

FDIC News

The Federal Deposit Insurance Corporation Employee Newsletter

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DCP's Knowledge Management Program (KMP) Celebrates Its 10th Anniversary!

By RHONDA CRENSHAW
KMP Team Lead, Division of
Depositor and Consumer Protection

Every organization must be able to effectively acquire, create, organize, and share its accumulated information and knowledge to perform optimally in today's data-driven world. Organizations need strong infrastructure that allows this knowledge to flow to the right people at the right time. According to Division of Depositor and Consumer Protection's (DCP) Administrative Management and Operations Branch Deputy Director, Wayne Evans, "that's where our knowledge management team comes in!"

In June 2012, DCP launched its Knowledge Management Program (KMP) because it knew "good knowledge management doesn't just happen," with Lance Jameson setting the program's initial vision and serving as the



Rhonda Crenshaw, Knowledge Management Program (KMP) Team Lead

inaugural Team Lead. In my position as the current KMP Team Lead, I can say that ten years later the need to keep information and knowledge flowing continues and is expanding, particularly as our Corporation becomes more adept at working in a hybrid environment.

I am fortunate to lead a small but

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KNOWLEDGE MANAGEMENT PROGRAM (KMP)

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mighty team of Knowledge Management and Information Specialists – Ebony Burch, Tina Queen, and Alina Sprowls – who are all equally passionate about supporting DCP’s knowledge management needs. Since its creation, the KMP Team proved themselves trailblazers in knowledge management at FDIC, and I would like to share a few of their important achievements:

- Standing up an organized communications protocol using a bulletin system;
- Creating various SharePoint-based repositories for accessing information;
- Serving as liaisons to connect DCP personnel with training resources from a wide variety of providers;
- Managing and contributing to the dissemination of important DCP publications; and
- In 2020, creating under then-Deputy Director Nikita Pearson, the Corporation's first social learning community.

What I love about knowledge management (KM) is that there is always something new to learn, and a good team must revisit and refine its skillsets to accommodate emerging goals, scenarios, techniques, and technologies through its own ongoing professional development. DCP KMP recognizes that to meet the challenges ahead for the entire Division and ultimately the Corporation, it must regularly self-assess its capabilities, as well as stay aware of its customers’ current and emerging knowledge and information needs. As such, the KMP Team is celebrating its 10th year by taking a closer look within to ensure it is prepared to mature and scale in alignment with KM industry standards. We want to make sure we set a clear vision for KMP, as well as have the competencies and value proposition to support the Division’s mission.

Knowledge management is as much about sharing as it is management. In 2021, DCP’s KMP partnered with FDIC’s Complex Institution Supervision and Resolution’s (CISR) newly orga-

nized Knowledge Management Program to initiate an FDIC-wide Community of Practice (CoP). In short, communities of practice are informal gatherings of practitioners who share a passion about a discipline or topic. They use informal gatherings to ask questions and share knowledge related to the discipline, including new research, tips, and tricks related to the field. To date, the KM CoP has hosted a number of sessions on FDIC topics of interest including Corporate University’s new FLX learning management system, KMP development activities, KM competency and maturity models, and co-hosting discussions to share related tools and solutions with other government agencies, including the United States Coast Guard. 🏠



Photos l to r: The team of Knowledge Management and Information Specialists, Ebony Burch, Tina Queen, and Alina Sprowls.

MOVING ON

Name: Jeanne McLaughlin

Most recent position: Senior Complex Financial Institution Specialist

Division/Office: Division of Complex Institution Supervision and Resolution (CISR)

Location: Washington, D.C.

When and where joined the FDIC:

I joined the FDIC on May 27, 1986 in the Kansas City Regional Office and was assigned to the Wichita field office.

Other experience: I joined the FDIC as a Bank Examiner (Trainee) a week after I graduated from college. I transferred to the Detroit field office and received my commission in May 1989. I was promoted in 1991 and 1998 to senior examiner positions. I graduated from the University of Wisconsin Graduate School of Banking in Madison, WI in 1992. In 2015, I was promoted to my current position with RMS-CFI, now CISR. I currently work in the Capital Section in the Systemic Risk Branch of CISR.

Career Highlights: I have had an amazing journey over my 36 year career. I have been on examinations in banks with assets ranging from \$5 million to \$ three-plus trillion. I have led and participated on Safety and Soundness, Compliance/CRA, BSA, IT, Y2K, Registered Transfer Agent and Trust Department examinations. I have also worked on several bank failures. I have served on numerous details to other

field offices and regions often assisting in the many crises during these past 3+ decades. I have served as a voter and team leader in the SNC program for over two decades. I have worked on resolution plan reviews and have been designated a subject matter expert in leverage lending, auto, and airline lending. I also served on two of the onsite monitoring teams with the "build a bench" program and again during the pandemic. Most recently, I served in a leadership role on a targeted wholesale loan review horizontal with the Federal Reserve. I was also a Section Chief for four months in the Institution Risk Monitoring group overseeing five systemically important institutions with 14 amazing CISR employees.

Retirement Date: June 30, 2022

Plans for retirement: I plan to travel the world and spend more time with family and friends. I also want to volunteer, help with financial literacy, and continue to give back. Two of my bucket list items are to go to Australia and New Zealand, and to attend the Masters golf tournament.

