

# Institutional Architectures to Advance Systems Operations and Management

October 13, 2010



Session Duration: 90 Minutes

Webinar presenters will discuss research findings related to the importance of institutional arrangements and processes to more effective systems operation and management (SO&M) programs. The web-based AASHTO Guide to Systems Operations and Improvement currently in development is based on SHRP 2 research. This webinar will be useful to state and regional transportation practitioners charged with streamlining and improving their agencies' operations and management capabilities.

The SHRP 2 research examined transportation agency SO&M practice and identified the key factors contributing to improved program effectiveness. The findings were structured in a Capability Maturity Model (CMM) framework that indicates what changes in program, process, and institutional arrangements are needed to reach the next increment of improvement.

The CMM was adapted from the IT industry, where it has long been used to determine readiness and maturity of business processes related to information technology. SHRP 2's refined version of the CMM, called the Institutional Maturity Framework, enables organizations to perform self-assessments on the web that address critical day-to-day and longer-term operational issues and provides custom-tailored guidance. This framework can help agencies identify important preconditions that must be met in order to mainstream SO&M on a sustainable basis.

Session Presenter: Steve Lockwood, Parsons Brinckerhoff  
Moderated by: William Hyman, Transportation Research Board