

The NRM Gateway is the repository for the Natural Resources Management Community of Practice, which includes the Recreation and Environment – Stewardship Business lines and the Environmental Compliance and Partnership program areas for the Corps of Engineers.

This presentation will be limited to the NRM (Recreation and Partnership) areas with a focus on the Best Practices and the development of the Good Enough to Share concept.

The NRM Gateway success is based on a shared vision in delivering "Information the way managers manage"... information by managers and users for managers and users.



http://corpslakes.usace.army.mil/nrm.cfm

Simplicity is a cornerstone of the NRM Gateway. Simplicity in layout, design, data collection and redundancy to improve information sharing.

In the top navigation system... you will see, information by program area, an index that blurs the lines across business functions, a temporal focus in the New postings, a GETS or Good Enough to Share to highlight best practices and a Google search capability to look into the site by key words and references...

The Good Enough to Share Concept is a part of the Best Management Practices spectrum of obtaining Tacit Knowledge from the field.

Often time in Knowledge Management (KM) initiatives, people look to convert jobs and functions into the elemental parts for inclusion into a model or automation system that can assist in future applications. In many cases, this has been a failing of KM in that it misses a lot of the good stories that are out there that impacts the day-to-day operation. Giving communities a sample or a go-by is one way in which communities learn and thrive

Consider the spectrum of ideas... from telling a story, sharing a document, explaining a how to, all the way to automating a system of communication. Good enough to share is at the lower end of the spectrum, but it is highly used and helps the Gateway be a part of what people remember. Ideas and practices that are "Good enough to share".

Sharing can be as simple as a word file, or as structured as a template that is used to get uniformity within a subject area.

- 2 CoPs supported (Operations & Environment)
- 12 Sub-CoP's supported
- 38 Best practice categories
- 100 Subject matter experts
- 60,000 Pages of content
- 19,000,000 Page views (since 2001) dated Nov 2006



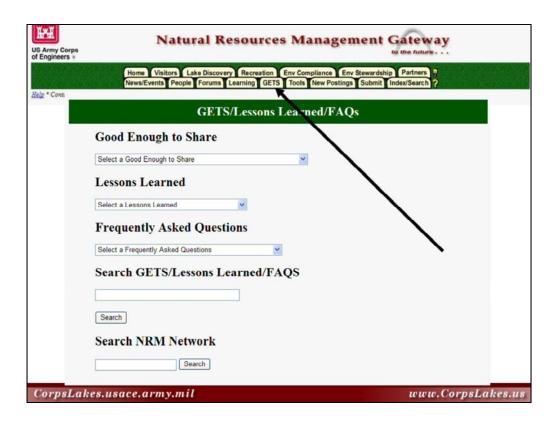
The way we build is the way we maintain... through strength in numbers and experts in design...

Seeking subject matter experts (SMEs) that deliver information that we process, proof and post...

We have workshops where subject matter experts come to share their information and peer review others work...

Each subject matter expert (or working group for a subject area) is responsible for the content in their section of the gateway. It is proofed and vetted through HQ but developed at the field level. (We have over 80 content areas on the NRM Gateway.)

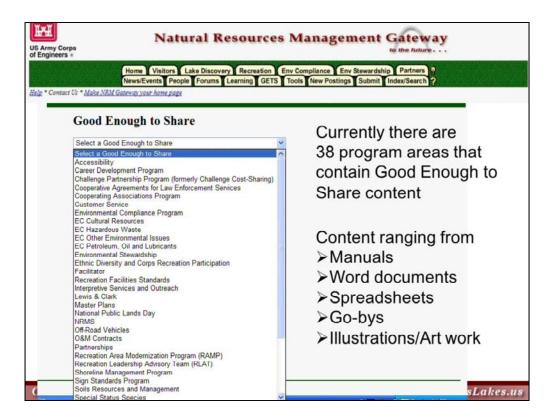
We ask our SME's to develop the first level of FAQs and Good-enough to share, asking them to deliver the cheat sheets they use in operating their program. With development in the beginning, they seek out others that have helped along the way improve the program.



http://corpslakes.usace.army.mil/employees/gets-main.cfm

In addition to the Good Enough to share pages being available in the program areas, they are available across program areas through the GETS Tab...

