



The Natural Resources Management Gateway –
Knowledge Management in Action

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US Army Corps of Engineers
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World Leisure Congress Brisbane, Australia 2004

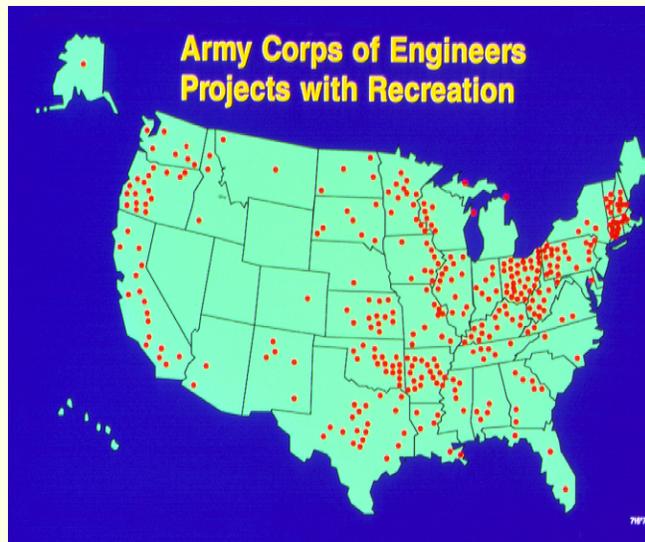


**Multipurpose
Water Resources**



Natural Resources Management Gateway

- 456 lakes
- Located in 43 states
- East of the Rockies
 - 80% of population
 - 80% of Corps projects



CorpsLakes.usace.army.mil

www.CorpsLakes.us

Natural Resources Management Gateway

History

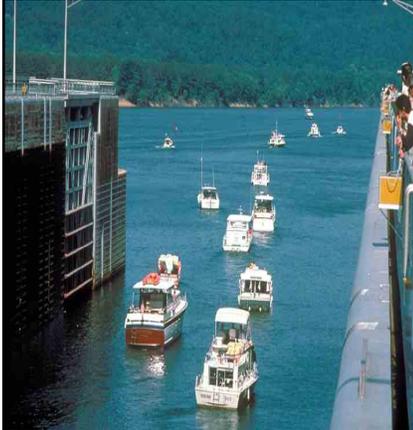
- **1970s - Strong recreation emphasis**
- **1980s - Get out of recreation business**
- **1990s - Under resourced**
- **2000s – Seek Growth Opportunities**



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Nationally Significant



- Largest Federal provider of outdoor recreation
- ~400 million visits annually
- One in ten Americans visit a Corps lake each year
- \$12 billion spent by visitors annually
- Supports over 600,000 jobs
- 70,000 volunteers annually - \$13.5 M value contributed

Nationally Significant (Cont'd)

- 11.5 million acres of land & water
- 56,000 shoreline miles
- \$4.5 billion facility replacement cost
- 4,340 recreation areas
- 93,000 campsites
- 3,910 miles of trails



Nationally Significant (Concluded)

- 43% of areas managed by others
 - > 500 concessions
 - > 593 state parks
 - > 600 local government parks
 - > 421 quasi-public areas



Current Conditions

- Outdated facilities (majority built in the 60's)
 - > 40% more than 40 years old
- Maintenance backlog \$222+ million
- NRM Staffing erosion - 36% reduction



Operating Environment

- Power-down to field managers
- Multiple mission responsibility
- Rapid change
 - political, social, environmental, staffing
- Sophisticated stakeholders
 - increased interactions and competition



Managers Needed To...

- Tap into emerging trends
- Improve access to current agency information
- Share innovation
- Efficiently train new staff
- Communicate and learn from each other
- Better communicate with the public



Designing, Developing and Deploying a Knowledge-based System



Knowledge Management



Organizing
information
the way
managers
manage.

Natural Resources Management Gateway

A family of products serving the
Corps NRM community



The screenshot displays the Natural Resources Management Gateway website. At the top, there is a navigation bar with tabs for Home, Employment, Visitors, Lake Discovery, Recreation, Env. Compliance, and Env. Stewardship. Below this is a 'Welcome' section with a paragraph about the Army Corps of Engineers' role in managing natural resources. To the right, there is a 'Lake Discovery' section with a map of the United States and a list of links. The bottom of the screenshot shows the website's footer with the URL CorpsLakes.usace.army.mil and www.CorpsLakes.us.

