

Recap of 7-27-09 SFF Event - NASA Process 2.0 with David Lengyel and Philip Mongan

Dear Senior Fellows and Friends,

A week ago, our network coalesced to consider Process 2.0 – or P20 – with David M. Lengyel and Philip Mongan. In 90 minutes, Dave and Phil conducted an informal briefing and led short exercises to illustrate the thinking that would occur in an actual session at NASA. Dave introduced the concepts and handed off to Phil, who led the session. We learned Process 2.0 Basics, Facilitation Techniques, and ThinkTank Meeting Collaboration Tool Basics. You're invited to explore the slides within the attached file; they are sure to stimulate your thinking! Slide 52 includes links to additional information. It was an honor to spend the evening with Dave and Phil, and we hope they'll come back.

We discovered that P20 translates easily across agency and sector boundaries. In Dave's words, "The P20s are process-focused, collegial, structured reflection events. They rapidly deliver sustainable results through: 1) focusing the team on doing work better, 2) careful discussion of time management, 3) employment of structured thinking / logic techniques, and 4) enforcement of disciplined thinking to drive out actionable process improvements for the team." P20s can be used to improve many kinds of processes – to prevent the reoccurrence of potentially life-threatening and expensive mistakes, as when a huge rocket part is hoisted prematurely by a crane operator, or to improve recurring meetings that are dreaded by everyone.

Dave is the risk and knowledge management officer for NASA's Exploration Systems Mission Directorate (ESMD). He has held positions in the Shuttle-Mir and International Space Station programs, served as executive director of the Aerospace Safety Advisory Panel, and served as the executive secretary for the Columbia Accident Investigation Board. He is retired from the Marines Corps where he accumulated over 2,000 hrs as a Naval Flight Officer in F-4s, FA-18s and OV-10s.

Phil, who is Vice President Aerospace, Defense, and Intelligence Operations at ARES Corporation, currently supports ESMD. He has been instrumental in developing methodologies to integrate the risk management and knowledge management disciplines. Phil began his career at Johnson Space Center as a flight controller and crew trainer, and has held a wide range of jobs since then, from directing all sorts of tests to Program Manager for the IMAX movie, *Missions to Mir*.

Here's where the thirty of us were coming from:

- Administrative Office of the U.S. Courts
- American University's Institute for the Study of Public Policy Implementation
- American University (serial entrepreneur)
- ARES Corporation
- Advanced Research Program Analysis Consultant
- The Center for Radical Improvement
- Cisco Systems, Inc.
- Consultant, IT Workforce Issues
- Department of Commerce (Census)
- Department of Education (FSA, NCES, OM, OSERS)

Department of Homeland Security (FEMA), retired
Department of Homeland Security (USCG)
Department of Navy (NAVMED)
Department of Transportation (FAA)
Department of Treasury (BEP)
The Educe Group
Environmental Protection Agency
Government Accountability Office
NASA
National Academy of Public Administration
National Institutes of Health (NCI)
National Science Foundation
Office of Management and Budget
Partnership for Public Service
Project Management Institute - Silver Spring Chapter
Storyteller

The attached photo collage conveys the spirit of collegiality we enjoyed. Experience levels ranged from two years' federal service to senior executive. Please consider joining us in the future.

Sincerely,

Kitty Wooley
U.S. Department of Education