

## **TRB Task Force on Knowledge Management (AB010T)**

### **Spring Teleconference – May 14, 2018, 12-1:30 PM ET**

Participating: Frances Harrison, Alex Linthicum, Becky Burke, Joseph Glowitz, Glenn McCrae, Enid White, Leni Oman, Amanda Holland, Maureen Hammer, Chris Senesi, Nancy Lasse, Eric Boyer, Michelle Tucker, Jessica VanDenBogaert, Gouranga Banic

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#### 1) AASHTO KM Committee Update

- AASHTO has stood up the new KM Committee!
- Commissioner Victoria Sheehan, NHDOT is chair
- King Gee is AASHTO staff rep
- Andy Lemer is the TRB/NCHRP liaison
- Each state can have 1 voting member + up to 2 additional members. Members have been identified from all but 7 states
- Held first meeting in Oklahoma City May 6-9<sup>th</sup>-
  - 26 states (+FHWA) were represented at the meeting: AK, AR, CA, FL, HI, ID, IN, LA, MD, ME, MI, MN, MO, MS, MT, NH, ND, NV, OH, OR (phone), PA, OK, TN, TX, WS, WY (plus a few others that came to sessions but not the KM committee business meeting)
  - Keynote from KM TF Member Shane Brown on Knowing and Learning
  - Presentation by Amanda Holland on “Dynamic Duo: Workforce Development and Knowledge Management”
  - KM Fundamentals Session – presentations by Leni on “What is Knowledge Management”, and by Frances on “NCHRP KM-Related Products”
  - Round Robin session – each state had 5 minutes to talk about what they were doing
  - KM Committee business meeting - The committee adopted a purpose statement which will be released soon and worked on a charter (also to be released soon) and strategic plan developed by a working group led by Leni Oman. Victoria identified priorities – strategic communications and liaison, and research development. Also discussed points of collaboration (our task force, AASHTO RAC TKN, new AASHTO Data & Analytics Committee)
  - Planning to establish an 8-member Steering Committee

#### 2) TRB 2019 Planning

- Workshops
  - Proposals Due June 1<sup>st</sup>
  - Leni and Maureen volunteered to lead a workshop around developing a strategy and vision for KM. At the AASHTO KM meeting, one of the themes was that agencies wanted help getting started with KM - organizations are already doing parts of KM but may want to give it purpose and legitimacy. Some organizations need help identifying where KM fits in their organization.
  - Could involve a mix of agencies with formal “top down” KM program plus grass roots level efforts

- Discuss pathways to follow, how to sell benefits, why it is good to be purposeful. How to do a roadmap.
- Sessions
  - KMTF can lead 2 sessions.
  - Sessions must be entered into the TRB system by Sept 30<sup>th</sup>
  - Ideas:
    - KM 101/Brass Tacks session - examples of capture, transfer, mentoring, learning.
    - Knowledge books (MnDOT)
    - Collaboration – e.g. communities of practice; tool applications, motivating collaboration through gamification (Accenture presentation at the domestic scan)
    - Succession Planning/Recruitment – big issue in agencies; dealing with wave of baby boomers, moving knowledge to the next generation, tie to best practices. Difficulty recruiting young talented engineers; perks like free Uber, infants in the workplace, flexibility to telework, facility reconfiguration
    - Strategic Workforce Planning – being intentional about filling gaps, not just replacing what you have
    - Industrial Organizational Psychology – bring in expert in this – talk about evidence-based approaches to workforce management. Big corporations like Pepsi Amazon, Tesla have an IOP on staff. (Leni may have a MITRE contact, Amanda can recommend speakers). Leni shared this link: [https://www.washingtonpost.com/news/federal-eye/wp/2014/01/17/what-do-the-governments-industrial-organizational-psychologists-do/?noredirect=on&utm\\_term=.88d2bb3b1a13](https://www.washingtonpost.com/news/federal-eye/wp/2014/01/17/what-do-the-governments-industrial-organizational-psychologists-do/?noredirect=on&utm_term=.88d2bb3b1a13)
    - Innovation - Leni reported that at APQC, Dorothy Leonard (Harvard) talked about “Deep Smarts” and how to identify people who will innovate? How to recognize and nurture them rather than ‘stomping on them and pulling them out as if a weed.’
  - Frances to touch base with Victoria Beale/Diana Long – cochairs of ABG20- Education and Training to explore a joint session on workforce issues. At recent WASHTO CEO meeting, 60% of time was spent discussing workforce issues. KM has so much potential to enrich this discussion.
  - Decisions:
    - Have one session on KM Basics; a second on either collaboration or succession planning/recruitment depending on what ABG20 is planning. Industrial Org Psych could be an element of one or all of these.
    - Frances will draft session proposals and reach out for additional volunteers as needed to flesh them out further and identify speakers. Amanda, Becky and Joseph have volunteered to help with sessions so far (THANKS!).

### 3) Research Subcommittee Report (Leni Oman)

- Had one meeting, discussed objective to get things into RNS, brainstormed on areas of interest. Leni to do second meeting in July. Trying to pull pieces together. Have great ideas.
- AASHTO committee wants to focus on research. Have proposed to do this as a joint activity. Victoria was supportive.

- Mid-October is the deadline for NCHRP problem statements – would want a draft ASAP. August would be the target.
- 4) Webinar Plans (Glenn McRae)
- Becky and Glenn have been working to frame up webinar based on the zombie apocalypse. Could also sponsor additional webinars post TRB on the topics we are discussion, help to engage speakers from other disciplines. Becky working to nail down the schedule. Stay tuned.
- 5) Website/Other Communications Activities (Jessica VanDenBogaert)
- Jessica and Glenn would like feedback on the website.
  - We switched to mailchimp for email but heard that some are having issues – mail is going to junk or spam. Will keep an eye on this.
  - At TRBKM.ORG we added a subscribe feature. Can keep track of when things get posted.
  - Twitter: TRB\_KM is our handle – Adam Hopps is moderating. Follow us!
- 6) Other news from members and friends
- Volpe – Experimenting and promoting channel-based chat collaboration tools such as Slack or Microsoft Teams; have developed user stories. IT folks understand requirements and why improved communication is important but have security concerns. But we are close. Microsoft Teams is getting Fedramp approved. Also working on improved practices for file storage. Big challenge – have a hard time finding our documents 3-5 years in the future. Working on a proposal to put more governance around this.
  - Leni – ideas for committee meeting: look at agenda for last year and upcoming year, look at where “knowledge” is showing up and discussing how it fits into our world view. Also, do a round robin to encourage people to share what they are doing in the realm of people, process, technology, information.
  - Leni – recommends we take a peek at some KM activities: West Virginia for KM training curriculum; CA guidebook, NH state guidebook. Leni to get references to Glen to post on the website
- 7) Next meeting
- Will set something up in July/August to finalize session plans and build agenda for the KMTF meeting in January