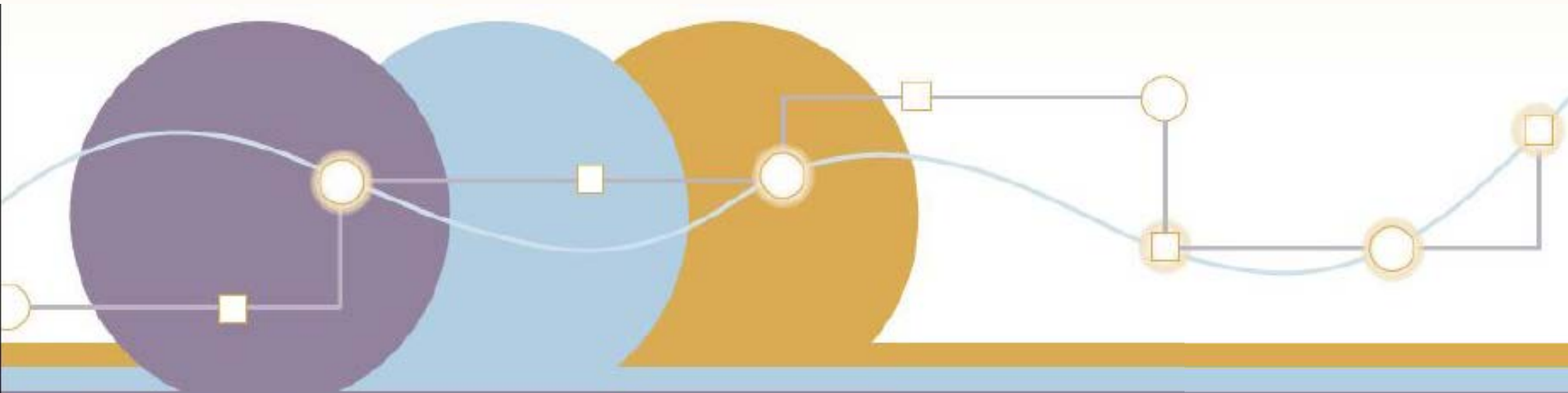
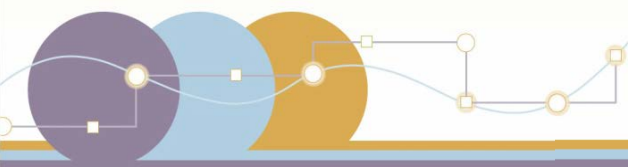


TPM State Workshop Pilot

Identifying Action Items: Component 5 Monitoring & Adjustment

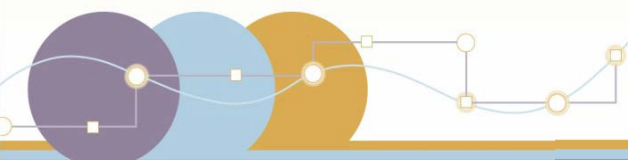
September 29 & 30, 2016
Lansing, MI





Purpose

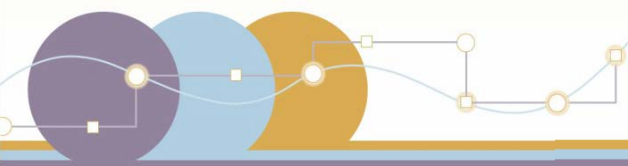
- Work with your colleagues to determine actions that will improve your agency's ability to monitor performance data and adjust activities



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: Monitoring & Adjustment

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 Monitoring & Adjustment 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 actions for Monitoring & Adjustment to your agency's specific context. Write them down below.

Median Monitoring & Adjustment 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.