Natural Resources Management Gateway

The NRM Gateway

Integrating Business Lines
and the Business Process



This screenshot is similar to the one above, showing the Natural Resources Management Gateway website. It highlights the navigation tabs and the 'Welcome' section. The 'Lake Discovery' section is also visible, featuring a map and a list of links. The footer contains the website's URL: CorpsLakes.usace.army.mil and www.CorpsLakes.us.

<http://CorpsLakes.usace.army.mil>
Established: 2001

CorpsLakes.usace.army.mil

www.CorpsLakes.us

Corps Lakes Gateway

The Government to
Citizen component--
Trip planning
information across the
Corps



www.CorpsLakes.us
Established: 2004

Lake Discovery

A systems approach to NRM information--
A place to learn, adapt, improve
performance



Currently under development

Why was the NRM Gateway created?



NRM Gateway was created to...

- Provide a one-stop information source for the NRM community
- Streamline communication
- Archive knowledge and experience possessed by NRM staff
- Set standards, share practices
- Serve as a learning resource for students

Supporting Communities of Practice through the NRM Gateway



NRM Gateway
Corps Lakes Gateway
Lake Discovery



Tailoring Frameworks to Users

The NRM Gateway uses multiple organizing frameworks

- Business lines
- Accreditation standards (Business processes)
- Audiences (internal, external, exportable)
- Future: People (Operations Managers)

Natural Resources Management Gateway

Business Line Framework



US Army Corps of Engineers

Natural Resources Management Gateway

to the future . . .



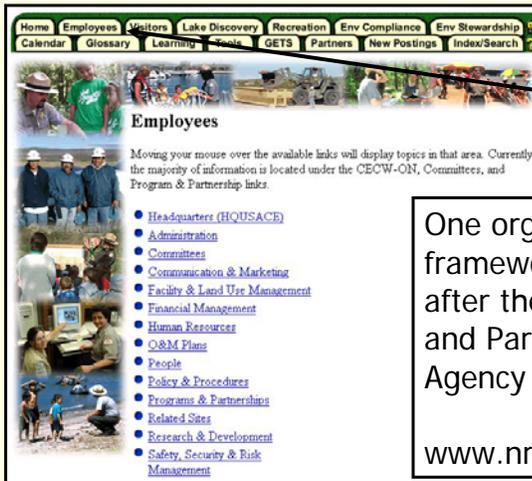
- Recreation
- Environmental Compliance
- Environmental Stewardship

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www.CorpsLakes.us

Natural Resources Management Gateway

Accreditation Framework



Business Process

Employees Tab

One organizing framework is modeled after the National Recreation and Park Association (NRPA) Agency Accreditation Standards
www.nrpa.org

CorpsLakes.usace.army.mil

www.CorpsLakes.us

Natural Resources Management Gateway

Audience Framework

- Internal
- External
- Exportable



Gateway to Go Series

<http://corpslakes.usace.army.mil/employees/gatewaytogo.html>

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www.CorpsLakes.us

Natural Resources Management Gateway

How is content on the NRM Gateway created?



CorpsLakes.usace.army.mil

www.CorpsLakes.us

Steps to Content

- Headquarters Proponent charters approach
- Business Line Steering Committee (PDT) recommends priorities
- Subject Matter Experts are identified (letter of appointment)
- Content Development Workshops held

Content Development Workshops

Subject Matter Experts...
the way we get information
and the way we maintain it.

<http://www.CorpsLakes.usace.army.mil/2006/05/01/060501main01.htm>



After Workshops

- Content is mocked up for web
- Content is reviewed by business line Technical Coordinator
- Content is sent to an editor
- Content is sent to Headquarters' designated reviewers
- Once approved, it is posted
- Field review group does a final review of content from a field perspective

What are key Community of Practice (CoP) features in the NRM Gateway?



