

NDA Estate Provision of Knowledge and Information Management Services

Overview



Introduction

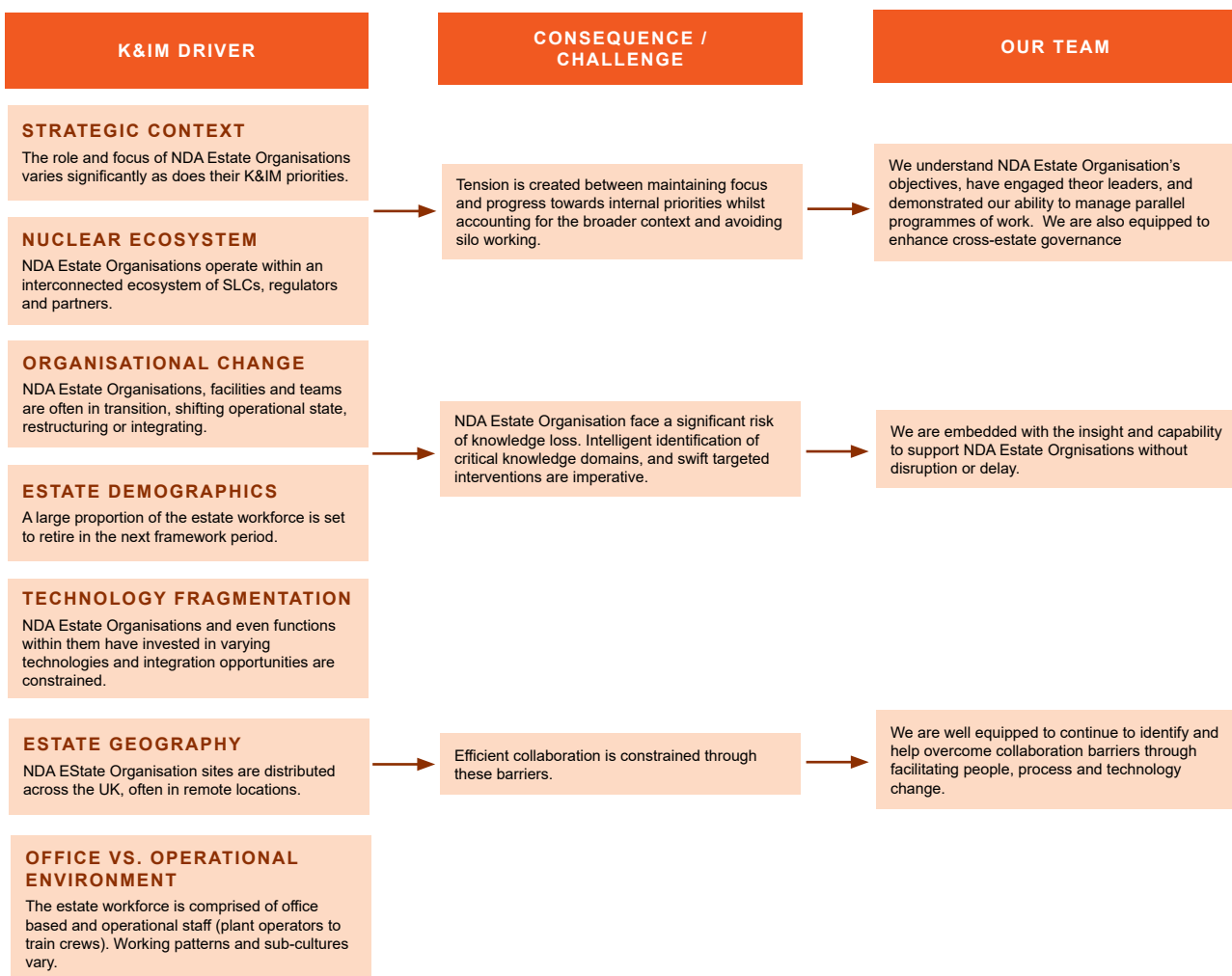
Arup and their partner MCM, are delighted to have been selected to be the sole providers of SSA Knowledge and Information Management (K&IM) services across the NDA Estate.

