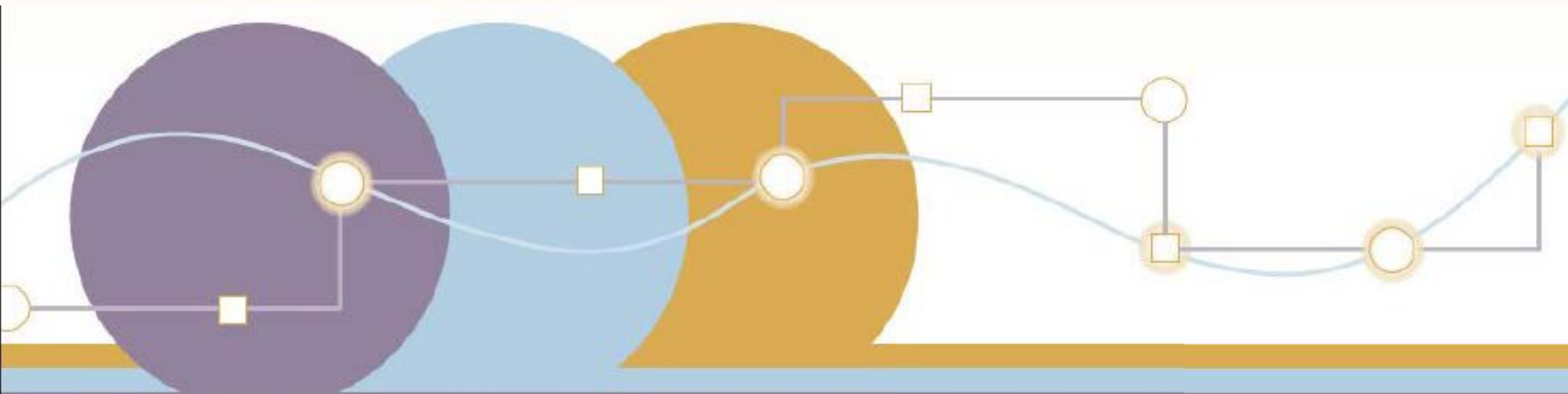
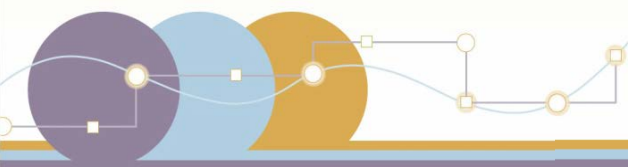


# Identifying Action Items: Component 2 Target Setting

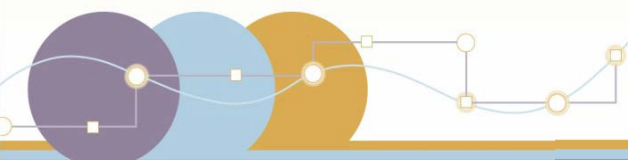
September 29 & 30, 2016  
Lansing, MI





## ***Purpose***

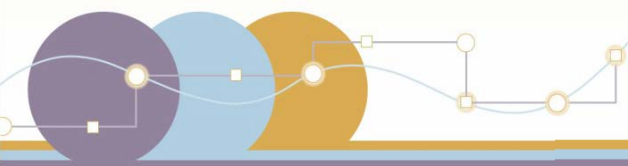
- Work with your colleagues to determine actions that will improve your agency's ability to set targets



# *Identifying Action Items*

1. Record median agency maturity level
2. Adapt actions to your agency
3. Identify priority actions for improvement
4. Complete detailed action item form for each action (finish as many as you can)





## Handouts: Exercise

### Action Planning: Component 2 Target Setting

In this exercise you will identify 2-3 high priority improvements and develop a plan for implementation.

**Step 1: Record level of maturity**  
Record the median from your agency's assessment results for Component 2 Target Setting in the box below.

**Step 2: Adapt actions to your agency**  
Reference the Capability Maturity Model Tables under your agency's median maturity level for a list of generic action items. Adapt these potential actions for Target Setting to your agency's specific context. Write them down below.

Median Target Setting maturity level:

**Actions**

---

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_
6. \_\_\_\_\_
7. \_\_\_\_\_
8. \_\_\_\_\_

U.S. Department of Transportation  
Federal Highway Administration

1

### Step 3: Identify priority actions for improvement

Select 2-3 actions from Step 2 and list below.