Key Features

Business Processes Section

People Locator

Best Management Practices

Lessons Learned

Frequently Asked Questions

Communication Forums

People
Process
Communications

Accreditation Framework

Supports the Business Process

Functions that integrate across CoP lines

- Communications
- Financial Management
- Human Resources
- Logistics
- Legal
- Policy & Procedure



Natural Resources Management Gateway

Home Employees Visitors Lake Discovery Recreation Env Compliance Env Stewardship
Calendar Glossary Learning Tools GETS Partners New Postings Index/Search

Human Resources

- [USACE - Working for Us](#)
- [Natural Resources Career Development](#)
- Resume Builders
 - [Civilian Personnel On-Line \(CPOL\) RESUMEX](#)
 - [Office of Personnel Management Resume Builder](#)
- Job Announcements
 - [Civilian Personnel On-line \(CPOL\)](#)
 - [Office of Personnel Management](#)
 - [Natural Resources Management](#)
- Thinking about Retirement?
 - [Army Benefits Center](#)
 - [Retirement Information](#)
- Human Resources Terms and Programs
 - [Coaching, Counseling and Mentoring Guide](#)
 - [Employee Benefits Information and Advice](#)
 - [Recruitment and Placement Program](#)
 - [Position Management & Classification Program](#)
 - [General Management Information](#)
 - [Management Employee Relation Program](#)
 - [Training and Leader Development Program](#)
 - [Demonstration Programs](#)
 - [Master Index of HR Topics](#)
- Frequently Asked Questions
 - [Natural Resources Management](#)
 - [Civilian Personnel On Line - CPOL](#)

Natural Resources Management Gateway

Human Resources from a User Point of View

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Natural Resources Management Gateway

Home Employees Visitors Lake Discovery Recreation Env Compliance
Calendar Glossary Learning Tools GETS Partners New Postings

Policy & Procedures

- [CE Directorate of Corporate Information](#)
 - [Engineer Regulations \(ER's\)](#)
 - [Engineer Pamphlets \(EP's\)](#)
 - [Engineer Manuals \(EM's\)](#)
 - [Engineer Circulars \(EC's\) & Policy Letter Information](#)
 - [Supercessions and Rescissions](#)
- [CE Directorate of Civil Works Policy and Planning](#)
- [Local Policies & Procedures](#)
- [Code of Federal Regulations](#)
- [Congressional Legislation - Library of Congress](#)
- [Executive Orders](#)
- [Federal Register](#)
- [Office of Management and Budget](#)
- [Regulatory Program](#)
- [Travel Regulations](#)
- [U.S. CODE](#)

Policy & Procedures Organizes information management systems that exist inside and outside the agency

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Natural Resources Management Gateway

Home Employees Visitors Lake Discovery Recreation Env Compliance Env Stewardship
 Calendar Glossary Learning Tools GETS Partners New Postings Index/Search

New Postings Back

To find the next occurrence: **Netscape** users press "ENTER", **Explorer** users scroll back to top and press "Find in Page" again.

- [Archive of Postings](#)
- [Google News](#) (Opens in new window)
 Google News presents information culled from approximately 4,000 news sources worldwide.

November 2003

- [Learning](#) (6 November)
 Results of Land Use Policy Review now available
- [CECW-ON: Memorandums of Understanding \(MOU's\) and Agreement \(MOA's\)](#) (6 November)
 MOU with Association of Partners for Public Lands
- [Stewardship Support Program - Good Enough to Share](#) (6 November)
 - Pasco Pond - Wada District
 - Recycled fishing line - sticker and station examples
- [Critical Incident Stress Management](#) (6 November)
 Training - CISM Course Descriptions
- [Ethnic Diversity and Corps Recreation Participation: Good Enough to Share](#) (6 November)
 Fire of Understanding

New Postings

Allows users to quickly view what has been posted since the last time they were on the site.

Provides access to newspaper search engines.

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Natural Resources Management Gateway

Home Employees Visitors Lake Discovery Recreation Env Compliance Env Stewardship
 Calendar Glossary Learning Tools GETS Partners New Postings Index/Search

Tools

- [AKO - Army Knowledge OnLine - the Army Portal](#)
 Employee/personnel information.
 Password Protected
- [ART - Army Regional Tools](#)
 Personnel management.
 Password Protected
- [CEFMS - Corps of Engineers Financial Management System](#)
 Password Protected, Issued by: District Information Management Office
- [DENIX - Defense Environmental Network and Information Exchange](#)
 Central platform for the dissemination of environmental, safety and occupational health news, policy, and guidance within DOD activities
 Password Protected
 POC: Calvin Corbin, DENIX Systems Manager
- [ENGLink](#)
 Standardizes and integrates methods of collecting, analyzing, forecasting, and presenting real-time information to decision makers for civil and military emergency operations
 Password Protected

Tools Tab

Access to Corporate Automated Information Systems

More...

