



Photos courtesy: Trevor Wrayton, VDOT

Base Agenda

Improving Business Processes for More Effective Transportation Systems Management and Operations (TSMO)

Business Processes for Incident Management*

**NOTE: This example base agenda is structured around Incident Management as the core TSMO topic.*

Agency, City

Building, Room Number

DATE

<p>8:00 – 8:30 AM</p>	<p>Welcome and Introductions</p> <ul style="list-style-type: none"> • Welcome (Agency, FHWA, AASHTO) • Purpose of Workshop and Agenda Overview • Self-introductions and Interests 	<p>Suggested Speakers: Agency Champion FHWA AASHTO</p>
<p>8:30 – 9:30 AM</p>	<p>Business Processes and Application to TSMO</p> <ul style="list-style-type: none"> • Overview of Business Processes • Business Process Mapping • Application to TSMO <ul style="list-style-type: none"> ○ Discussion: What business processes do you use in your work? • Tools for Developing Business Processes: <ul style="list-style-type: none"> ○ Capability Maturity Frameworks, Primer, E-tool 	<p>Moderator Input and Discussion by All</p>
<p>9:30 – 10:15 AM</p>	<p>Improving Business Processes</p> <ul style="list-style-type: none"> • Preparing for Business Processes Improvement • 7-Step Approach • E-tool Example 	<p>Moderator</p>
<p>10:15-10:30 AM</p>	<p>Break</p>	

10:30 – 11:30 PM	Initial E-tool Input for Incident Management Topic <ul style="list-style-type: none"> • Overview of Agency Topic • Influences and Reliability Goals • Scenario for Business Process Mapping 	Agency Champion Facilitated by Moderator Input and Discussion by All
11:30 – 12:30 PM	Lunch Break (make phone calls, check email, get lunch, etc.)	
12:30 – 1:30 PM	Business Process Mapping Exercise <ul style="list-style-type: none"> • Small Group Breakouts 	All
1:30 – 2:15 PM	Review Initial Mapping and Discussion <ul style="list-style-type: none"> • Small Groups Report Out 	All
2:15 – 2:30 PM	Break	
2:30 – 4:00 PM	Continue E-tool Input <ul style="list-style-type: none"> • First Iteration of Potential Changes to Process Map • Looking Ahead: Implement, Assess, Document, Institutionalize the Process • Action Plannig 	Facilitated by Moderator Input and Discussion by All
4:00 - 4:30 PM	Applying What You've Learned and Next Steps <ul style="list-style-type: none"> • Opportunities for Additional TIM Business Process Improvements • Workshop Evaluation • Closing Comments 	All Agency Champion