

# Library Skills Transfer

NTL to FMCSA

Rosalyn Alleman  
Reference Librarian  
[rosalyn.alleman@dot.gov](mailto:rosalyn.alleman@dot.gov)



U.S. Department of Transportation  
**Office of the Secretary of Transportation**  
Bureau of Transportation Statistics

# FMCSA Office of Registration and Safety Information

## Customer Service Initiative, 2012-2013

### Customer Service Initiative, 2012-2013

1. Chartered working group
2. Gathered statistics on office functions
3. Surveyed staff and stakeholders within FMCSA
4. Identified and prioritized issues
5. Created action plans
6. Started implementation and documented effects

# FMCSA Office of Registration and Safety Information

## Knowledge Management, 2012-2020

### Knowledge Management, 2012-2020

1. Set up SharePoint folders for the office and gathered existing SOPs, etc.
2. Worked with SMEs to review and update FAQ content
3. Worked with individuals and teams to document all registration and insurance SOPs, documentation that was used in development of Unified Registration System
4. Made FAQ edits for FAQs during website transition to Drupal, got access to Drupal to make changes myself
5. Became the default website manager for the Office



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## Knowledge Management, 2012-2020

### Knowledge Management, 2012-2020 (cont.)

5. Assisted with implementation of FAQ knowledgebase in Oracle Service Cloud CRM after the contact center contract was awarded
6. Maintained FAQ content and worked with SMEs to create new FAQs as needed
7. Created “inventory” document that described the different teams in the office, what tools they used, etc.
8. Library systems analysis: Identified parties and types of information, how they were exchanged. Used methods learned in LSA class at UMCP library school to diagram the systems

## FMCSA Office of Registration and Safety Information

### Contact Center Contract Management Procurement/Oversight Assistance, 2014-2020

## Contact Center Contract Management, 2014-2020

### Contact Center Procurement and Management:

- 1. Considered ways to include customer service priorities in requirements in SOW
- 2. Reviewed best practices for service level agreements in commercial contact centers vs what is the norm for a government contact center
- 3. Talked to other government contact centers
- 4. Included in procurement training and served as advisor to the Technical Evaluation Panel in evaluating proposals



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### Contact Center Contract Management Procurement/Oversight Assistance, 2014-2020

## Contact Center Contract Management, 2014-2020

Customer Relationship Management System  
Implementation and Use:

1. Started socializing the idea at FMCSA 2012, based on my experience with CRMs at NTL 2003-2012, implementing new CRM in 2008
2. Evaluated available CRM options
3. Included CRM requirement in SOW (exact vendor to be proposed by offeror)
4. Worked with contact center contractor on implementation and on training of HQ staff
5. Used Analytics in CRM for reports on HQ and contract staff customer service activities



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