TRB Committee on Information and Knowledge Management (AJE45)
Spring Committee Meeting
Minutes
12 PM –1:30 PM (EDT)
Monday, April 25, 2022

Attendees: David Aimen, Rosalyn Alleman, William Barnard, Kevyn Barnes-Shanchez, Sandy Brady, Omar Camacho, John Cherney, Glenn Cole, Rachel Cole, Martrice Denson, Lorri Economy, Marshall Elizer, Tony Geara, Frances Harrison, Ryan Holman, Alicia Hunt, Ken Leonard, Kendra Levine, Alex Linthicum, Cara Marcus, , Joy McNally, Matt Miller, Michael Nugent, Leni Oman, Claire Randall, Alicia Romo, Alex Perez-Caballero, Geoffrey Potter, Shelly Ray, Dara Schniederjans, Siv Sundaram, Terry Swygert, Chelsea Treboniak, Paul Tykodi, Jessica VanDenBogeart, Harsh Verma, Enid White, Lamara Williams-Jones, Hong Yu

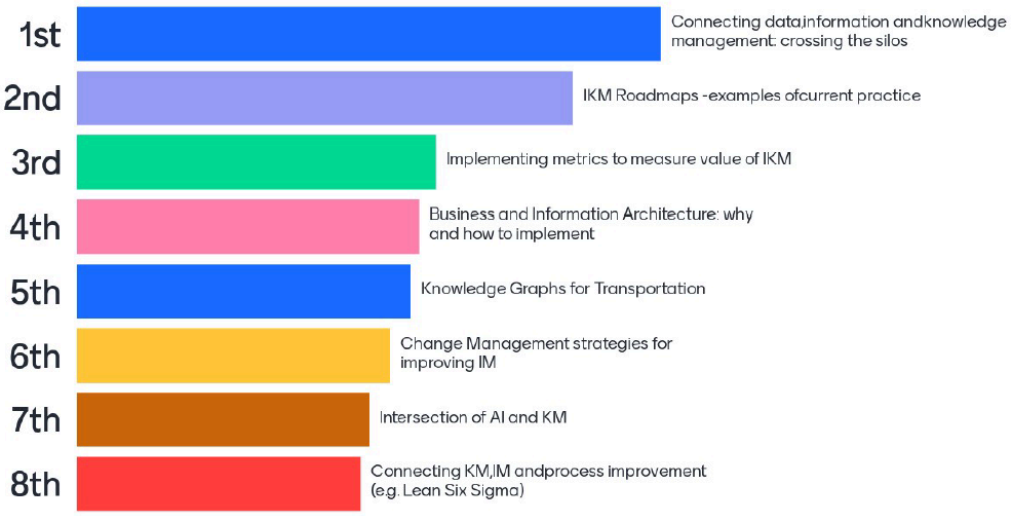
12:00 –12:05	**Welcome and Agenda Review** (Kendra Levine)	Thanks to everyone who participates and supports the work of this committee! Please put your name and org affiliation in the chat.
12:05 – 12:15	**Subcommittee Updates**	Research (Leni Oman for Benjamin Anjacho): - AASHTO SCORI met to select problem statements and tentatively selected the two new proposed 2023 KM projects (See below – A-05 and A-06) Communications (Jessica VanDenBogaert & Cara Marcus) ● Check out our new committee website: trbikm.org or https://sites.google.com/view/ikm-aje45 ● Join and participate in our LinkedIn group: https://www.linkedin.com/groups/4324141/
12:15 – 12:25	**AASHTO CKM Update**	● Mid-year meeting: Friday, May 6, 2:00-3:30 PM EDT (online) ● Annual Meeting at the AASHTO Administration Conference August 22-25th Charleston, SC ● Aaron Johnson from MichDOT is the new CKM Vice-Chair, replacing Leni Oman who is retiring at the end of June ● CKM sponsors regular Knowledge Cafes and webinars ● Check out resources on the AASHTO CKM Website: https://km.transportation.org/ ● See prior presentations from APQC at: https://km.transportation.org/meetings/
12:25 – 12:35	**NTL/NTKN Update**	Rosalyn Alleman provided an update on activities – see her slides
12:35-12:40	**TRB Update**	● Claire Randall (TRB) announced that plans are underway for a "back to normal" in-person annual meeting in January 2023. Each committee will be allocated 2 podium sessions. August 1st is the deadline for paper submittals; all sessions must be finalized by October 1st.