<http://corpslakes.usace.army.mil/employees/tools.html>

CorpsLakes.usace.army.mil

www.CorpsLakes.us

Natural Resources Management Gateway

Home Employees Visitors Lake Discovery Recreation Env Compliance Env Stewardship
 Calendar Glossary Learning Tools GETS Partners New Postings Index/Search
 A B C D E F G H I J K L M N O P Q R S T U V W X Y Z
 Search the Gateway Subject Listing

Site Index - Alphabetical Listing [Back](#)

Search the Gateway

A

- [Accessibility](#)
- [Acquisition of Plant, Ownership & Financial Management](#)
- [Activity Based Analysis Examples](#)
- [Administration](#)
- [Air Emissions, Environmental Compliance for Aquatic Plant Control Program](#)
- [Armed Forces Recreation Program](#)
- [Army Benefit Center - Civilian \(ABC-C\)](#)
- [Army Civilian Personnel Resources Related to the Terrorist Attack](#)
- [AUPS \(Automated User Permit System\)](#)

B

- [BMP \(Best Management Practices\)](#)
- [Brochure, Value to the Nation - Recreation](#)

C

- [Calendar](#)
- [Career Development Program](#)
- [CATT \(Coach Assist and Train Team\)](#)
- [CE Directorate of Corporate Information](#)
- [CEPMS \(Corps of Engineers Financial Management System\)](#)
- [CECW-ON](#)
- [Challenge Partnership Program \(Formerly Challenge Cost-sharing\)](#)
- [Chief's Corner](#)
- [Cleanhouse - Natural Resources Security Information](#)
- [Crew Practices Network - Environmental](#)

Index/Search

Allows users to scan all topics, programs, and organizing pages

Natural Resources Management Gateway

Home Employees Visitors Lake Discovery Recreation Env Compliance Env Stewardship
 Calendar Glossary Learning Tools GETS Partners New Postings Index/Search

Calendar of Events - Submission [Back](#)

If you have a calendar event to submit for inclusion, please address

Submitter's Information

Event Name

Event Location

City, State

Point of Contact

Web Address

N/A

Good Enough to Share/Lessons Learned Submission [Back](#)

If you have a Good Enough to Share/Lessons Learned submission, please complete this brief form.

Submitter's Information

Name

Division/District/Project

E-mail

Phone

Good Enough to Share/Lessons Learned Submission

Topic

Suggested Gateway section

What format is the document currently

Do you have related photos/video?
 Yes No

Submit Ideas [Back](#)

If you have an idea or suggestion to submit, please complete this brief form.

Submitter's Information

Name

Division/District/Project

E-mail

Phone

Idea/Suggestion

Automated Submissions

*Policy
Reviews and
Field
Discussions*

Outgranting of Lands

1. Do you believe this policy is adequate to deal with land use requests? If No, what shortcoming can you identify?

	Yes	No	No Response
Count:			
Percent			

Unconventional Land Use Requests

Have you received any unconventional requests for use of CE Lands and Resources?

	Yes	No	No Response
Count:	32	43	0
Percent	42.7	57.3	0

Comments

What are some of the standard features of a Program page?



Natural Resources Management Gateway

Natural Resources Management Gateway

Partnerships

Partnerships

Headquarters POC: Debra J. Stokes, CPRP

In managing recreation and natural resources, it is often necessary that agencies work together with neighbors and local communities - in everything from wildlife protection and habitat improvement to recreational facility enhancements and customer service. The U.S. Army Corps of Engineers is no exception to this rule and welcomes the myriad of present and future partners who share common goals and interests in our resources. It is no secret that many of our most valuable resources, such as endangered species, do not recognize human or property boundaries. Additionally, funding and labor resource shortages affect all levels of government and society. Partnering can avoid unnecessary duplication of effort, provide for the pooling of scarce resources, and promote coordinated, focused, and consistent mutual efforts to resolve common problems and missions in a united effort that best benefits all concerned. The bottom line: **partnering is smart business.**

The Natural Resources Management Branch in Headquarters continues to explore potential concepts for public-private partnerships in recreation and natural resources management. The objective of such partnerships is to help leverage the limited resources for these business areas through involvement of the private sector.

