

# **Final Report for STIC Incentive Project: Knowledge Transfer Tools**

**July 2023**

## **Submitted by:**

Alyson Tamer, State Value Management Engineer  
Value Management Office  
1502 Mail Service Center  
Raleigh, NC 27699-1502

## **Description of Project:**

The purpose of this project was to develop knowledge transfer tools to improve organizational knowledge transfer within the Department. A pilot of permanent and temporary job transfer guides were created for two field positions (Resident Engineer and County Maintenance Engineer) and one office position (Engineer II within Hydraulics Unit). The Job Guides include information such as types of projects worked on, the individual roles in those projects, software/technology used, lists of useful contacts, different committees or special projects, and any other useful information to help future employees execute this position successfully and be able to have a more seamless transition into this role. The goal is to help retain organizational knowledge that might otherwise be lost when a person moves out of that role and to create a process that is easily repeatable and that can be applied to various positions across the entire NCDOT.

The consultant team from Mott MacDonald received comments back on the submitted forms, and finalized the templates and SOPs based off reviewer comments, and then created example Job Transfer Guides for three positions- Resident Engineer, Engineer II, and County Maintenance Engineer.

## **Results of the Project:**

The work by the consultant team is complete. The Value Management Office is piloting with Technical Services to implement the use of the Knowledge Transfer Guides targeting positions that are unique to various units and also those with employees who are within 2 years of retirement. After the pilot, the desire of VMO is to implement this project across the Department with the help of Human Resources.

## **State: North Carolina STIC Incentive Projects**

<b>Project Name</b>	<b>State Champion</b>	<b>Federal Fiscal Year</b>	<b>Federal Funds - Amount Allocated</b>	<b>Federal Funds - Amount Obligated</b>	<b>Federal Funds - Amount Expended</b>
Knowledge Transfer Tools – Job Transfer Guides	Alyson Tamer	2022	\$40,000.00	\$40,000.00	\$40,000.00

**STIC Project: Knowledge Transfer Tools – Job Transfer Guides**

**WBS #:** 50145.1.12

**TIP #:** M-0482L

**Federal Project #:** 00149

**Start date of project:** October 16, 2021

**Estimated end date of project:** June 2022

**Authorization date:** September 2, 2021

**Agreement end date:** July 31, 2023