12:40 – 12:50	**Member/Friend News**	• Leni Oman reports that WSDOT is looking for the next Knowledge Strategist. Check it out, pass it on, and or apply here: https://www.governmentjobs.com/careers/washington/wsdot/jobs/3509267/knowledge-management-strategist-wms-band-3 • Tony Geara (City of Detroit) is working on a new digital data platform • Rachel Cole (Northwestern University Transportation Library) reports that Roberto Sarmiento has retired. She also provides information about upcoming Special Libraries Association (SLA) events including quarterly transportation collections happy hours and the annual conference in July 2022. There is a call out for presentations. There will be two transportation-focused sessions related to workforce disruption and transportation library partnerships. • Enid White (Wyoming DOT) reported that the 2022 TRB State Representatives/National RAC Meeting will be held in Newton MA July 24-28. See the conference page. • Enid also noted that it is the 31st anniversary of the ADA, and encourages people to create 508-compliant documents and presentations. • Paul Tykodi (MassDOT) noted that there have been improvements to Microsoft SSRS in the last release that have improved support for 508 compliance. See: Microsoft SQL Server 2019 - Accessible PDF Capability https://docs.microsoft.com/en-us/power-bi/report-server/rendering-extension-support • Cara Marcus (National RTAP) is creating an e-learning course on how to use the Transportation Technical Assistance Coordination Library (TACL) and is seeking people who may have developed related curricula and are willing to share. • Kendra Levine (UC Berkeley Transportation Library) is working on building a data catalog and is interested in ideas on how to be successful at this when a top-down approach isn't feasible. • Alex Linthicum (MIT Lincoln Lab) is also working on a data catalog • Leni Oman noted that Washington State has an interagency team looking at a state-level data catalog; they are currently reviewing capabilities of different commercial software products. She also recommended checking out the dataversity website for information.

12:50-1:30	**2023 TRB Meeting Planning** (Frances Harrison)	● Our mentimeter poll (see below) found that the highest ranked ideas for TRB sessions were related to connecting information and knowledge management efforts across organizational silos, developing IKM roadmaps and implementing IKM metrics (though there is a current KM research project that is anticipated to cover metrics so we may want to wait on this.) Several other topics were suggested in the poll (see below) ● Other suggestions discussed following the poll included: – business process documentation – information architecture (deciding what information is corporate vs. departmental vs office – corporate data models – culture change for improved IKM – creating longevity in IKM functions (what documentation needs to be in place – shifting to a cloud environment – greater reliance on data classification/ – taxonomy and search (as opposed to folder navigation) – tapping into APQC – see if they would make a presentation – "Deep Smarts" – nature of expertise (see Dorothy Leonard) – Gamification (revisit Accenture example from the KM domestic scan) – Evolving/emerging terminology (e.g. for environmental justice, interdisciplinary work where there is not much published work – Supporting evolution in taxonomies using ontology tools ● Next step is to narrow these down and get volunteers to help put together some sessions. *Please email Kendra and Frances if you are interested in helping out with this*.

Mentimeter Poll Results

Rank these session ideas based on your level of interest



What other ideas do you have for sessions or workshops?

Mentimeter

I would like a discussion on appropriate tools or systems for KM

What organizations can do to support search and navigation of digital resources

Conducting a data inventory/identifying trusted data resources

Best practices for remote engagement

People: What is subject matter expertise? (Deep Smarts, Dorothy Leonard, Harvard)

Creating organic KM opportunities; making space among competing priorities

To add to the architecture topic: semantic architectures. Possible speaker: Denise Bedford.

