

# leidos **KNOWLEDGE IS POWER:** Automating Air Traffic Knowledge Transfer

5G CONSULTING



SPECIAL THANKS

**Project Champions**  
Alex Monti | Krishang Sharma | Zachary Rockwell  
**Faculty Advisors**  
David Ashley | Dr. Christina Elson | Dr. Jim Purtilo



**Interview + Survey Takeaways**  
(SMEs and non-SMEs)

**70%** of questions pertain to 600-page ATC "bible"

**85%** of non-SMEs don't find it easy to consult resources before asking a question

**65%** of questions answered within **30 minutes** (potential for automation)

No capturing of Q&As **4**

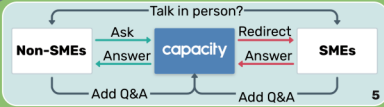
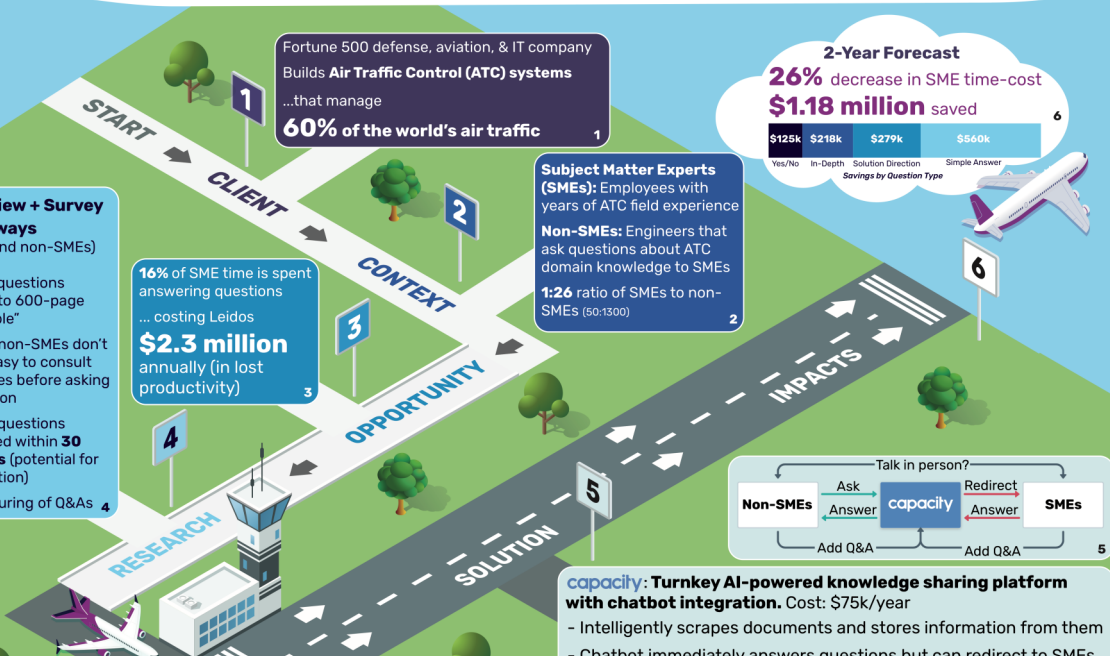
**16%** of SME time is spent answering questions ... costing Leidos **\$2.3 million** annually (in lost productivity) **3**

Fortune 500 defense, aviation, & IT company  
Builds **Air Traffic Control (ATC) systems**  
...that manage **60%** of the world's air traffic **1**

**Subject Matter Experts (SMEs):** Employees with years of ATC field experience

**Non-SMEs:** Engineers that ask questions about ATC domain knowledge to SMEs

**1:26** ratio of SMEs to non-SMEs (60:1300) **2**



**capacity: Turnkey AI-powered knowledge sharing platform with chatbot integration.** Cost: \$75k/year

- Intelligently scrapes documents and stores information from them
- Chatbot immediately answers questions but can redirect to SMEs
- Integrates with Leidos messaging platform (Skype for Business)
- Provides analytics on usage, performance, and question topics **5**