



CONNECTING COMMUNITIES @ SHELL

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Introduction to KM in Shell	
Shell International Global Network	
Yammer	
Q&A	



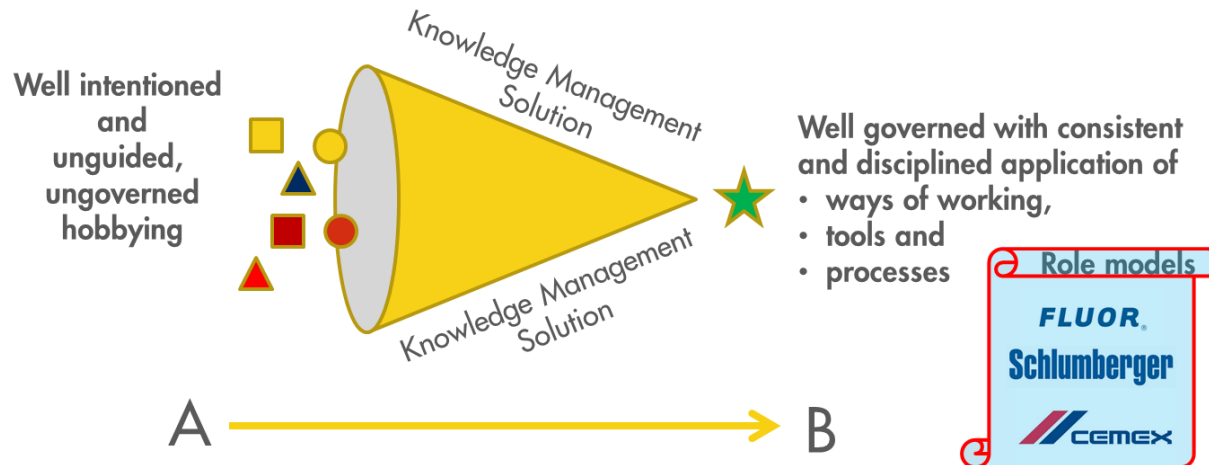
IN 2012 WE DECIDED TO RESET KM IN SHELL

Externally we saw ...

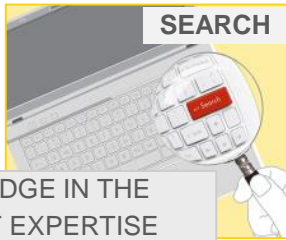


Inside Shell we saw...

... when we needed



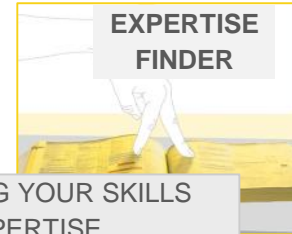
THE 9 ELEMENTS OF KM



KNOWLEDGE IN THE FIELD OF EXPERTISE CAN BE RIGHTFULLY TAGGED AND FOUND



ONLINE FORUM FOR ACTIVE KNOWLEDGE SHARING COMMUNITY AROUND EXPERTISE



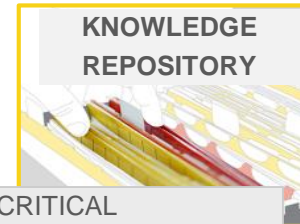
SHARING YOUR SKILLS AND EXPERTISE GLOBALLY, SO YOU CAN BE FOUND



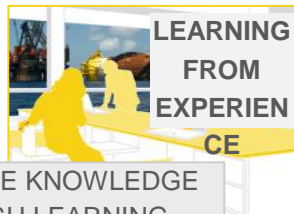
ENSURING THAT KNOWLEDGE AND UPDATES ARE CAPTURED AND VALIDATED



THE ONE STOP PORTAL FOR YOUR DISCIPLINE TO POINT TO THE RIGHT PEOPLE AND INFORMATION



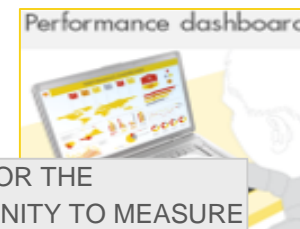
HOLDS CRITICAL DOCUMENTATION FOR ENGINEERING, KEPT UP TO DATE AND STORED CENTRALLY