The objective of the framework is to provide intelligent hands on support to deliver improvement plans for managing knowledge and information across the NDA Estate. The aim is to bring expert resources, tools and techniques, as well as utilising those already established, to guide the development of capability and enable inter-organisation collaboration.

Throughout the framework period, as K&IM maturity increases across the NDA Estate towards broader application

and wider integration, the challenges will increase exponentially. There will also be significant opportunities to work together more effectively and efficiently.

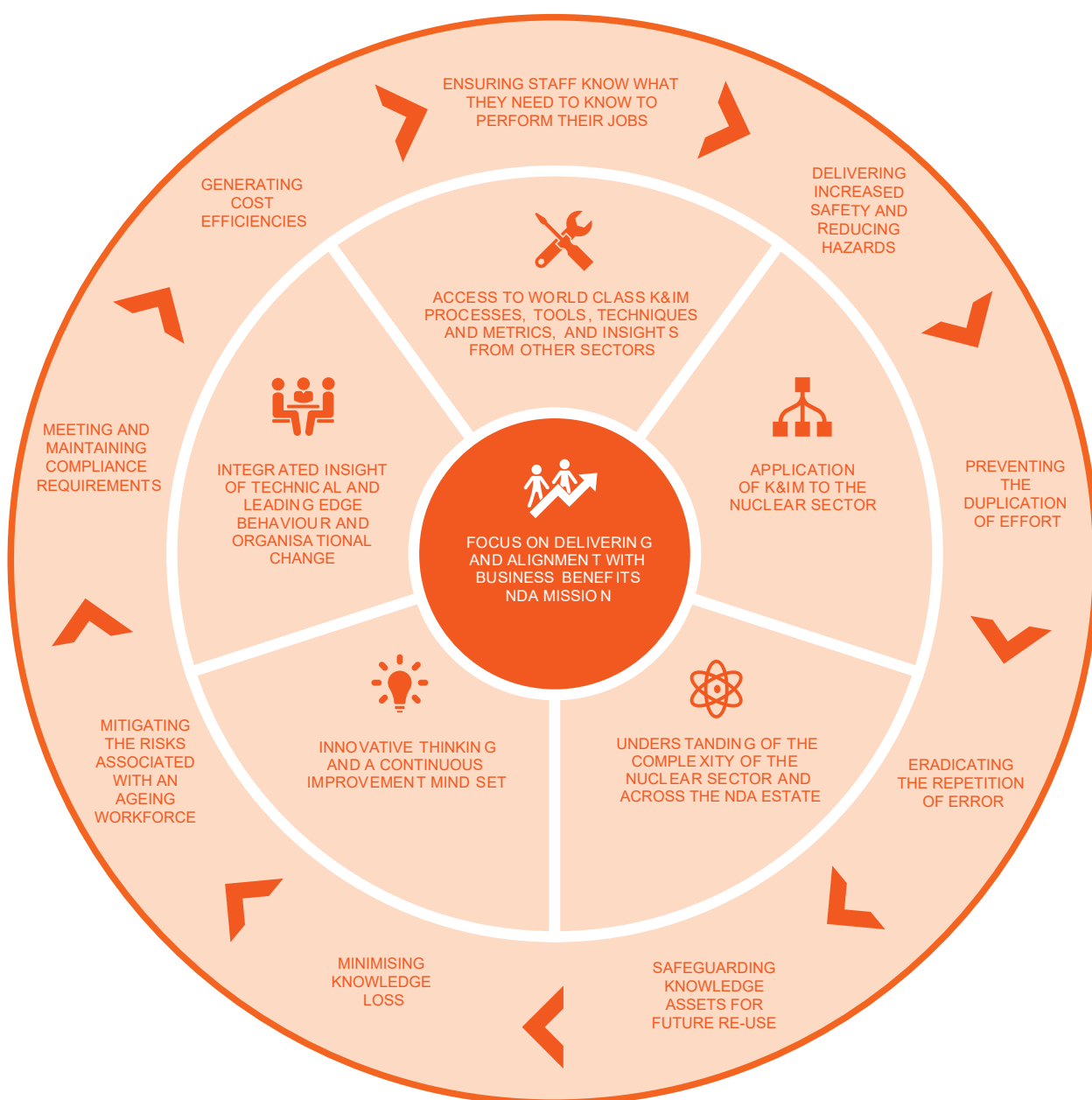
We will help you navigate these challenges, summarised in the diagram below, and make the most of the opportunities and leverage synergies by working closely with key K&IM leaders and practitioners across the NDA Estate.



