

**NCHRP 20-68A – “US Domestic Scan Program”**  
Scan 12-04 Advances in Transportation Agency Knowledge Management

**Description of Scan**

Over the next decade Transportation Agencies (STA) will be faced with the challenge of losing a tremendous amount of institutional knowledge due to increased numbers of retirements of long term employees combined with decreases in their staffing levels. As such, there is an increased importance in mentoring and training staff as well as effectively documenting and transferring knowledge to a workforce that is more highly skilled at information retrieval and access. Several agencies such as Virginia DOT, West Virginia DOT Washington DOT and the Federal Highway Administration have begun to formalize their information sharing, coaching, and knowledge management processes to insure that their staffs continue to maintain their proficiency in providing a high level of service within their jurisdiction. However, addressing the loss of a tremendous amount of experience and institutional history and knowledge remains a challenge for many.

The scan team will examine practices in states counties, metropolitan areas and municipalities such as Virginia DOT, West Virginia DOT Washington DOT and the Federal Highway Administration that have had successes. The team will examine topics such as:

- examine successful practices of information sharing, coaching, and knowledge management for staff development
- Identify differing approaches to capturing and providing for information/knowledge needs of various organizational functions such as project management, preconstruction, construction and maintenance operations
- Gather existing documented good knowledge management practices
- Identify additional needs to assure proper knowledge management

The scan team will conduct the study through a combination of site visits and a workshop.

It is anticipated that information documented by the scan team from these agencies would provide other interested agencies with successful strategies for knowledge management that would allow for:

- Earlier, high-performing new employees
- Improved quality of transportation products (infrastructure planning, designing, constructing, and maintaining)
- Less risk to organization due to improved employee understanding of process and policy
- Less turnover due to improved employee competency/satisfaction (improved understanding of role, accelerated expertise, and successful completion and delivery of work products)

**Original Scan Proposal Title(s):** DSP-13-17 Best Practices in Transportation Agency Knowledge Management

*Last Reviewed/Revised January 7, 2012*

## Scan Team Membership

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## Execution Schedule

Milestone	Anticipated Date
Chairs and Team Members Identified	March 2013
Desk Scan Completed	August 2013
Prescan Meeting Held	August 2013
Scan Conducted	November 2013
Draft PowerPoint submitted by SME	December 2013
Draft Report Delivered to NCHRP and Panel	February 2014
Final Report Delivered to NCHRP	May 2014

**Estimated Scan Cost:** \$125,000 – type 3

Anticipated Duration: 3 days type 3

*Last Reviewed/Revised September 16, 2013*