CAPTURE KNOWLEDGE THROUGH LEARNING FROM THE EXPERIENCE OF OTHERS



WRITE/UPDATE ARTICLES TO HELP BUILD AN ONLINE KNOWLEDGE BASE



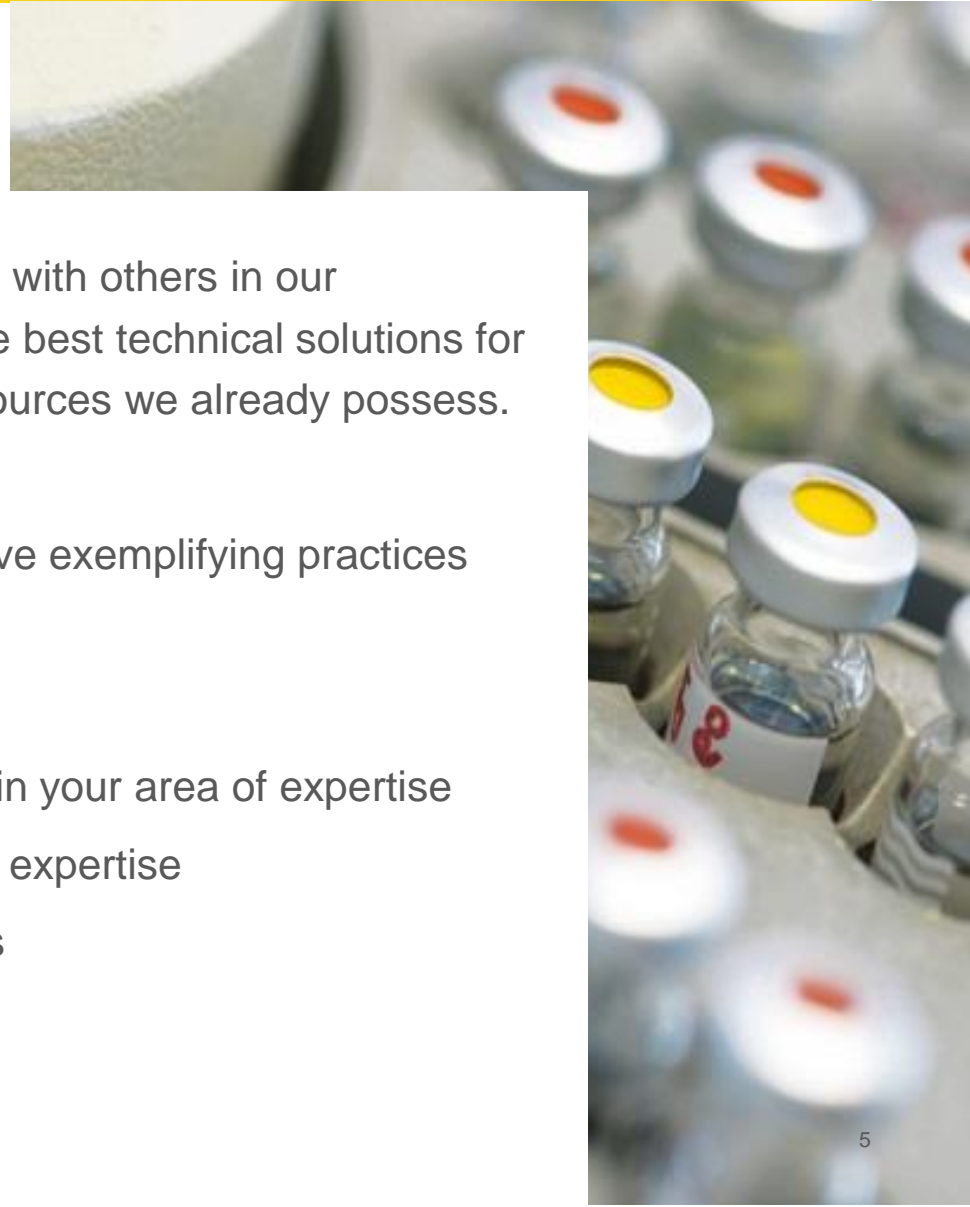
TOOL FOR THE COMMUNITY TO MEASURE HOW WELL WE ARE WORKING OUT LOUD

WORKING OUT LOUD EXEMPLIFYING PRACTICES

It is a commitment to sharing knowledge with others in our professional communities and finding the best technical solutions for Shell by utilizing the knowledge and resources we already possess.