The benefits

There are significant business and organisational benefits to be obtained from the effective management of knowledge and information. The NDA states that the prime objective of a knowledge and information management system is to:

Ensure the right knowledge and information is delivered to the right people at the right time to support the NDA Mission.



Scope

Through working across the NDA Estate over the last four years, we understand you are coming together to achieve the OneNDA Vision. From a K&IM perspective, this includes implementing collaboration and knowledge and information mechanisms. Arup-MCM has the developed capability, tools and techniques to provide the required hands-on support in enabling the successful delivery of the individual improvement plans through, but not limited to, the following areas:

Knowledge and information management leadership - The leadership, governance and reporting arrangements together with the motivational mechanisms to build, maintain and reward knowledge and information management competencies in the workforce and effect the necessary cultural and behavioural changes.

Planning and prioritising critical knowledge and information - The process for producing a prioritised plan and strategic roadmap underpinned by thorough analysis of the current status of intellectual assets, risks, challenges and opportunities and the sufficient resources (financial and human).

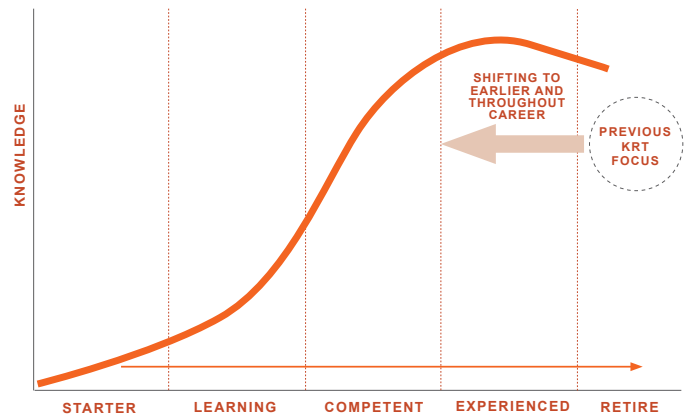
Knowledge and information risks - The process that identifies the likelihood and consequences of knowledge and information loss or un-readiness and produces an actionable plan to manage these risks.

Collective risks - The process to measure and manage any collective knowledge and information risk via a knowledge and information management audit and a fully developed action plan.

Individual risks - The process and plan to manage the risk of critical knowledge and information loss from individuals in the workforce or in the supply chain.

Communities of practice - Developing cross-functional groups of people with knowledge and information relating to a prioritised knowledge area to share and learn from each other.

Knowledge and information retention - Embedded processes, systems and tools for capturing important explicit and tacit knowledge.



During the framework, we aim to enable you to shift the focus from sharing knowledge and information to throughout an individuals career

Our aim is to help you maximise the benefits from sharing, innovating, collaborating and learning.

Learning and innovation - An infrastructure, culture, processes and tools to enable collaboration, innovation, and learning before, during and after activities.

Support and guidance - The provision of ongoing support and guidance for the distributed team of knowledge and information coordinators and practitioners in the different PE's business areas and a centralised teams of specialists.

Knowledge and information sharing - The process of exchanging knowledge between individuals, communities of practice and organisations particularly in and across the NDA estate and also between the estate and the supply chain.

Project learning - The capture, use, reuse and sharing of experiences and lessons learned in projects and programmes in which a multitude of stakeholders might be involved, both internal as well as external.

Peer to peer collaboration - The easy accurate and quick communication through online collaboration spaces.

IT systems - The knowledge and information architecture, and specification of IT requirements to support mobilising, applying, learning, capturing, validating and structuring knowledge and information.

Our approach

Shared Services Alliance has assessed and identified, through open competition, that the combination of Arup and MCM provides the depth of experience, range of capability and breadth of expertise to help you deliver the challenges of your knowledge and information programme.

We have assembled a core team to represent the various areas of expertise required for this framework.

This team will be responsible for providing the expert knowledge input during the planning and delivery of work packages. These experts in the management of knowledge and information will provide an advisory role and challenge to ensure that the management, system development and improvement, training and behavioural change processes meet the specific requirements.

