Discussion: Improving Organizational Capabilities for WRTM

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Session 1-7
2nd National Workshop on WRTM
Salt Lake City, UT
September 25-26, 2013
Capability Maturity Assessment

• A consistent and structured evaluation or assessment of a **process**
• Guides an agency towards a higher level of implementation, standardization, and return on investment.
  – Incremental actions that build upon existing successes
  – Defines priorities based on clear identification of possible capability improvements
Capability Maturity Assessment

• Builds off of AASHTO SO&M Guidance and SHRP2 Research

• AASHTO SO&M Guidance provides institutional capability maturity framework for all TSM&O

• TODAY’S DISCUSSION FOCUS – IMPROVING ORGANIZATIONAL CAPABILITY FOR WRTM
## Capability Areas for TSM&O

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Levels of Maturity

Most Agencies Today

Performed
- Activities & relationships ad hoc
- Champion-driven

Managed
- Processes developing
- Staff training
- Limited accountability

Integrated
- Process documented
- Performance measured
- Organization/partners aligned
- Program budgeted

Optimized
- Performance-based improvement
- Formal program
- Formal partnerships

Goal for the Future
WRTM Assessment Steps

• Identify key *capabilities* for effective WRTM
• Identify the *barriers* to continuous improvement
• Provide *guidance* to overcome the barriers and improve capabilities
• *Validate* findings on state of practice and related guidance
For this Discussion

• Help us define the WRTM capability maturity frameworks
  – Discuss the requirements for WRTM levels of capability in six dimensions
  – Identify how a high-performing agency for WRTM needs to function
  – Identify actions that will help agencies increase their capability
WRTM Capability 1: Business Process

• Sub-areas
  – Planning, Programming, Budgeting, WRTM Decision-making process

• Others specific to WRTM?

• Current challenges?

• Ideas? What would a high-performing agency have for WTRM in this dimension?
WRTM Capability 2: Systems/Technology

• Sub-areas
  – Systems Engineering, Standards, Interoperability

• Others specific to WRTM?

• Current challenges?

• Ideas? What would a high-performing agency have for WTRM in this dimension?
WRTM Capability 3: Performance Measurement

• Sub-areas
  – Measures, data & analytics, utilization, management

• Others specific to WRTM?

• Current challenges?

• Ideas? What would a high-performing agency have for WTRM in this dimension?
WRTM Capability 4: Culture

- Sub-areas
  - Leadership, outreach, program authority, technical understanding
- Others specific to WRTM?
- Current challenges?
- Ideas? What would a high-performing agency have for WTRM in this dimension?
WRTM Capability 5: Organization/Workforce

• Sub-areas
  – Staffing, training, retention, organization structure

• Others specific to WRTM?

• Current challenges?

• Ideas? What would a high-performing agency have for WTRM in this dimension?
WRTM Capability 6: Collaboration

• Sub-areas
  – Partnerships, operating agreements, interaction with public safety

• Others specific to WRTM?

• Current challenges?

• Ideas? What would a high-performing agency have for WTRM in this dimension?
Incremental Progress

• Next Steps
  – Define the levels of capability based on our discussion
  – Identify actions that will help agencies move from one level to another
  – Share with stakeholder community and gather feedback on utility of the framework