The google search engine or via the program area pages (available under the business line or index)



http://corpslakes.usace.army.mil/employees/gets-main.cfm

Looking at the drop down menu provides a view of the 38 program areas with GETS pages.

These pages contain

Manuals

Word documents

Spreadsheets

Sample Contracts

Go-bys

Art work

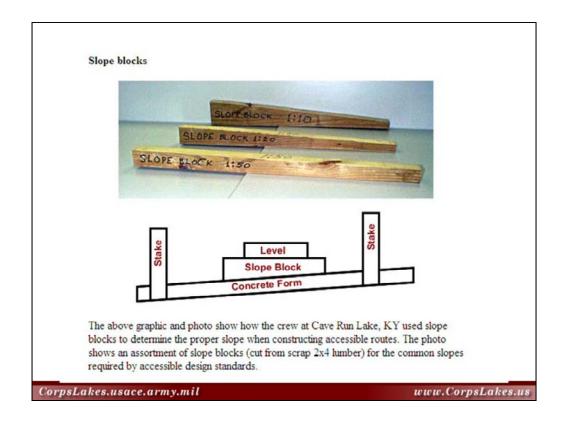
**Testimonials** 



http://corpslakes.usace.army.mil/employees/access/access.html

Each program area (we have identified over 80 program areas in NRM 41 in Recreation)

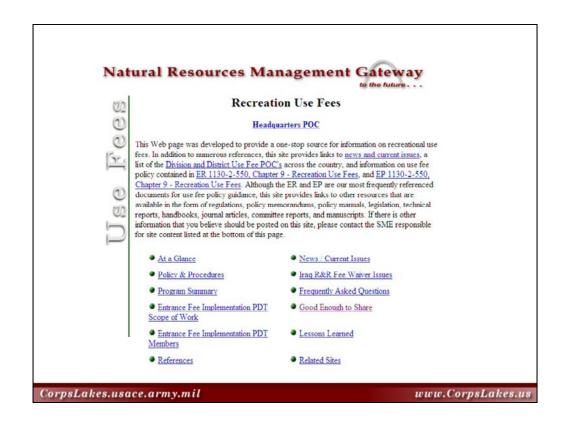
Has a consistent look and feel and where identified a Good Enough to Share and Lessons Learned page...



## http://corpslakes.usace.army.mil/employees/gets.cfm?ld=access

One example of a GETS under the Accessibility program area is a "BLUE COLLAR" submission...

You don't have to make it hard... submissions need to be easy enough for everyone to do it...



http://corpslakes.usace.army.mil/employees/usefees/usefees.html

Another example...



## http://corpslakes.usace.army.mil/employees/gets.cfm?ld=usefeesprog

In this example, The Recreation Use Fee program has a number of submissions on the page... Scrolling down you will find

**CLICK** 

One section includes handbooks from a number of locations CLICK

The result is a national view of regional reports.



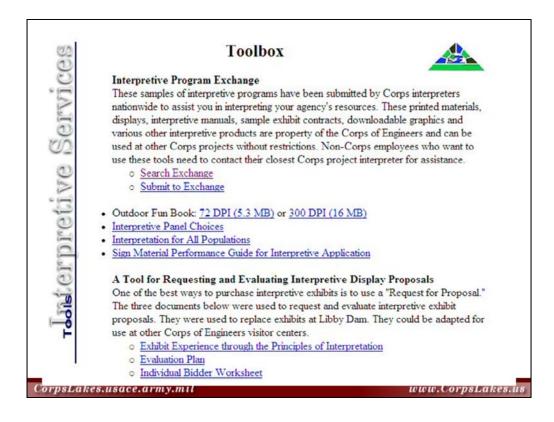
http://corpslakes.usace.army.mil/employees/interpretive/interpretive.html

In the case of the Interpreters in the Corps...