The members of this team may also act as members of the local delivery teams to support the delivery where required. Further experienced delivery team resource will be drawn upon from across Arup and MCM as required.

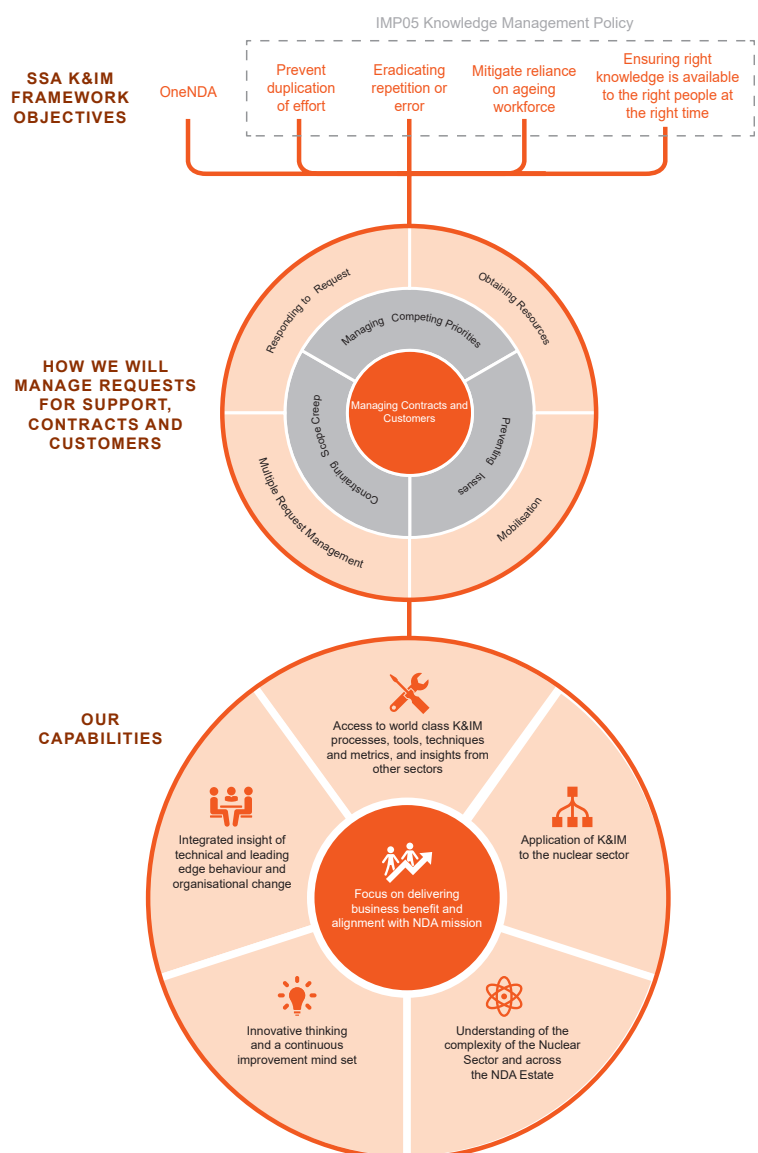
Process of engagement

Our approach to responding to requests establishes a culture of collaboration, trust, openness, personal responsibility, and adherence to common procedures. The steps to engage Arup and MCM to support your knowledge and information management activities are as follows:

1. Requests and Scoping Requirements - Once we have been notified by the NDA Estate Organisation that our support is needed, we will discuss the request in more detail. To confirm the scope required we will develop a draft Agreed Order Form with a supporting proposal, including outputs, timescales, resources and costs.
2. Confirm Approach and Agreed Order Form - The draft Agreed Order Form and proposals, will be presented to the requesting NDA Estate Organisation representative for review and refinement. Once this is finalised, the NDA Estate Organisation issues a Purchase Order to initiate mobilisation.
3. Mobilisation - The team will be mobilised and inducted within an efficient timescale, to the organisation and the task. An Inception Review meeting will be held with the NDA Estate Organisation representative and the Arup and MCM team to ensure shared understanding of objectives and approach across the entire team prior to starting the work.

