

PDH Certification Information

1.5 Professional Development Hours (PDH) – see follow-up email

You must attend the entire webinar

Questions? Contact Andie Pitchford at TRBwebinar@nas.edu

The Transportation Research Board has met the standards and requirements of the Registered Continuing Education Program. Credit earned on completion of this program will be reported to RCEP at RCEP.net. A certificate of completion will be issued to each participant. As such, it does not include content that may be deemed or construed to be an approval or endorsement by the RCEP.



Purpose Statement

This webinar will present key findings from NCHRP Project 20-44(45), Supporting State DOT Adoption of Knowledge Management Practices. Presenters will share practical insights from leading state DOTs on how agencies can launch, scale, and sustain knowledge management initiatives.

Learning Objectives

At the end of this webinar, participants will be able to:

- Identify knowledge management practices used by state DOTs to capture, share, and sustain critical institutional knowledge,
- Assess common challenges and success factors affecting knowledge management implementation and long-term sustainability in transportation agencies, and
- Apply practical approaches and resources from NCHRP 20-44(45) to advance knowledge management efforts within their own organizations.

Questions and Answers

- Please type your questions into your webinar control panel
- We will read your questions out loud, and answer as many as time allows

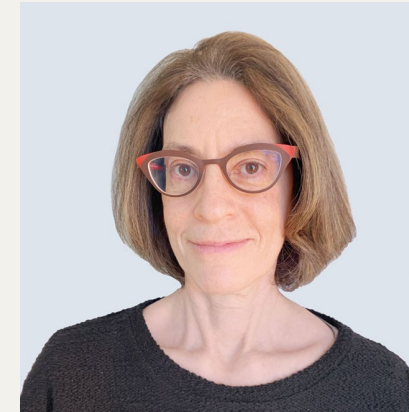
The screenshot shows a dark-themed mobile application interface for a Q&A session. At the top, a navigation bar contains several icons: a question mark icon (highlighted with a red box), a list icon, a settings gear icon, and a three-dot menu icon. Below the navigation bar is a header titled "Questions" with a close button (X) on the right. The main content area displays a large question mark icon and the text "No questions yet" followed by "Questions you send and answers from the staff will appear here". At the bottom, there is a text input field with the placeholder "Enter your question" (highlighted with a red box). Below the input field, the text "Your question will be sent to staff" is displayed next to a "Send" button.

Today's Presenters



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Webinar

NCHRP Project 20-44(45) **Supporting State DOT Adoption of Knowledge Management Practices**

July 2026

Supporting DOT Adoption of KM Practices

Overview of NCHRP Project 20-44(45)

Research Products to help DOTs
Adopt Effective KM Practices

The objective of this research is to develop a set of products to support the implementation of KM in state DOTs.

The research:

- Builds on existing research products
- Conducted engagement activities with DOTs in varying stages of KM implementation to understand and learn from their experiences.
- Catalogs and disseminates information about KM practices
- Provides practical models for continuing to capture KM practices over time to update and extend the results of this project.

What is Knowledge Management (KM)?

- **A deliberate and systematic process to create, capture, share and leverage the essential knowledge needed to achieve an organization's objectives.**
- **Knowledge can be in many forms:**
 - Explicit – guidebooks, procedures, manuals, checklists, reports
 - Tacit – not written down, built through experience, hard to codify
- **Most transportation agencies are doing KM-related activities but not necessarily calling it “KM”**
- **Some agencies have a KM lead in HR, Organizational Development, Research or Information Management units to orchestrate & facilitate KM activities**