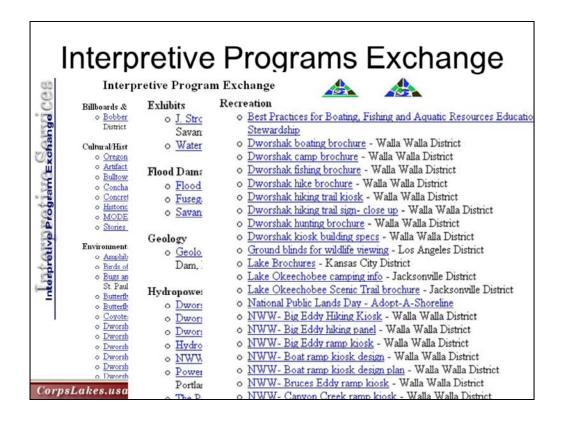
They organized themselves to deliver a consistent look and feel in the product delivery...

They developed the TOOLBOX which is cross posted in the Good Enough to Share

The Tool box... is another template submission that we have on the site



http://corpslakes.usace.army.mil/employees/interpretive/tools.html



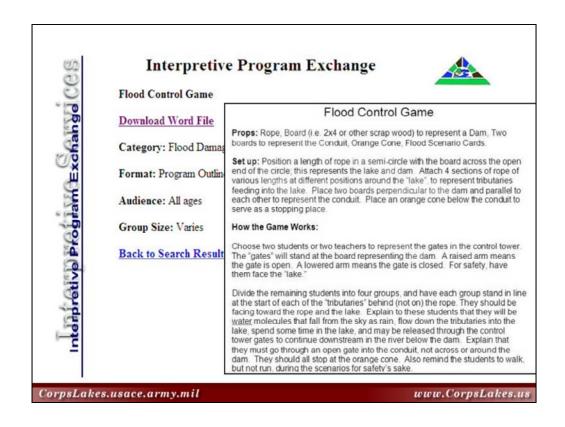
http://corpslakes.usace.army.mil/employees/interpretive/exchange.cfm?Step=1

The interpreters of the agency, got together as a team to put together a place where all could share their interpretive programs, flyers, checklists, etc...

They developed a template and a database structure for easy retrieval by topic area...

Once they opened the door for submissions the working group and their contacts began populating the site... there are now more than 200 entries... \

Another of our secretes is that some Subject matter experts are supervisors... they have put in employee TAPES (evaluations) the delivery of content to the NRM Gateway as a measure of supporting the community... that is how this site has grown...



http://corpslakes.usace.army.mil/employees/interpretive/exchange.cfm?Step=3&Id=55

In the toolbox...

Each item submitted has database characteristics provided by the submitter. A simple process, minimal content (easy to do), and you send us what you have...

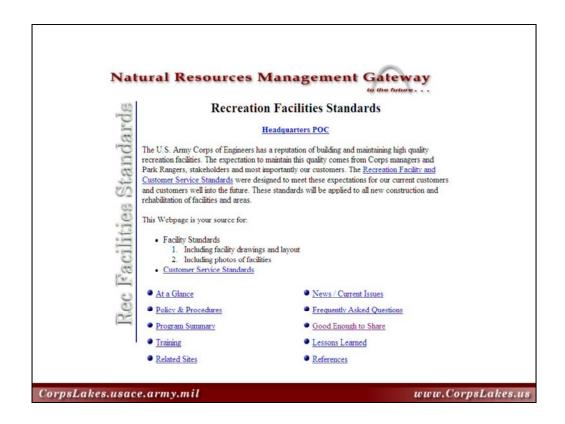
This example is a word file that can be altered at the local level

### **CLICK**

Word files are provided in some instances where change is encouraged.

So that products can be tailored to the local area...

PDF or acrobat files are provided where the content can not be altered.



http://corpslakes.usace.army.mil/employees/facilities/standards.html

The Recreation Facility Standards TEAM came up with a "STANDARD" entry for their Good Enough to Share...

#### Campsites

#### Impact Areas

Typical procedure for impact site construction at J. Strom Thurmond Project, Savannah River, GA

Interlocking block is being used at Nolin Lake, Kentucky. The block is replacing rotting timbers. The blocks weigh about 80 pounds each are 16 inches long and about 5 inches thick and 12 inches deep. At the time of purchase the blocks were \$3.25 each as compared to about \$14.25 for an 8 foot recycle material timber.



