

FTA Knowledge Management Strategy Overview

FTA Knowledge Management Vision

FTA knows what it knows; it is continuously filling the gaps of what it does not know. We have, therefore, increased the use of innovative approaches for accomplishing both our long-range planning and our day-to-day activities.

FTA Knowledge Management Mission

Implement the procedures and tools required to easily find and share the experience, knowledge and information that support proactive and responsive decision-making at all levels for FTA.

FTA Knowledge Management Strategic Goals

Goal 1: FTA Encourages a Culture of Knowledge and Experience Sharing

- FTA has a common understanding of KM and its goals.
- FTA Staff knows of, and uses, KM tools and procedures.
- FTA provides incentives for sharing knowledge and experience.

Goal 2: FTA Employs Efficient and Effective Business Processes

- KM tools and procedures are integrated into FTA's daily business process.
- FTA uses KM tools to document its business procedures.
- FTA harnesses its knowledge and experience.
- FTA Staff can easily access knowledge, experience and information to conduct the Transit Mission.

Goal 3: FTA Leverages its Knowledge and Experience for Decision Making and Strategic Planning

- Decision Making and Strategic Planning is augmented by enhanced business processes resulting from implementation of KM procedures and tools.
- Data and knowledge formulate foundation for comprehensive decision making,