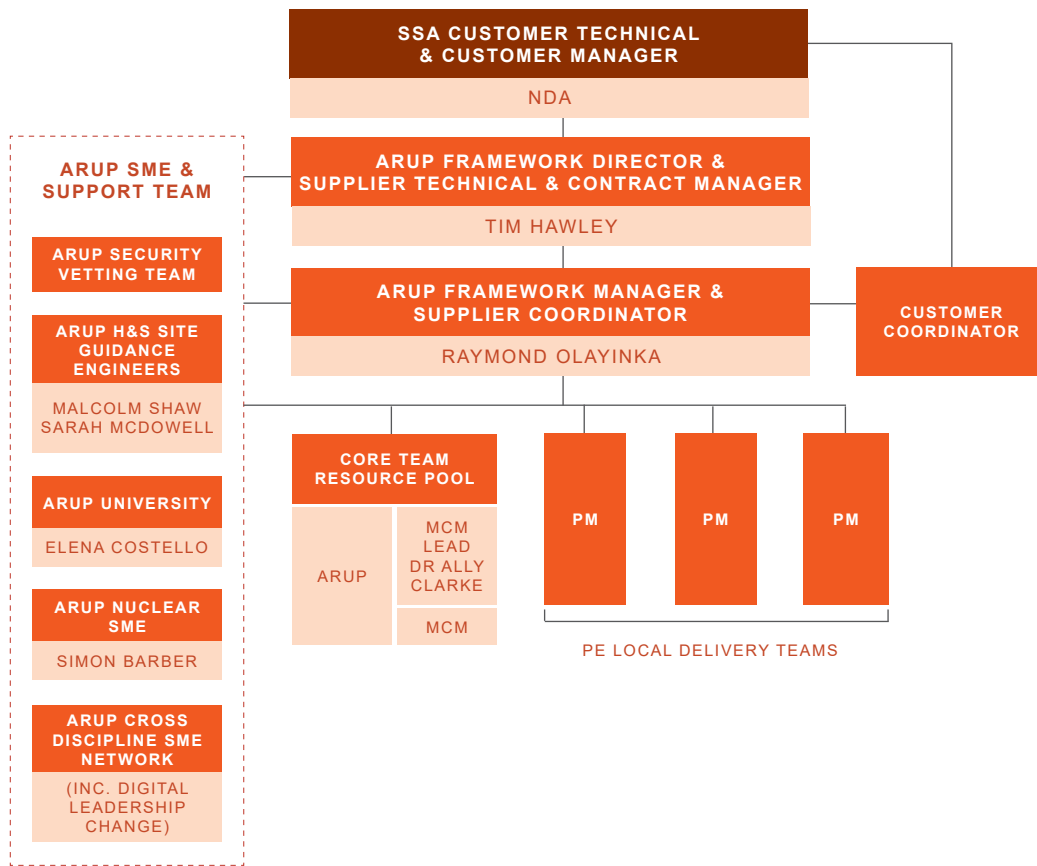
Our management of knowledge and information insight

From our experience and detailed understanding of the NDA estate, our approach to managing Requests for Support, and mechanism to utilise our capabilities, aligns to successfully achieve SSA K&IM Objectives and the wider NDA vision.



Our team

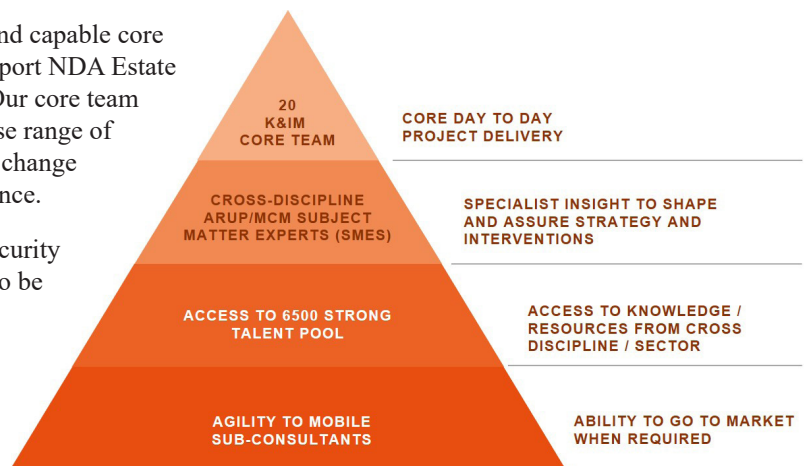
Our team of Arup supported by MCM delivers each one of the capabilities to world class standard; recognised via numerous awards. Our roots are in core technical disciplines, on which we've built specialist management consultancy services.