Data Catalogs - business requirements, current software capabilities, experience in developing/using catalogs

Taxonomies

Anything we could get APQC to do

What's New in Knowledge Management?

Best practice examples of how DOTs dedicate staffing and resources to standing up a commitment to KM strategies, tools and techniques.

Transportation related data classification taxonomy for cloud based environments

Prioritization of knowledge management investments or capability enhancements through some sort of enterprise-based risk and opportunity analysis.

Business glossaries

TRB Committee on Information and Knowledge Management – 2022 Updates & Resource Materials

1. Committee Status

- Our committee was officially approved by the TRB Technical Activities Council on June 30, 2020
- We are situated within the Executive Issues Section of the Policy and Organization Group
- Our official scope statement is:
    - *The committee is concerned with advancing and disseminating practices that improve knowledge and information creation, access, sharing, preservation and retention within and among transportation organizations. The committee identifies critical research needs in these areas, promotes understanding of these topics throughout the transportation community, and fosters the use of library and information science and knowledge management practices through education, training, collaboration, outreach and research.*
- We have a Research Task Force that meets jointly with the AASHTO Committee on Knowledge Management's Research Subcommittee.
- We currently have 28 members and 200 friends.

2. Committee Meetings

- We are planning quarterly committee meetings in 2022 – all committee members and friends are invited.
- Our next meeting is January 24, 2022 from 12-1:30 PM Eastern – we will include a summary of the TRB Annual Meeting events for members and friends unable to attend this year.
- If you have suggested agenda items, please email them to the committee co-chairs.

3. Committee Contacts

- Co-Chair – Frances Harrison (fharrison <at> spypondpartners.com)
- Co-Chair – Kendra Levine (kklevine <at> berkeley.edu)
- Vice Chair – Alex Linthicum (Alex.Linthicum <at> dot.gov)
- Co-Communications Coordinator – Jessica VanDenBogaert (jessica.vandenbogaert <at> dot.state.fl.us)
- Co-Communications Coordinator – Cara Marcus (cmarcus <at> nationalrtap.org)
- Research Coordinator – Benjamin Anyacho (benjamin.anyacho <at> txdot.gov)

4. Communications

- Our website is TRBIKM.ORG
- Please contact one of our communications coordinators with suggestions for new content and offers of assistance.

5. Committee Volunteer Opportunities

Our committee depends on strong engagement from members and friends to achieve our goals. Please contact one of the co-chairs if interested in helping:

- Organizing webinars
- Serving as a liaison between our committee and other TRB committees
- Helping with paper reviews, session planning and document review

- Helping us strengthen our diversity, equity and inclusion practices
- Drafting research needs statements
- Coordinating content curation for the committee website and the Knowledge Management LibGuide

6. Research

The TRB IKM Committee Research Task Force and the AASHTO Subcommittee on Knowledge and Information Management Research meet jointly every month to discuss and develop problem statements on topics of interest to our community. Please contact our research coordinator for further information on how to get involved.

Research Resources

- KM LibGuide: https://transportation.libguides.com/KM
- TRB's TRID: Home - Transport Research International Documentation - TRID (trb.org)
- TRB's Research in Progress: Home - Research in Progress - RiP (trb.org)
- TRB's Research Needs Statements: TRB Research Needs Statements
- USDOT Research Hub: Welcome to Research Hub (bts.gov)
- Research Funding Guide: http://www.trb.org/ResearchFunding/ResearchFunding.aspx