Working Out Loud is underpinned by five exemplifying practices

- **Find**ing the best solution
- **Exhibit**ing skills and expertise
- **Coach**ing and supporting colleagues in your area of expertise
- **Expand**ing knowledge in your area of expertise
- **Reflect**ing on results and deliverables



WHAT DOES SUCCESS LOOK LIKE

The Technical Professional's Perspective

- Experts are visible
- Links into the conversations on key topics
- Vibrant community of technical professionals
- Standards and processes you need are visible and you can trust them
- Easily find examples of where others have done similar things
- Easily find the knowledge that you need by searching



Success!



Business Perspective

- Higher technical efficiency
- Standardisation of designs
- More effective coaching and development of skills and expertise leading to reduced time to autonomy
- Less repeat mistakes
- Greater retention of corporate memory
- Proven solutions result in lower HSSE and financial risk;
- Shorter project lifecycle;
- Improved collaboration.



SHELL INTERNATIONAL GLOBAL NETWORKS

SIGN

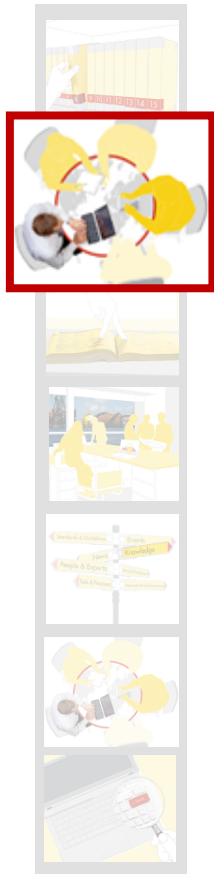
SHELL'S SIGN NETWORK

- Part of Shell for the past twenty years
- Knowledge sharing communities supported by web based discussion groups
- For raising questions, contributing and finding answers, seeking and creating solutions and establishing good practice
- Intended as a platform for technical (validated) discussion. Yammer is available for non-technical discussions
- Available to all Shell employees worldwide – though some forums are private to enable discussion of confidential information in accordance with limits imposed by Shell classification system
- Estimated to provide benefits of \$1 million per day

USING FORUMS IN DAILY LIFE

09:15

Logging into the Shell International Global Network (SIGN) for her discipline, Sarah posts a question about completion components for her new project. On reviewing new questions posted by colleagues she sees the opportunity to help out by contributing to a discussion about down hole safety valves.



My Shell My Job HR Online Services My News Newsfeed OneDrive Sites Kitt, Geoff GSNL-HRPT/L

Browse Items List Share Follow

WGN:Q&A Forum

WGN:Q&A Forum

CREATE A NEW DISCUSSION

Use the Discussion list to hold forum-style conversations, including question and answer, on topics relevant to your team, project, or community.

5 Replies
0 Likes
50 Views

[Seeking Help]_Multizone Dual Completion - Gas

Can anybody share information on the long term performance (integrity) of Dual Completions in Gas wells ? I'm looking for a low cost solution to develop 3 stacked gas reservoirs, the reservoirs of which are marginal and thus will likely rule out a fully SMART completion. A dual string with one...

By Haig, Earl R SPDC-PTU/O/NG | Created 16/06/2014 03:20 PM
Latest Reply Haig, Earl R SPDC-PTU/O/NG | 25/08/2014 03:39 PM