Our structure also allows us to provide a highly skilled and capable core team who have the collective grounding in K&IM to support NDA Estate Organisations in developing and implementing K&IM. Our core team is supported by a number of SMEs skilled across a diverse range of disciplines including nuclear but also digital, leadership, change management and operations to offer guidance and assurance.

Our network of 6,500 UK staff, over 500 of which are security cleared including over 250 P4/P1 pass holders, are able to be mobilised at short notice.

Finally, we can go to market and bring in external contractors when the need arises due to an identified capacity or capability gap.



About Arup

Arup is a global consulting firm providing planning, engineering, design and management consulting services across a broad range of sectors. We provide the world-class consultancy services necessary to every stage of the project, from inception to completion and beyond. The firm is a creative force behind many of the world's most innovative buildings, transport, civil engineering and energy projects and design technologies.

Arup now has over 90 offices across Europe, North America, Africa, Australasia and South East Asia. Our business has tripled in size in the last ten years, and now has over 12,000 people worldwide.

Arup has been at the forefront of organisation learning for over 15 years and our own knowledge and information system - comprising of a broad range of practice and tools including 78 global communities of practice and underpinning online collaborative forums - has evolved to become core to how we work and deliver value.

Arup have extensive experience of implementing world class knowledge and information systems bringing insight from programmes from across a wide variety of sectors, from implementation of our own award-winning organisational learning capability, and also direct and relevant experience within the nuclear sector.

The people at Arup are driven to find a better way and to deliver better solutions for our clients.

We shape a better world.



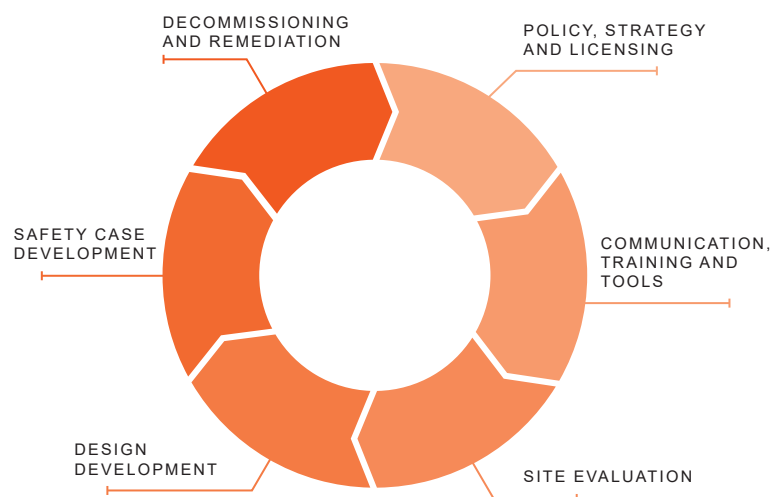
APQC Excellence in Knowledge Management Enterprise Award winners 2020

About MCM

MCM Environmental Services Ltd, a UK based SME, has unique international strategic, scientific and technical experience in radioactive waste management.

The MCM team has experience from projects all over the globe, supporting a range of governments, NGOs, regulators and implementers.

MCM has supported the UK and Japanese radioactive waste management programmes plan and implement knowledge management for many years.



Participating organisations in the Shared Services Alliance Framework for the provision of knowledge management services.



Contact us

Tim Hawley
Framework KM Lead
e: Tim.Hawley@arup.com
d: +44 (0) 121 213 3788
m: +44 (0) 7899962427

Raymond Olayinka
Framework Management
e: Raymond.Olayinka@arup.com
d: +44 (0)1946 290041
m: +44 (0)7947331982

Luke Morgan
Framework Management
e: Luke.Morgan@arup.com
d: +44 (0) 161 228 2331
m: +44 (0) 7464 488829