Supplies advanced technology products and services to the space and information systems markets

**Key Market Drivers:**
- Mature processes (Capability Maturity Models, ISO 9000)
- Motivated, knowledgeable staff
- Rapid assimilation and practical use of new technologies, tools, and methods
Key Challenges

- Knowledge transfer from person-to-person
- Knowledge transfer from project-to-project
- Knowledge capture and dissemination, learning
- Rapid pace of software engineering knowledge
- Complexity of domain, project, and product
- Distributed organizations
- Cost-sensitive environment

TRW Virtual Collaboration

Collaborative tools
Conference Center 1
Conference Center 2
Virtual Rooms
Knowledge Repository
Home
Office
TRW Intranet - A Knowledge Repository

Transitioning the culture from document-based to intranet-based

Capturing & disseminating information
- Corporate policies and procedures
- Standard software & systems engineering processes, methods, & tools
- Project artifact examples & templates
- IR&D innovations
- Success stories & lessons learned

Open Issues

- Effectiveness of Computer-Based Training (CBT) compared to traditional classroom training
- New cultural rules for collaborative meetings
- Taxonomies for organizing information and context
- Long-term maintenance of knowledge (e.g., incentives, ownership, latency)