6 Replies
2 Likes
56 Views

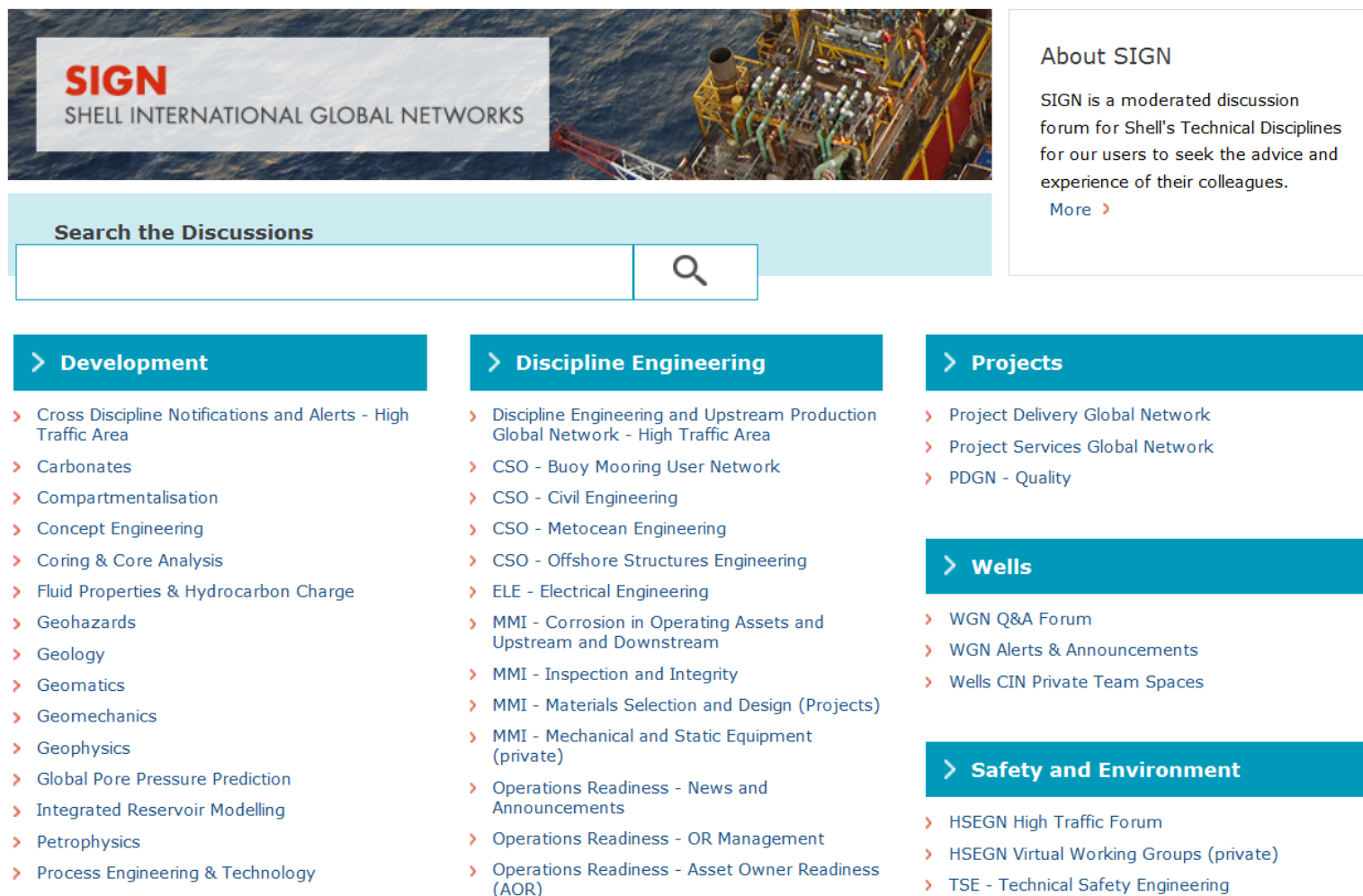
[Seeking Help]_Directional Drilling with high DL

Dear colleagues, We are currently planning for a workover sidetrack well in Sarawak, Malaysia. Due to platform constraints and outreach of target points, the well has to be drilled with a high dogleg severity of 8 degrees with a 14-3/4" hole after setting the 13-3/8" casing. Hence, sequence of drilling...

By Ferdinand, Archy R SAR-PTW/MMI | Created 08/08/2014 11:44 AM
Latest Reply by Lee Robert E R SPDC-PTU/O/NG | 17/08/2014 07:19 AM

THE SIGN HOME PAGE

Provides an overview of all the SIGN networks and their respective discussion forums – almost 150 in total



SIGN
SHELL INTERNATIONAL GLOBAL NETWORKS

Search the Discussions

> Development

- > Cross Discipline Notifications and Alerts - High Traffic Area
- > Carbonates
- > Compartmentalisation
- > Concept Engineering
- > Coring & Core Analysis
- > Fluid Properties & Hydrocarbon Charge
- > Geohazards
- > Geology
- > Geomatics
- > Geomechanics
- > Geophysics
- > Global Pore Pressure Prediction
- > Integrated Reservoir Modelling
- > Petrophysics
- > Process Engineering & Technology

> Discipline Engineering

- > Discipline Engineering and Upstream Production Global Network - High Traffic Area
- > CSO - Buoy Mooring User Network
- > CSO - Civil Engineering
- > CSO - Metocean Engineering
- > CSO - Offshore Structures Engineering
- > ELE - Electrical Engineering
- > MMI - Corrosion in Operating Assets and Upstream and Downstream
- > MMI - Inspection and Integrity
- > MMI - Materials Selection and Design (Projects)
- > MMI - Mechanical and Static Equipment (private)
- > Operations Readiness - News and Announcements
- > Operations Readiness - OR Management
- > Operations Readiness - Asset Owner Readiness (AOR)