Research Products

**KM Practice Summaries
for 51 State DOTs**

**KM Practices
Documentation**

**Case Studies of
5 State DOTs**

**Communications
Resources**

Research Product

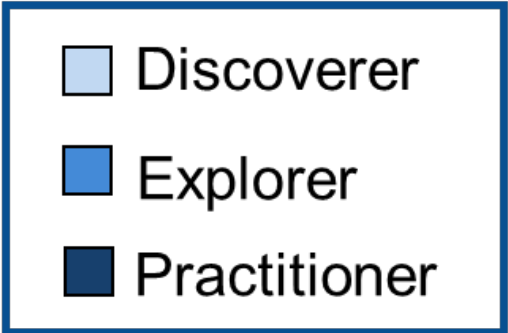
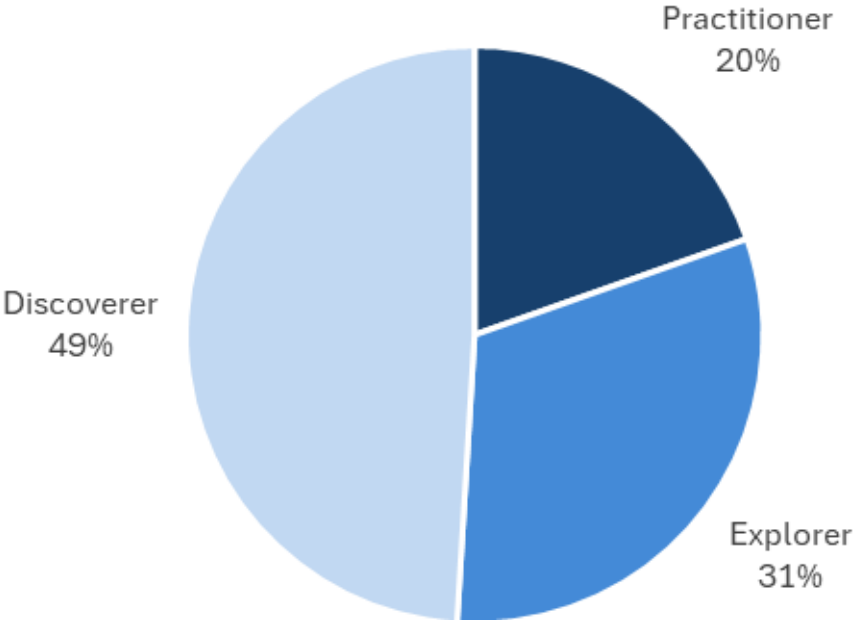
KM Practice Summaries for 51 State DOTs