CorpsLakes.usace.army.mil

www.CorpsLakes.us

http://corpslakes.usace.army.mil/employees/gets.cfm?ld=facilities

Where explanations and pictures help to illustrate the desired condition. Sometimes photos work better than words.



http://corpslakes.usace.army.mil/employees/rppii/modern.html

The Recreation Modernization Success Stories is one example...



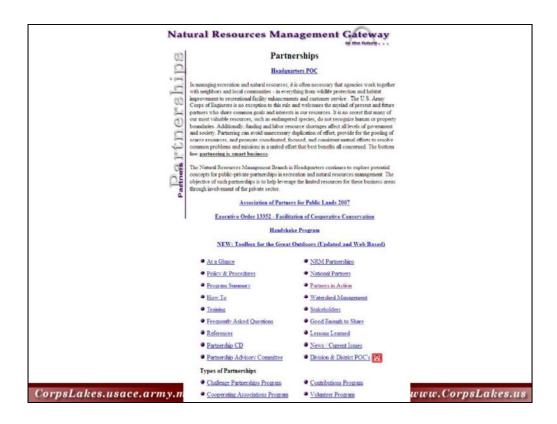
This team came up with a template for submissions...

And 8 different lakes came up with suggestions...



## Once again the Recreation

The template asked for information on the Lake, costs, funding sources, Partnerships, and a story.... Which extends beyond this page...



http://corpslakes.usace.army.mil/partners/partners.html

The Partnership example is a area where we are encouraging our mangers to connect to our national partners...

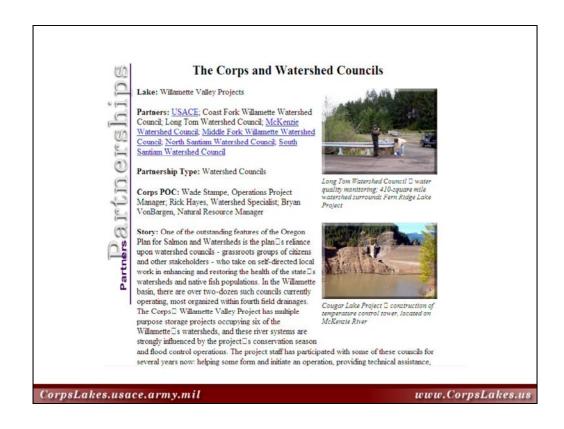
In the Partners in Action, we not only identify partners



http://corpslakes.usace.army.mil/partners/action.cfm

We allow for submissions...

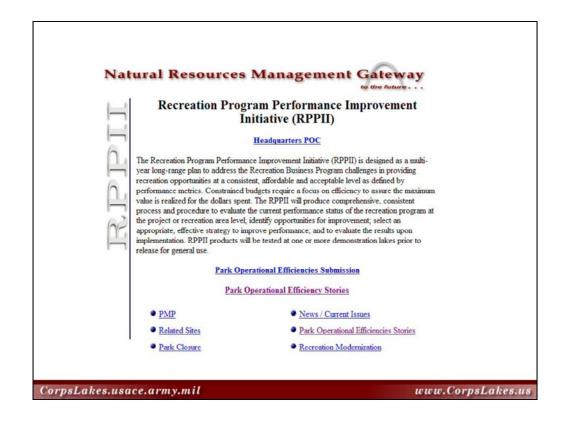
In a three week time period we received 75 stories from the field in this area.



http://corpslakes.usace.army.mil/partners/action-drill.cfm?GID=44

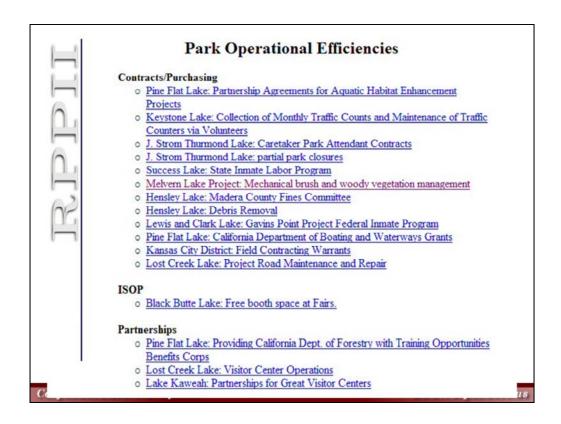
Each of the pages, tell a story about the partnership.