Joint Ventures - Partners in Stewardship Conference

- [At a Glance](#)
- [Policy & Procedures](#)
- [Program Summary](#)
- [How To](#)
- [Training](#)
- [News / Current Issues](#)
- [Frequently Asked Questions](#)
- [Types of Partnerships](#)
- [Challenge Partnerships Program](#)
- [Cooperating Association Program](#)
- [NRM Partnerships](#)
- [National Partners](#)
- [Partners in Action](#)
- [Stakeholders](#)
- [Good Enough to Share](#)
- [Partnership CD](#)
- [Lessons Learned](#)

- [Contributions Program](#)
- [Volunteer Program](#)

Program

- Brief Description
- Program POCs
- Subject Matter Expert
- Policy & Procedures
- Program Summary
- Good Enough to Share
- Lessons Learned
- Frequently Asked Questions
- News
- Training

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Natural Resources Management Gateway

Policy & Procedures

Challenge Partnerships

Cooperating Assoc.

Volunteer

Policy & Procedures

Policy & Procedures

Policy & Procedures

Engineer Regulation
• ER 1130-2-500, dated 27 December 1996

Policy and Procedures

- **Engineer Regulation**
- ER 1130-2-500: Project Operations - Partners and Support (Work Management Policies)
 - [Chapter 10](#): The Corps of Engineers Volunteer Program
- **Engineer Pamphlet**
- [EP 1130-2-433](#): Volunteer for America's Environment: A Shared Responsibility
- EP 1130-2-500: Project Operations - Partners and Support (Work Management Guidance and Procedures)
 - [Chapter 10](#): The Corps of Engineers Volunteer Program
- [EP 1130-2-429](#): Volunteer Coordinator's Handbook

This also authorized the Secretary of the Army to accept contributions of funds, materials, and services from non-Federal public and private entities. If your cooperating association wants to contribute funds to the Corps, refer to the Contributions Program section of the Gateway.

Policy & Procedures in a Program Area

Provides directed access to key regulations, policies, pamphlets, etc. that are specific to a program area

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Natural Resources Management Gateway

Partnerships
Good Enough to Share

Good Enough to Share

[Click for Disclaimer](#)

- [Submit a Good Enough to Share](#)
- [Partners in Action - Success Stories](#)
- Economy Act Agreement - Forest Health. Agreement between the U.S. Army Corps of Engineers, Portland District and the USDA Forest Service, Rogue River National Forest, Prospect Ranger District
 - a. [Cover letter to Prospect Ranger District requesting review and signature of Task Order 2003-01.](#)
 - b. [Task Order 2003-01 for Forest Health Evaluation.](#)
 - c. [Determination and Findings Approval Form for Economy Act Agreements](#) (provides verification and approval of legal authority to enter into agreement).
 - d. [Cover letter to Prospect Ranger District requesting review and signature of Economy Act Agreement.](#)
 - e. [Economy Act Agreement.](#)
- Cooperative Agreement - Forest Work Camp Services. Agreement between the U.S. Army Corps of Engineers, Portland District and the Lane County Sheriff's Office, Adult Corrections Division.
 - a. [Cover letter to Lane County Sheriff's Office requesting review and signature of Task Order 2002-1.](#)
 - b. [Task Order 2002-1 for Vegetation Management Tasks.](#)
 - c. [Determination and Findings Approval Form for Cooperative Agreements](#) (provides verification and approval of legal authority to enter into agreement).
 - d. [Cooperative Agreement.](#)
 - e. [Cooperative Agreement Amendment](#) - continuation of agreement.