Synthesis of DOT KM Activities

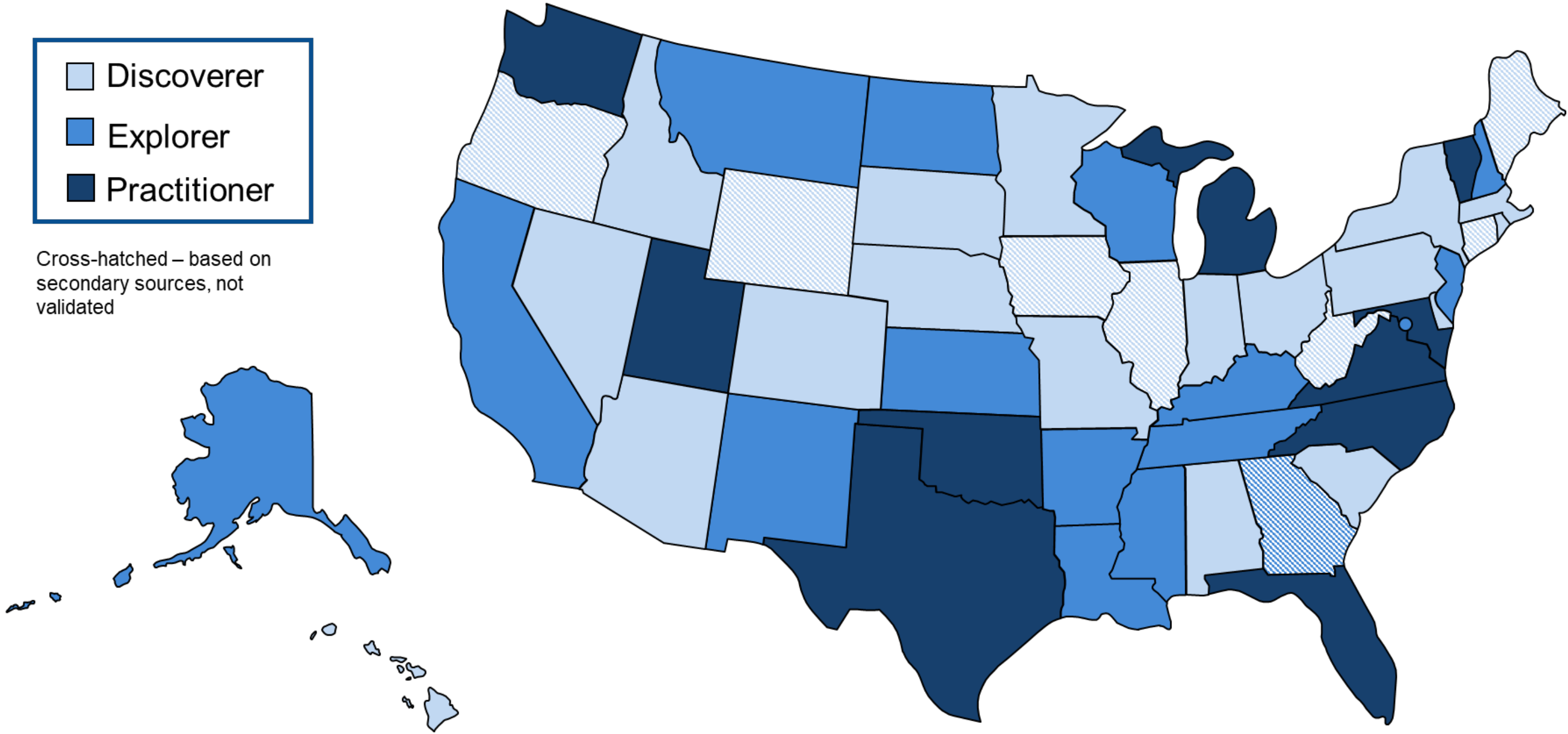
- **Information compiled for all 51 state DOTs**
- **Agencies categorized by KM maturity**
 - Practitioner
 - Explorer
 - Discoverer
- **Key information collected:**
 - Level of KM implementation
 - Name and location/position of KM lead and practitioners
 - Specific KM activities
 - KM practices
- **Sources of information:**
 - Literature review (30 research documents)
 - AASHTO CKM surveys
 - Outreach to KM leads
 - Interviews with 14 DOTs
- **45 out of 51 DOTs provided information – used literature & prior AASHTO CKM surveys for the other 6**



Status of KM Implementation at State DOTs



Cross-hatched – based on secondary sources, not validated



Research Product

Case Studies of 5 State DOTs

Case Studies Development Process

- **Purpose:**

- Engage KM leads, sponsors, and KM initiative participants
- Deeper dive into KM practices

- **Information gathered:**

- Context for how and why their KM practices were selected
- What has been achieved
- Lessons learned
 - initial rollout
 - ongoing support

- **Each case study state is categorized as “KM Practitioner”**

- Has a KM lead or group
- Has one or more KM initiatives

- **Each state has experience that would be include in the KM practice document**

- **Agencies represent a diversity of approaches to KM**



Research Product

**KM Practices
Documentation**

11 Essential Knowledge Management Practices for State DOTs



Knowledge Strategy & Orchestration (2 practices)

Plan, coordinate and support KM activities.



Social Learning & Communities (3 practices)

Cultivate a learning culture and facilitate collaboration and knowledge sharing.



Knowledge Capture (2 practices)

Identify, capture, and share critical, at-risk knowledge that has not yet been documented.



