



## E-Tool for Integrating Business Processes for Systems Operations

*On-line tool to implement improved business practices*

A new suite of products that transportation agencies can use to improve their business practices for traffic operations will be available in early 2013. Developed through the second Strategic Highway Research Program (SHRP2), this suite of tools is collectively known as Organizational Assessment and Leadership to Improve Operations (L01/L06). Together, they can help transportation agencies identify improvements to organizational structures and processes that can result in more reliable travel times.

As helpful as these products are, however, an e-based option to the existing paper analytical process is needed to carry out the recommendations derived from the assessment.

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*E-Tool for Business Processes to Improve  
Travel-Time Reliability*

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### The Solution

An e-tool is currently under development that will take the recommended processes offered in the earlier products and convert them into a web-based tool. Its intent is **to enable a user to input a variety of scenarios, describe the desired outcomes, and have the software generate solutions to re-engineer day-to-day business practices**. The software will allow agencies to “map” their current practices and compare them to optimal practices that could maximize the agency’s highway operations success.

The content will include material from the *Guide for Integrating Business Processes* (L01) and *Institutional Architectures to Improve Systems Operations and Management* (L06). The *Guide* addresses various ways that transportation agencies can re-engineer their day-to-day business practices to improve traffic operations, nonrecurring traffic congestion, and the reliability of travel times delivered to roadway system users. *Institutional Architectures* is intended to integrate disparate agency processes and reorganize agencies and functions to advance operations and improve efficiency.

**E-Tool to enhance products aimed at improving travel-time reliability through better agency processes and organizational structures**

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**FOCUS AREA:  
Reliability (L34)  
(Enhancement to L01 and L06)**

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This on-line tool will help transportation agencies identify which day-to-day processes and organizational structures can be improved to maximize reliability of travel times.

#### Save Lives

- More reliable travel times improve traffic flow, which can contribute to reduced accidents.

#### Save Money

- Improved reliability makes travel more efficient for highway users.

#### Save Time

- The e-tool and guide are based on proven case studies—allowing agencies to learn from real-world successes and save time.

## The Benefits

Transportation agencies will benefit from having e-tools available to integrate both day-to-day agency processes and institutional and programmatic structures to actively manage highway operations. Implementing improvements to business processes and organizational structures, as described in the original research materials, will contribute to improved highway operations and more reliable travel times.

## Who can benefit from using these tools?

This e-tool is currently under development with a planned completion date of early 2013. The project sponsors are now seeking 15 pilot agencies to undertake workshops and analyses to fine-tune their organizations and processes to focus more effectively on systems operations and management.

## How can you learn more?

The *E-Tool for Integrating Business Processes* automates the *Guide for Integrating Business Processes* (L01), which can be found at <http://www.trb.org/Publications/Blurbs/165284.aspx>. The e-tool is also closely linked to *Institutional Architectures to Improve Systems Operations and Management* (L06) and can be found at <http://www.trb.org/Main/Blurbs/165285.aspx>. Elements of the products, such as a one-minute self-assessment evaluation, are already available on the web at <http://www.aashtosomguidance.org/>. For additional information, contact Wayne Berman at FHWA, [Wayne.Berman@dot.gov](mailto:Wayne.Berman@dot.gov); Gummada Murthy at AASTHO, [gmurthy@aaashto.org](mailto:gmurthy@aaashto.org); or Reena Mathews at TRB, [rmathews@nas.edu](mailto:rmathews@nas.edu).

### About SHRP2 Implementation



The second Strategic Highway Research Program is a national partnership of key transportation organizations: the Federal Highway Administration, the American Association of State Highway and Transportation Officials, and the Transportation Research Board. Together, these partners conduct research and deploy products that will help the transportation community enhance the productivity, boost the efficiency, increase the safety, and improve the reliability of the Nation's highway system.

### Strategic Highway Research Program

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