CURRENT RESEARCH

Research Underway and In Development

Developed by the IKM Research Task Force

- NCHRP 23-02 Guidelines on Collaboration and Information Security for State DOTs (Underway)
- NCHRP 20-24 (131) Mapping the Common Interests of AASHTO Committees (Underway)
- NCHRP 23-14 Research Roadmap for Knowledge Management (Pending)
- NCHRP 23-17 Assessing and Measuring the Business Value of Knowledge Management (Pending)
    - This project folds in what was NCHRP 23-21-Enabling Knowledge Management through Leadership Strategy and Culture and NCHRP 23-18-Understanding Knowledge Management in Context with Other Organizational Practices
- NCHRP 23-27 Strategies to Strengthen Data-Driven Decision Making (Anticipated)
- NCHRP 20-24(141) The Art of Decision Making (Anticipated)

Initiated by other organizations but of potential interest to the IKM community

- NCHRP 2-44(09) Quantitative and Qualitative Methods for Capturing the Impacts and Value of NCHRP Research (Underway)
- TPF-5(442) Transportation Research and Connectivity (Underway)
- NCHRP 20-102 (20) Workforce Capability Strategies for State and Local Agencies (Anticipated)
- Using Knowledge Graph technology to improve online search capabilities (funded through NCHRP administrative/IT budget)

Research Problem Statements Submitted for NCHRP 2023 program funding

- A-05 Knowledge Strategies to support the Research Lifecycle and Application of Research Results

- A-06 Lessons learned from two decades of knowledge management

COMPLETED RESEARCH

General KM

- Advances in Transportation Agency Knowledge Management. NCHRP Project 20-68A, Scan 12-04 (Domestic scan) (2014)
- A Guide to Agency-Wide Knowledge Management for State DOTs. NCHRP Report 813 (2015)
- Chang-Albitres, C.M. and Krugler, P.E., 2005. A Summary of Knowledge Management Information Gathered from Literature, Web Sites, and State Departments of Transportation (No. 0-4505-P1). Texas Transportation Institute. (2005)
- Feasibility Study for a Platform to Capture Innovations from State Departments of Transportation, NCHRP Project 20-123 (09) - (2021)

Knowledge Retention

- Keeping What You Paid For - Retaining Essential Consultant-Developed Knowledge within State DOTs. NCHRP Report 867 (2018)
- Preserving and Using Institutional Memory Through Knowledge Management. NCHRP Synthesis 365 (2016)
- Ward, M., 2007. Preserving and Using Institutional Memory Through Knowledge Management Practices (No. Project 20-5 (Topic 37-02)). NCHRP Synthesis of Highway Practice Issue Number: 365 (2016)

Workforce

- Best Practices in Guidance for Workforce Transition and Succession Planning (includes WisDOT 'Guide For Knowledge 'Management) (2011)
- Knowledge Management Resource to Support Strategic Workforce Development for Transit Agencies. TCRP Report 194 (2018)
- Closing the Knowledge Gap for Transit Vehicle Maintenance Employees--A Systems Approach. TCRP Report 29 (1998)
- *TCRP Report 194: Knowledge Management Resource to Support Strategic Workforce Development for Transit Agencies*. (2018)
- NCHRP 20-24(95) Ensuring Essential Capability for the Future Transportation Agency (portal)

Data/Information

- Implementing Transportation Knowledge Networks. NCHRP Report 643 (2016)
- Improving Findability and Relevance of Transportation Information. NCHRP Report 846 (2017)
- Transportation Knowledge Networks, A Management Strategy for the 21st Century. TRB Special Report 284 (2014)
- Data Management and Governance Practices. NCHRP Synthesis 508 (2017)
- Guidance for Development and Management of Sustainable Information Portals, NCHRP Report 865. (2018)
- A Guide to Ensure Access to the Results of Federally Funded Transportation Research, NCHRP Report 936. (2020)
- The Transportation Research Thesaurus: Capabilities and Enhancements. NCHRP Report 874 (2018)
- Improving Management of Transportation Information. NCHRP Report 754. (2016)
- NCHRP 20-44(11) Advancing practices for data governance, information management, and managing the impact of digitization on DOT workforces