Comments and thoughts: Bring your best every day. A smile and positive attitude go a long way at the FDIC and in life. Work hard and remain flexible. Share your knowledge and skills. Don't be afraid to challenge yourself and get outside of your comfort zone. Be kind to others and to yourself. The job always gets done so take the time to



Jeanne McLaughlin

enjoy the journey. Take advantage of every opportunity and detail assignment as you never know where it may lead. I was so fortunate to work with so many amazing and talented colleagues. Keep inspiring others. I am so grateful for all of you who took the time to support and encourage me along the way. You helped me succeed both personally and professionally. I am so thankful for all the amazing assignments and opportunities over the years. I will miss my FDIC friends. You all have had such a profound impact on my life. Please do keep in touch. 🙏

Name: James Michael Payne

Most recent position: Counsel

Division/Office: Legal

Location: Atlanta, GA

When and where joined the FDIC:

I joined the FDIC on September 23, 1985 in the Washington Office.

Other experience:

- Served as lead counsel in hundreds of enforcement actions under Section 8 of the Federal Deposit Insurance Act.
- Served as lead trial counsel in enforcement actions that the FDIC was unable to settle.
- Participated in litigation of the only temporary termination of deposit insurance action in the history of the FDIC.

- Originated the practice of coordinating settlement of enforcement cases as part of plea agreements with the Department of Justice.
- Participated in obtaining the first order allowing the FDIC access to grand jury materials under 18 U.S.C. § 3322.
- Coordinated discovery and trial subpoenas in criminal actions with the Department of Justice.
- Previously acted as the primary legal contact for consumer compliance and Bank Secrecy Act issues for the Atlanta Region.
- Served as national expert on deposit insurance issues, including

coordinating claims issues in failed banks.

- Represented FDIC employees when they served as witnesses in federal litigation.
- Occasional appearances in United States District Court to represent the FDIC in litigation.

Retirement Date: June 30, 2022

Plans for retirement: I plan to exercise, relax, and enjoy retirement. 🙏

MOVING ON

Name: Barbara Evans

Most recent position: Administration Support (OA)

Division/Office: OCOM (Graphics/Copy Center)

Location: Headquarters (Virginia Square)

When and where joined the FDIC:

I came to the FDIC in 1984 as a Secretary under the leadership to the late Charles T. Buggs. Word Processor,

under Sharon (Holdridge) Roberts, Supply Clerk with the Warehouse, Printing and Distribution Clerk, Program Assistant (OA) and now Administration Support, under DOA/OCOM Graphics/Copy Center.

Other experience: I first started my government career as a Passport Typist (State Department), Clerk Typist (Department of Agriculture), Secretary (Federal Aviation Administration).

Career highlights: Being able to work for 44 years with different agencies, learning, and meeting people.

Retirement Date: July 2, 2022

Plans for retirement: Enjoying life and being with my family, grandkids, and friends.

Additional comment: To all that I worked with and got to know, it's been real nice and I enjoyed every moment of it. I will miss you all. 🏠

Name: Lorean M. Pleasant

Most recent position: Secretary

Division/Office: RMS

Location: Kansas City Regional Office

When and where joined the FDIC: I

joined the FDIC in 1987.

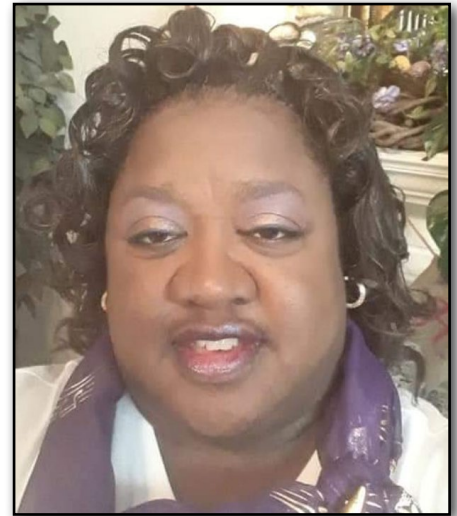
Other experience: I began my Federal Government Career 35.5 years ago. I started my career with the IRS and the Department of Agriculture before joining the FDIC in 1987.

Career Highlights: I have had an amazing journey over my 35.5 year career. At the FDIC, I've held various positions, including File Clerk, Receptionist, Voucher Clerk (Administrative Assistant), and Secretary to the Assistant Regional Director. I've also assisted at a bank closing, participated in the Mentoring Program, and completed a detail assignment to the Corporate Employee Program. I've been called a perfectionist in completing my assignments and was instrumental in drafting procedures to capture documents into the Regional Automated Document Distribution and Imaging System (RADD).

Retirement Date: June 30, 2022

Plans for retirement: I plan to spend more time with my mother, travel (as soon as the COVID-19 pandemic improves), work on arts/crafts/scrapbooking projects, take photography and sewing classes, design t-shirts and mugs with inspirational quotes, and, of course, plenty of shopping.

Comments and thoughts: I had no idea that I'd be with FDIC this long, but the FDIC has afforded me with excellent benefits for which I'm extremely grateful. Serving in the Kansas City Regional Office my entire career, I treasure the memories and lasting friendships and will miss the many wonderful people that I've worked with over the years. I recall attending several retirement parties at the office and thought "who in the world stays with one company that long?" Now, I have my own answer to that question. 🏠



Lorean M. Pleasant