Good Enough to Share

- Sample Letters
- Approval Forms
- Sample Agreements
- Success Stories
- Checklists
- Testimonials

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Natural Resources Management Gateway

Partnerships

Partners in Action - Success Stories



Cooperation Gets it Done

Lake: [Lake Shelbyville, IL](#)

Partners: [USACE](#); [Illinois Department of Natural Resources](#); [Southwestern Illinois Resource Conservation and Development, Inc.](#); Stakeholders of Kaskaskia Watershed

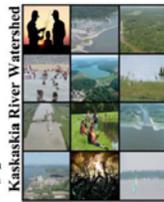
Partnership Type: Association/Partnership, KWA Stakeholders, Federal, State and Local Governments

Corps POC: Robert Wilkins, Project Manager
Cariyle Lake/Kaskaskia Navigation Project;
Andrea Lewis, Project Manager Lake Shelbyville

Story: Kaskaskia Watershed Association, Inc. (KWA) started meeting together in 1996 and incorporated and received their not-for-profit status in 2002. Their goal is to develop, enhance, and protect the economic and socio-ecological values of the natural resources within the Kaskaskia watershed. Four major areas form the KWA from the headwaters of the Kaskaskia River at Champaign to the confluence of the Mississippi River. The watershed itself is very diverse but the stakeholder's goals are the same: recreation, flood damage



Kaskaskia Watershed Association, Inc. Summit 2003



Kaskaskia River Watershed

Creating Resources Tailored to a Program

- Database of on-the-ground partnerships
- Template format
- Online submission
- Basis for the exportable business card CD product

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Natural Resources Management Gateway

Information Connecting Our Managers and National Partners

Partnerships

National Partners

The listing is limited to the Partnerships that have a standing Memorandum of Agreement or Memorandum of Understanding with the Corps of Engineers [Natural Resources](#) or [Planning](#) element. It does not list all of the great partnerships and organizations that work with the Corps on a local level. There are many other partnerships around the nation that do not have a national MOU/MOA, to see some of these success stories, [click here](#). In addition, other national partnerships with the Corps can be found [here](#).

Natural Resources Proponent

- [APPA](#) - Association of Partners for Public Lands
- [EPA](#) - Environmental Protection Agency
- [FWS](#) - Fish and Wildlife Service
- [CDC](#) - Center for Disease Control
- [EPA](#) - Environmental Protection Agency
- [UNICOR](#) - Federal Prison Industries - for National Sign Program (NSP) use only
- [BIA](#) - Bureau of Indian Affairs
- [GSA](#) - General Services Administration - for National Program (NSP) use only
- [IMBA](#) - International Mountain Bicycling Association (IMBA)

N • E • E • T • F

Natural Resources Management Gateway
to the future...

International Mountain Bicycling Association (IMBA)

The Corps and IMBA recognize the following: That recreation on trail systems that connect waterways, parks, and neighborhoods benefits the community. That IMBA recreation promotes economic livelihood, providing jobs and economic stability for American communities. That recreation encourages physical and intellectual development of youth through outdoor recreation and educational activities. 80% of Corps recreation sites are within 50 miles of a large U.S. city, and IMBA and the Corps - Recognize the importance of preserving trail opportunities for urban fringe communities that are facing development pressures. - Have an established working relationship that has already helped facilitate mountain bicycling on Corps recreation sites. Therefore, The Corps and IMBA agree to partner at appropriate local, regional, and national levels to create, manage, and develop trail opportunities for mountain bicycling at Corps facilities.

- [IMBA Website](#)
- [IMBA - USACE Website](#)
- [News / Current Issues](#)
- [Partners in Action](#)
- [Resources](#)
- [Trail Building & Maintenance](#)
- [Corps Resources - OMBIL data - miles of trails](#)
- [MOTIMOA](#)
- [CEMOU Responsibility](#)
- [Partner Responsibility](#)
- [Statement to COE](#)
- [How to Join IMBA](#)
- [Local POC](#)
- [National / Regional POC](#)

Back to Partnerships
[Home](#) | [Employees](#) | [Visitors](#) | [Lake Discovery](#)
[Recreation](#) | [Env Compliance](#) | [Env Stewardship](#) | [Calendar](#) | [Glossary](#)
[Learning](#) | [Tools](#) | [GETS](#) | [Partners](#) | [New Postings](#) | [Index/Search](#) | [722](#)

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Streamlining Communication

Headquarters

- E-mails
- Memos
- Suspense file
- Meeting reports
- New initiatives

Home | Employees | Visitors | Lake Discovery | Recreation | Env Compliance | Env Stewardship | Calendar | Glossary | Learning | Tools | GETS | Partners | New Postings | Index/Search

HOUSACE

- Administration
- Committees
- Communication & Marketing
- Facility & Land Use Management
- Financial Management
- Human Resources
- O&M Plans
- People
- Policy & Procedures
- Programs & Partnerships
- Related Sites
- Research & Development
- Safety, Security & Risk Mgmt

CECW-ON

- Messages from the Chief
- NRM Chief's Corner
- Organization
- MOU and MOA Partners
- Suspense Folder
- NRM Awards
- Program Factheets
- Interagency Initiatives
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- News / Current Issues
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- NRM Contact List [v]
- NRM/MSC Teleconference Notes [v]
- Headquarters' Intranet
- Conferences and Events
- Land Use Policy Review [v]

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Visit News / Current Issues for the NRM Up-dates and return to this site as new information becomes available.