The information is also integrated into the WWW.CorpsLakes.us public pages so that our partnerships that support natural resources and recreation can be viewed by all...



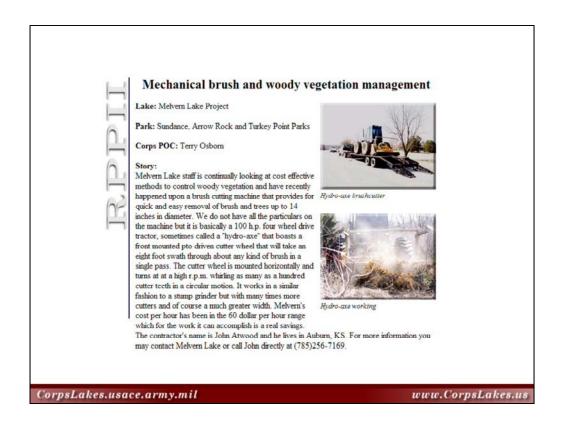
http://corpslakes.usace.army.mil/employees/rppii/rppii.html

In identifying our maintenance backlog... we identified how we can make improvements...



http://corpslakes.usace.army.mil/employees/rppii/parkop.cfm?Topic=List

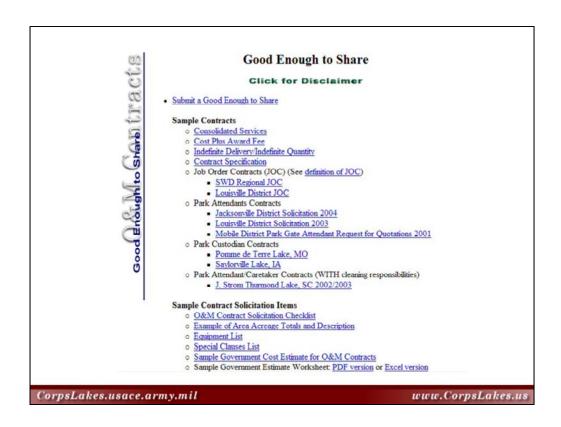
In Operational Efficiencies we have over 20 stories now...



http://corpslakes.usace.army.mil/employees/rppii/parkop.cfm?Topic=View&ld=32

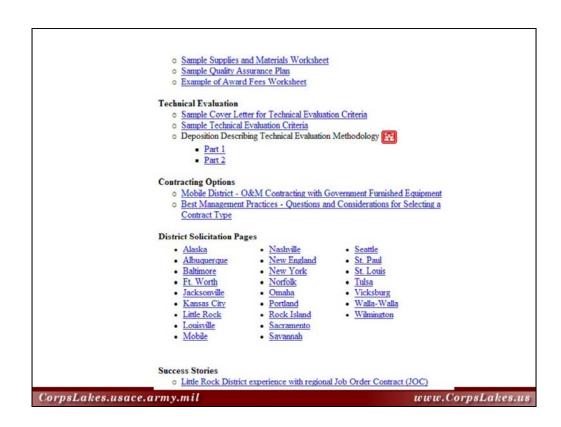
A simple template... a structured format... our editor had to make very little change to the file before posting...

Contact information is available if you need more hands on information.



http://corpslakes.usace.army.mil/employees/gets.cfm?ld=omcontract

Contracts... something we do all the time but changes constantly...



http://corpslakes.usace.army.mil/employees/gets.cfm?ld=omcontract

We not only identify examples we link to key resources to allow folks to look at other sites and evaluate their content as well...