**Action**

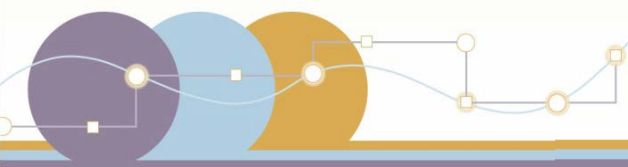
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1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

**Step 4: Complete detailed action plan form for each priority action**  
See following pages.

U.S. Department of Transportation  
Federal Highway Administration

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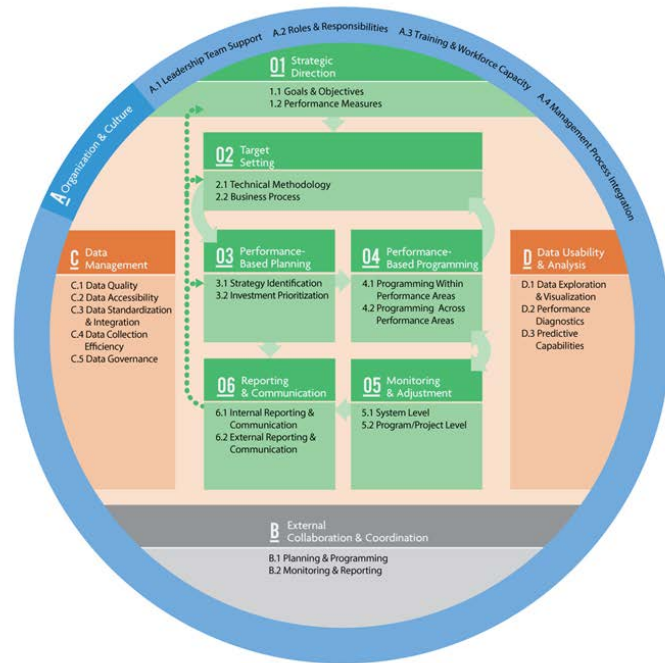


## Handouts: Exercise

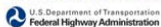
Action Item #1
<b>Action Item:</b>
What is the problem we are trying to solve? How will this action help?
How will you know if your action is successful? (e.g. tangible results, progress milestones)
<b>Responsibilities:</b> Who should take the lead in implementing this action item?  Who else should be involved?
<b>Key issues to be resolved for implementation:</b>

## Handouts: CMM Tables

### Capability Maturity Model Tables



Contact:  
Michael Nesbitt, Sr. Transportation Specialist  
Office of Transportation Performance Management, FHWA  
(202)366-1179, michael.nesbitt@dot.gov



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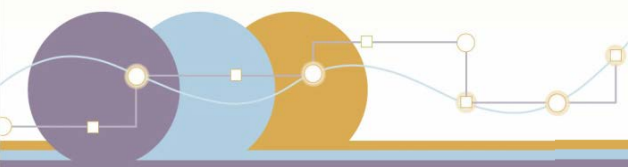
### Component 2. Target Setting

**Definition:** The use of baseline data, information on possible strategies, resource constraints and forecasting tools to collaboratively establish a quantifiable level of performance the agency wants to achieve within a specific time frame. Targets make the link between investment decisions and performance expectations transparent across all stakeholders.

Level	Description	ACTIONS to move to next level:
<b>INITIAL (Level 1)</b>	<p>The agency has little information and /or understanding of baseline performance or historical trends.</p> <p>There has been no analysis of what is feasible to achieve.</p> <p>There is no defined business process to review performance trends, establish benchmarks or set targets.</p>	<p>Initiate effort to develop formal evidence-based and data-driven methodology and assemble baseline data.</p> <p>Initiate effort to develop formal process and define roles and responsibilities of key players.</p>
<b>DEVELOPING (Level 2)</b>	<p>The agency is collaboratively developing a methodology to understand baselines and set targets within agreed-upon performance areas.</p> <p>Trend data are being gathered, assembled and reviewed.</p> <p>Staff responsibilities and roles in this process are being clarified.</p>	<p>Complete and document data source, ownership, gaps.</p> <p>Complete and document analysis of historical trends.</p> <p>Identify and document key factors to consider when forecasting future performance. Use such information to assess risk.</p> <p>Organize source data and implement analytical tools to support target calculations.</p> <p>Complete documentation of process and roles.</p> <p>Clarify the target audience(s) and type.</p> <p>Information to be included in the process identified, assessed and documented (e.g., agency's historical pattern, peer agency results and stakeholder interests).</p>
<b>DEFINED (Level 3)</b>	<p>The agency has established a well-understood, evidence-based, and data-driven methodology for observing trend lines and calculating targets. There is a documented business process and schedule for how targets will be set and formally approved.</p>	<p>Apply through one cycle an evidence-based and data-driven methodology for calculating targets.</p> <p>Evaluate factors contributing to target achievement (or lack of achievement).</p> <p>Expand ability to analyze cross performance area tradeoffs.</p> <p>Integrate target setting into planning, programming, budgeting, staff allocation and employee performance evaluations.</p>

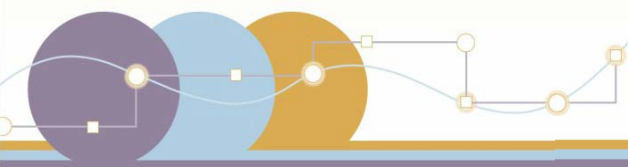


2



## ***Breakout***

- Complete the exercise
- Report out: share your priority action items



## ***Report Out***

- 3 min per group
- Share your priority action items