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www.CorpsLakes.us

Feedback from a Manager

"I just wanted to tell you a short success story. I received a call from Mr. Jim Finney in Honolulu. The Corps has a regional visitor center there and have decided to put their Park Guides in the NRM uniform. When I spoke to him about the program, he was totally up to date on all aspects of the program because he had gone to the Gateway site. Without this tool, it would have probably taken hours to explain everything. The site works!! Keep up the good work."

Jim

James E. Runkles, Park Manager, Bonneville Lock & Dam

What are next steps for the NRM Gateway?



- The Corps Lakes Gateway
- Lake Discovery

Natural Resources Management Gateway



Corps Lakes Gateway

A citizen resource

Corporate Branding

- State by state
- Lake by lake

2004 Launch

www.CorpsLakes.us

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www.CorpsLakes.us

Natural Resources Management Gateway



Lake Level Marketing Partnerships

- Lake website
- Lake information
- Concessionaires
- State information
- Local communities
- Local media

NRRS-Rec.gov

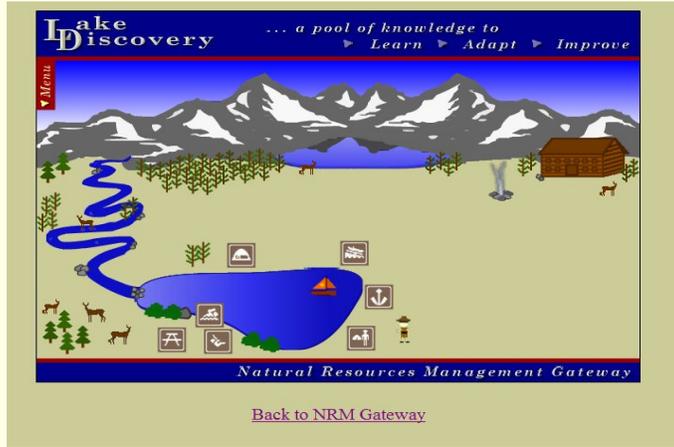
Concessions

Chambers of Commerce

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Lake Discovery – Practitioner pages



Modeled after Army's Fort Excellence

[Lake Discovery](#) > [Camping](#)

Camping

- [Entrance Stations](#)
- [Park Attendants](#)
- Use Fees
- Reservations
- [Facilities](#)

[Technical Problems](#)
Updated: September 30, 2002

[Lake Discovery](#) > [Camping](#) > [Entrance Stations](#)

[Back](#)

Entrance Stations

- [Design Standards](#)
- [Supplies & Equipment](#)
- [Software](#)
- [Safety](#)
- [Security](#)
- [Best Management Practices](#)
- [Park Attendants](#)
- [Alternative Registration Options](#)
- [Signs](#)
- [Accessibility](#)



Facility, service or process-driven pages.
Developed with learning in mind.

[Lake Discovery](#)
[Camping](#) | [Entrance Stations](#) | [Park Attendants](#)

Learning Exchange



Web Casts to/from:

- Universities
- Subject Matter Experts
- Agencies
- Non-Governmental organizations

Join the Team!

- Become a Subject Matter Expert
- Attend a Content Development Workshop
- Attend/present a Webcast
- Make a suggestion

Progress to Date

- 7 million page views since 2001
- ~ 250,000 page views per month
- ~ 30,000 pages of content
- ~ 2,500 documents
- ~ 150 subject matter experts

Gateway Principles

1. Make it all about the community of practice.
2. Initially focus on the innovators.
3. 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.
8. Create "once in a career" experiences.
9. Continuously reinvent and improve.
10. Be an integral part of the Community we serve.

*The NRM Gateway Team
January 2003*



Thank you...

Any questions?