Good Enough to Share/Lessons Learned Submission	
If you have a Good Enough to Share/Lesso form.	ons Learned to submit for inclusion, please complete this brief Back
Submitter's Information Name	
Division/District/Project	
E-mail	
Phone	
Good Enough to Share/Lessons Learner Topic	ed .
Suggested Gateway section	
What format is the document currently in?	

http://corpslakes.usace.army.mil/employees/goodlessons-submit.cfm

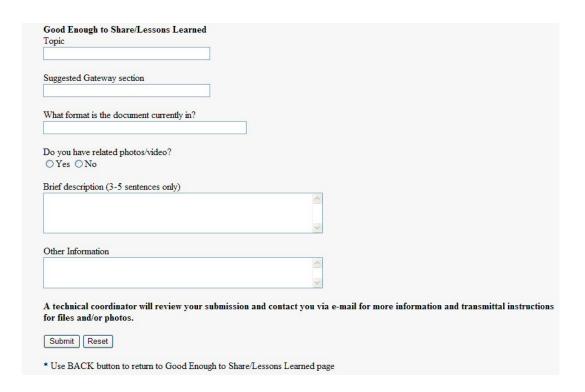
If a team has not developed protocol for how they want information contained on their site...

We have a submit link to help us gain more content along the way...

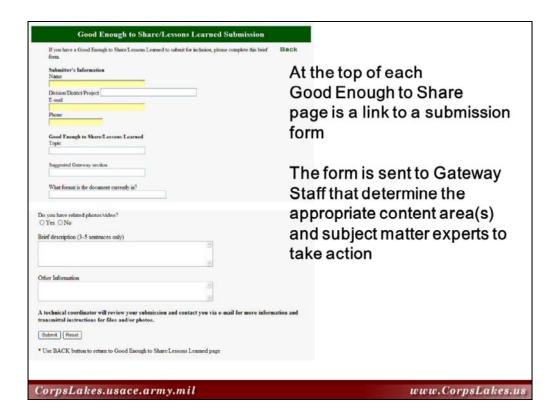
On the 38 program areas that have Good Enough to Share Content a link is provided at the top of the page which leads to a simple form.

The form is sent by email to a small group of Gateway technical coordinators that determine which subject matter expert should receive the information.

In the early days of the NRM Gateway, it was difficult to get stories and examples, now that the gateway is salient to our community, we get unsolicited content from this method.



http://corpslakes.usace.army.mil/employees/goodlessons-submit.cfm



http://corpslakes.usace.army.mil/employees/goodlessons-submit.cfm (REPEAT of slides 5-6 if you want the form on one page)

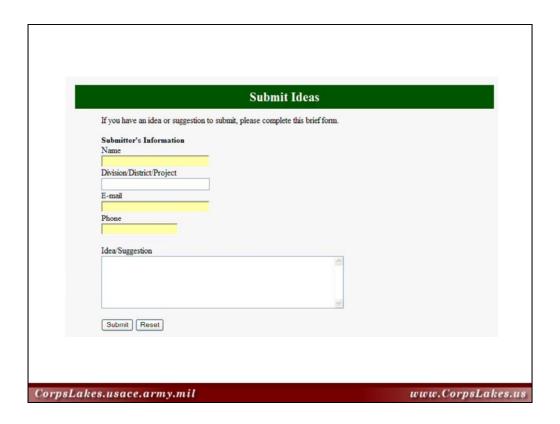
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http://corpslakes.usace.army.mil/ideas.html

Even just a spark of an idea can lead to other stories that are out there...

## Natural Resources Management Gateway

NRM Gateway Principles

- Make it all about the Community of Practice.
- Initially focus on the innovators.
- Create events that make sharing a fun way to learn together.
- 4. Keep it simple... and real.
- 5. Be a marketplace for ideas.
- 6. Serve as a leadership tool.
- 7. Be a part of the daily routine.
- Continuously reinvent and improve.

9. Create "once in a career" experiences.

10. Be an integral part of the Community we serve.

NRM Gateway Team - January 2003

CorpsLakes.usace.army.mil

www.CorpsLakes.us

Our team has come up with 10 priciples that we use to help guide us...

The more we help our customer (manager/ranger/field person) understand their job, we can help them succeed ... we become successful...

# **Gateway Team Awards**



2006 American Recreation Coalition Beacon Award



2002 ERDC Award for Outstanding Achievement in Technology Transfer



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www.CorpsLakes.us



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John Lanzarone Technical Excellence Network Project Leader









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