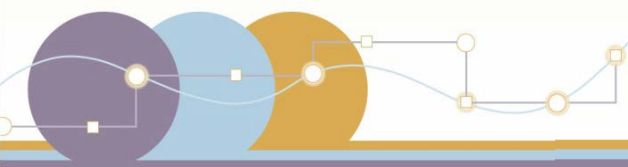
Action

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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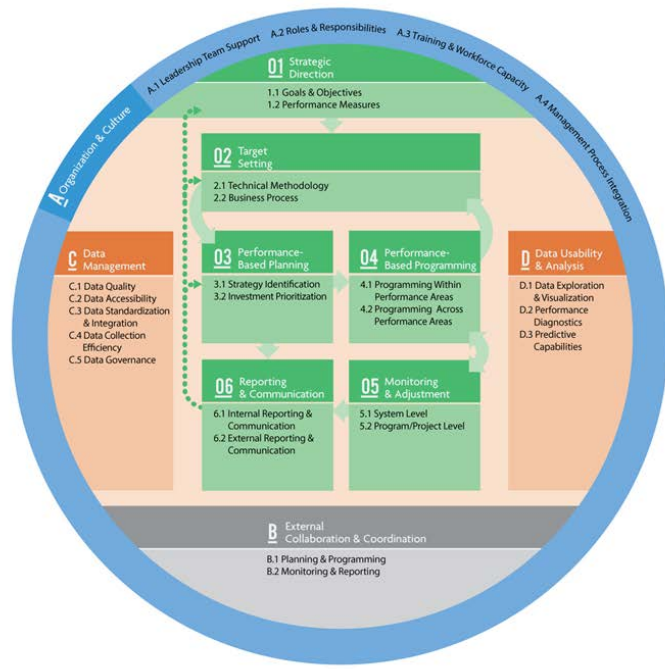


Handouts: Exercise

Action Item #1
Action Item:
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)
Responsibilities: Who should take the lead in implementing this action item? Who else should be involved?
Key issues to be resolved for implementation:

Handouts: CMM Tables

Capability Maturity Model Tables



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

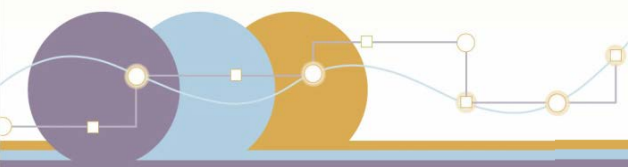


Component 5. Monitoring and Adjustment

Definition: A set of processes used to track and evaluate actions taken and outcomes achieved, thereby establishing a feedback loop to refine planning, programming, and target setting decisions. It involves using performance data to obtain key insights into the effectiveness of decisions and identifying where adjustments need to be made in order to improve performance.

Level	Description	ACTIONS to move to next level:
INITIAL (Level 1)	<p>The agency does not have a well-defined output or outcome performance monitoring process.</p> <p>Limited information exists on current system or program/project performance. There is limited linkage between resource allocation, projects delivered and performance results.</p>	<p>Begin to define a process for monitoring system performance outcomes, and for tracking external factors that may impact these outcomes.</p> <p>Initiate effort to develop an output performance-monitoring plan linked to desired outcomes.</p> <p>Plan will include what is being tracked, data sources, frequency, and where data will be stored.</p>
DEVELOPING (Level 2)	<p>The agency is developing a plan for system and program/project monitoring tied to the strategic direction, including definition of output and outcome measures, frequency, data sources, external influencing factors and users.</p>	<p>Complete and document an outcome monitoring approach.</p> <p>Initiate discussion with range of users about how outcome monitoring will be used to understand how external factors impact performance to guide future planning and programming decisions.</p> <p>Complete and document the performance monitoring approach to determine program/project effectiveness in achieving desired outcomes.</p> <p>Develop an approach to collecting before and after performance data for projects that enable understanding of key causal factors contributing to performance results.</p> <p>Initiate discussion with range of users about how output performance monitoring will be used to enhance decisions.</p>
DEFINED (Level 3)	<p>The agency has defined outcome and program/project output measures linked to the achievement of strategic goals and objectives.</p> <p>The agency has identified a process for making program adjustments as needed based on an understanding of how external factors impact performance results.</p> <p>Before/after studies are conducted to better understand program/project impacts on performance and improve predictive capabilities.</p>	<p>Test the defined process and ensure that managers are making effective use of monitoring information to understand, diagnose and act upon system level performance issues.</p> <p>Strengthen the link between resource allocation, performance results, and achievement of strategic goals.</p> <p>Obtain feedback from managers on value of program/project output and impact monitoring information for informing project/program adjustments.</p> <p>Refine monitoring and enhance analysis capabilities to include additional "sub-measures" that provide new insights into program/project contributions to performance.</p>

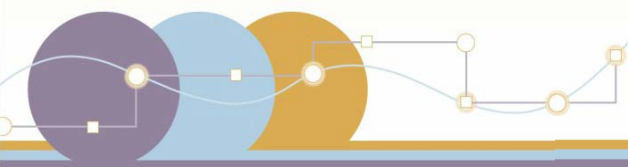




Breakout

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





Report Out

- 3 min per group
- Share your priority action items