> Projects

- > Project Delivery Global Network
- > Project Services Global Network
- > PDGN - Quality

> Wells

- > WGN Q&A Forum
- > WGN Alerts & Announcements
- > Wells CIN Private Team Spaces

> Safety and Environment

- > HSEGN High Traffic Forum
- > HSEGN Virtual Working Groups (private)
- > TSE - Technical Safety Engineering

About SIGN

SIGN is a moderated discussion forum for Shell's Technical Disciplines for our users to seek the advice and experience of their colleagues.

[More >](#)

THE SIGN NETWORK / TECHNICAL FUNCTION PAGE

Here all network areas belonging to a network are shown and it is also possible to link specific forums

Site Contents

Discipline Engineering

Welcome to the Discipline Engineering network, the main collaboration platform for Shell's Engineering communities. Please choose one of the discussion boards that are part of this network for subject matter specific discussions. In these forums you can ask questions, provide answers, share own experiences, and connect with the community.



Operations Readiness (AOR/CSU/FPD)
Operations Readiness (AOR/CSU/FPD)



Process Automation, Control and Optimization (PACO)
Process Automation, Control and Optimization (PACO)



Pipelines, Flow Assurance and Subsea (PFAS)
Pipelines, Flow Assurance and Subsea (PFAS)



Civil Structures and Offshore (CSO)
Civil Structures and Offshore (CSO)



Electrical Engineering (ELE)
Electrical Engineering (ELE)



Mechanical, Materials and Integrity (MMI)
Mechanical, Materials and Integrity (MMI)



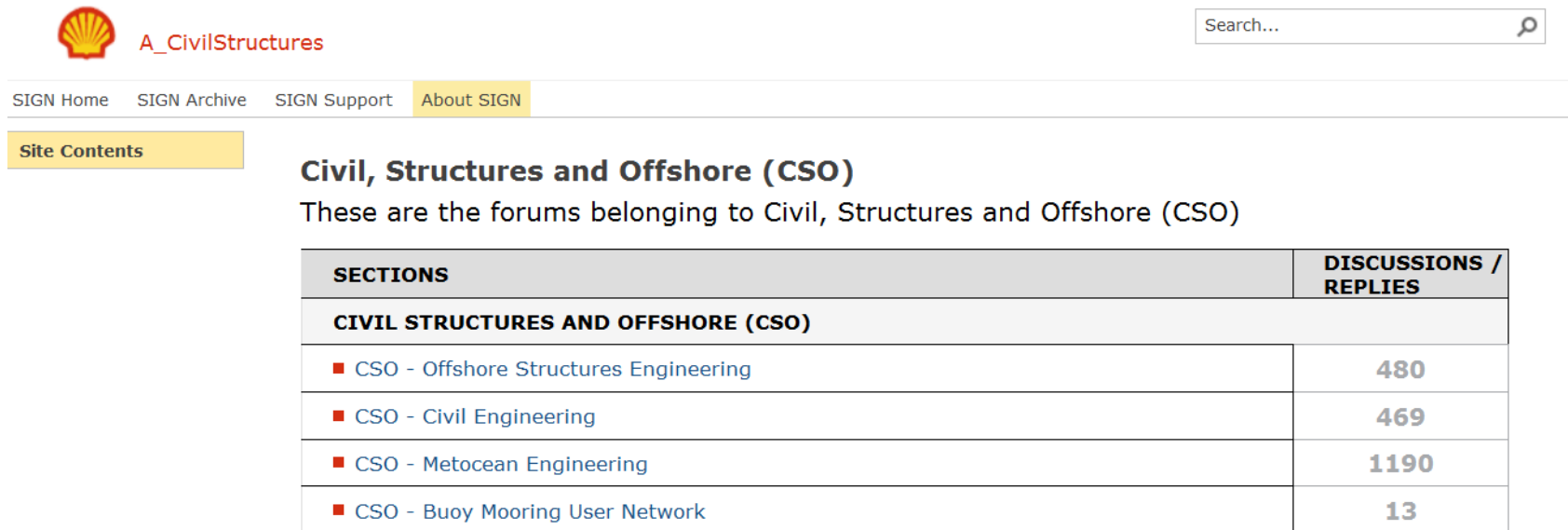
Technical Safety Engineering (TSE)
Technical Safety Engineering (TSE)




Discipline Engineering - High Traffic Area
Discipline Engineering - High Traffic Area

THE SIGN NETWORK AREA

In the event that a network has multiple forums that can be bundled together a Network Area page can be set up.