Research Product



**Communications
Resources**





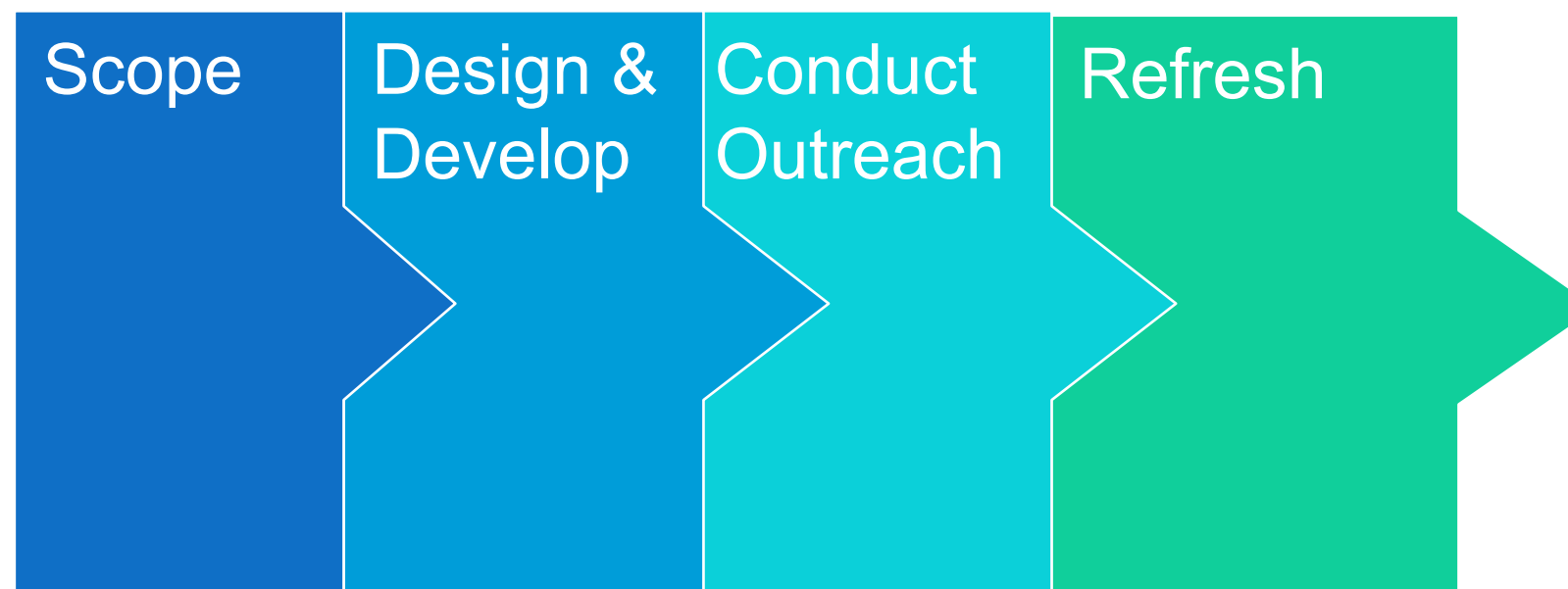
Knowledge Strategy & Orchestration

Practice 2. Providing KM Guidance for Employees

Purpose

- Ensure employees are aware of the agency's KM policies, resources and initiatives
- Maximize employee participation in knowledge transfer
- Encourage and facilitate knowledge sharing behaviors

Implementation Steps



Ideas and Approaches from Peer Agencies

- Create a KM website with info and tools (MD)
- Explain KM purpose and strategies in pamphlet or presentation (MD)
- Develop and post videos about KM (MI)
- Use email blasts and website announcements to inform employees about KM initiatives and available resources (MI)
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SUPPORTING STATE ADOPTION OF KNOWLEDGE MANAGEMENT PRACTICES

Practitioner Perspective: Virginia DOT

| Mary Waters

July 20, 2026

