

Keith McCusker has worked for the Vermont Agency of Transportation for the past 2 years as the Strategic Workforce Manager. Previously he spent the past 12 years at various tech start-ups where he was focused on institutionalizing Knowledge Management best practices within each organization. He will be sharing information on the Vermont Agency of Transportation's Finance & Administration Division's Strategic Priority of Standard Work Documentation. This project followed change management processes to ensure adoption of a Standard Work Documentation template across the entire F&A division and has immediately made a huge impact by reducing time wasted looking for documentation.