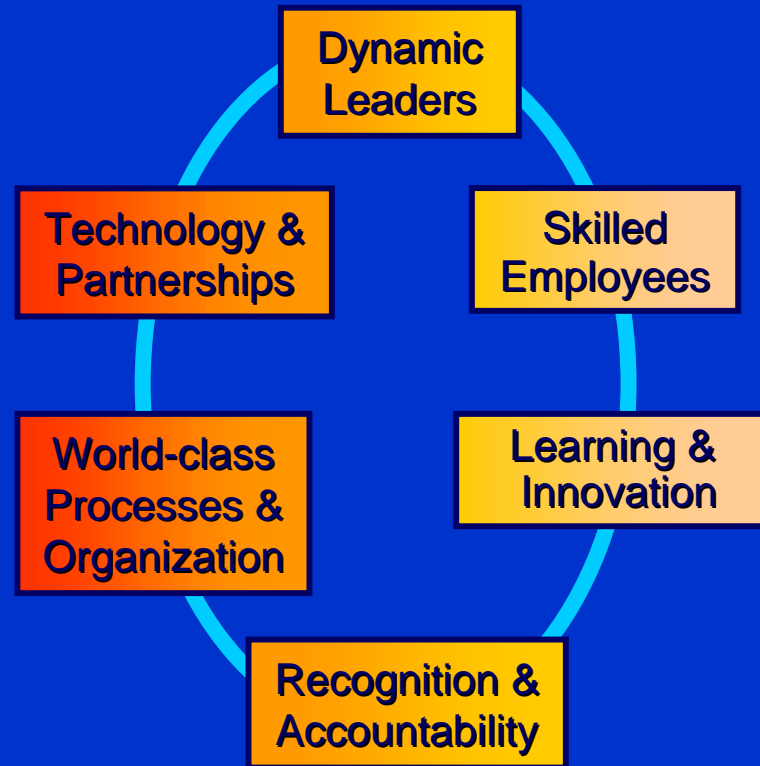
Knowledge Management System

Systematic **Processes**, **Tools** and **Behaviors** that deliver the right **Content** to the right **People** at the right time and in the right context so that they can:

- Operate cost-effectively, safely and with excellence
- Make the best decisions quickly
- Solve problems
- Exploit business opportunities
- Accelerate competency and innovation

KM & Organizational Capability

The ability of an organization to execute its strategies



- Our talents, knowledge, systems and processes applied effectively
- Working as a team, sharing experiences and learning from others
- Building our skills, getting better and better at delivering our plans

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Knowledge Retention Approaches

- **Networks/Communities**
- **Document existing processes and workflows**
- **Project milestone reviews (DRBs, peer reviews/assists)**
- **After Action Reviews**
- **Project & Best Practices/Lessons Learned Repositories**
- **Expertise Directory (PeopleNet)**
- **Mentoring**
- **Employee Opportunities**
 - Professional development
 - Challenging assignments
 - Learn new skills

Networks/Communities of Practice

A group of people with a common job function, skill or competency who work together to share knowledge, experience, insight, and advice; solve problems; and explore new ideas.

- Valuable Learning & Development Tool
- Accelerates Deployment of Innovative Ideas

Energy Efficiency

SafeNet, EnviroNet

Web Application Developers

Exploration/Production Networks

Refining Best Practice Teams

GIL Service Providers Group

Process Engineering Tools

Contractor Safety Mgmt

CPDEP Forum

Tank Network

Rotating Equipment Network

And many others ...

Refining's Global KM Approach

GR KM

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Global Refining Knowledge Management System

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[Team Sites](#)

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Global Refining Knowledge Management

Resources

- > [GRKM Training Material](#)
- > [GRKM Quick Ref. Card](#)
- > [Provide Feedback](#)
- > [Reports](#)

Q&A/FYI

Have a question or an FYI?
You can...

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Welcome to the GR KM System

The Global Refining Knowledge Management System enables users to share information effectively, securely and globally by improving the speed and quality of communication. For technical support on troubleshooting system connectivity or response time issues, the ChevronTexaco Help Desk is available 24/7 at 842-8765 (w/CTN), 1 800 433-8765 (North America w/o CTN) , or 1 925 842-8765 (outside North America).

News

The 14th Annual Mechanical Equipment Roundtable (MERT) will be held August 10-15, 2003 at the San Luis Conference Center in Galveston, Texas. For details see [14th Annual MERT FYI](#).

Got a question about how to use a feature within the GRKM Toolkit? Search or browse the Q&A site for previously asked Q&As/FYIs or enter a new question under one of the **GRKM Toolkit** topics listed under Process Technology.

Q&A/FYI Metrics

August 2003	
Questions	8
Answers	28
FYIs	4
Comments	4
July 2003	
Questions	37
Answers	178
FYIs	24
Comments	6
June 2003	
Questions	45
Answers	181
FYIs	24
Comments	1

Operational Excellence KM Project

Operational Excellence (OE) simply means doing what we do well

- Protect people and the environment
- Run our plants safely, reliably and efficiently
- Reduce unplanned downtime to the point of being negligible
- Maximize the productive output of our current assets and portfolio

Approach

- Develop/leverage and deploy OE best practices
- Support implementation, address gaps and solve operational problems with global networks/communities of practice

Status

- Planning to launch 3-4 cross-Opco safety & reliability networks in 2002
 - Reliability Improvement
 - Contractor Safety Management
 - Motor Vehicle Safety
 - Repetitive Stress Injury Prevention
- OE website and collaboration tool redesign