 [A_CivilStructures](#)

[SIGN Home](#) [SIGN Archive](#) [SIGN Support](#) **[About SIGN](#)**

Site Contents

Civil, Structures and Offshore (CSO)

These are the forums belonging to Civil, Structures and Offshore (CSO)

SECTIONS	DISCUSSIONS / REPLIES
CIVIL STRUCTURES AND OFFSHORE (CSO)	
■ CSO - Offshore Structures Engineering	480
■ CSO - Civil Engineering	469
■ CSO - Metocean Engineering	1190
■ CSO - Buoy Mooring User Network	13

THE SIGN DISCUSSION FORUM PAGE

Lists discussions taking place in the forum and gives an overview of their level of activity

- Home
- Contributors
- Recent
- Documents
- Discussions List
 - Expertise Areas
 - Legacy Keywords
- Site Contents

CSO - Buoy Mooring User Network

CREATE A NEW DISCUSSION

Use the Discussion list to hold forum-style conversations, including question and answer, on topics relevant to your team, project, or community.

View: All Discussion | My Discussion | Concluded Discussions

0 Replies
0 Likes
0 Views

PINNED

Introduction to the Marine Transfer and Offloading Systems (MTOS) team

Although nearshore floating systems are in size and money relative small, they are complex in design, manufacturing and are critical systems for the asset. Splitting the responsibility over the various disciplines will create inefficiency and confusion. It has therefore been decided that one discip...

By **Al Fresco** **GSNL-PTE/ECISO** | Created 23/09/2014 10:05 AM

1 Replies
0 Likes
2 Views

PINNED

[Please Read] SharePoint notification failures within SIGN

Within SIGN, SharePoint alerts fail to send notifications to users when discussions are created, edited, or replied to. Although on some forums user alerts seem not to have been affected, an increasing number of users are reporting issues regarding not receiving notifications. Users are advised not t...

By **Pearl Earrings** **GSNL-HRPT/LK** | Created 05/09/2014 02:39 PM
Latest Reply by **A. Dee** **GSNL-HRPT/LK** | 18/09/2014 11:26 AM

0 Replies
0 Likes
10 Views

ROCK

Dear BMUN users, We are doing a quick survey and would like to know how many ROCK reports you have you read in the past 12 months'

THE SIGN CONTRIBUTOR PAGE

The screenshot shows a web browser window displaying the Shell SIGN Contributor Page. The browser address bar shows the URL <https://eu001-sp.shell.com/sites/AAAAA54>. The page has a yellow header with navigation links: My Shell, My Job, HR Online, Services, My News, Newsfeed, OneDrive, Sites, and a user profile for Kitt, Geoff GSNL-HRPT/L. Below the header is a search bar and a 'Join this community' button. The main content area is titled 'Members' and features a list of 'Top contributors' with their profiles, names, and activity statistics.

Contributor	Discussions	Replies	Best Replies	Joined
Noordman, Dolf GSNL-PTT/TPTD	0	2	1	25 June
van der Hulst, Marc-Paul GSNL-HRPT/L	0	1	1	8 August
Ferguson, Alex GSUK-PTW/P/EWD	1	4	0	30 August
Ozuolmez, Kivanc GSNL-HRPT/L	0	2	0	5 September
Bos, Ingrid M GSNL-HRPT/LK	2	4	0	5 September

On the right side of the page, there is a 'What's happening' section with the following statistics:

- 18 members
- 11 discussions
- 18 replies

YAMMER @ SHELL

YAMMER

SIGN	YAMMER
Technical discussions (wells, exploration, civil engineering etc)	Everything else – Q&A, support forums, projects, initiatives...
Requires expertise structure (tagging, appointed experts)	No formal tagging, no formal experts
Moderated (required)	Can be moderated
Integrated with other KM tools	Little integration with other KM Tools
Not mobile (yet) and e-mail alerts	Mobile with e-mail or app alerts
BOTH require a plan and resources to be successful in supporting communities	

