

Improvement Evaluation

Email to Gather Individual Responses

From: <Assessment Facilitator>

Date: <Date>

Subject: TAM Assessment Process Self-Assessment and Improvement Evaluation Meeting
<Target Area> within <Process Focus> Follow-Up

To: <Members of Assessment Team>

Cc: <Project Sponsor>

In preparation for the upcoming Improvement Evaluation meeting.

The key conclusions discussed in the meeting were <Meeting Summary>. For our next step, we will be focusing on <Next Target Area>.

In order to facilitate the completion of the upcoming self-assessment meeting, it is important for you to review the supplemental guidebook materials for <Next Target Area>. These include the data life-cycle framework and the element-level response templates. You may also review the selected improvements and evaluation criteria in the supporting digital tool:

www.dataassessment.tam-portal.com.

Attached are the meeting's minutes and <Guidebook Materials> that should be reviewed prior to the next meeting

Thank you,

<Assessment Facilitator>

Improvement Evaluation

Improvement Evaluation Meeting Invitation Email Template

From: <Assessment Facilitator>

Date: <Date>

Subject: TAM Improvement Evaluation Meeting; <Process Focus>

To: <Members of Assessment Team>

Cc: <Project Sponsor>

In preparation for the upcoming Improvement Evaluation meeting to evaluate the improvements selected in the previous Self-Assessment and Improvement selection meeting for <Process Focus>, please review the selected improvements and identify no more than five priorities for investment. Please pass along your prioritized improvements, along with your rationale for selecting them, and some preliminary thoughts about their associated challenges to <Assessment Facilitator>.

Attached is the Chapter 4 Improvement Evaluation Handout for you to review along with a list of the improvements selected in the previous Self-Assessment and Improvement Selection meeting.

The upcoming 90-minute meeting is scheduled for <Meeting Date and Time> at <Meeting Location>. Please reach out if you will not be able to attend or if you have any questions.

Thank you,

<Assessment Facilitator>

Improvement Evaluation

<Process Focus> Improvement Evaluation Meeting Agenda

<Meeting Date>

<Meeting Location>

Objectives: Complete improvement evaluation activities, document potential implementation challenges and impacts, and prioritize improvements.

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|-------------------|---|
| 10 Minutes | Process Status Review and Meeting Objectives <ul style="list-style-type: none">• Previous meeting review & current meeting objectives |
| 50 Minutes | Improvement Evaluation Discussion <ul style="list-style-type: none">• Review individual priorities• Improvement impact vs. effort• Implementation challenges |
| 20 Minutes | High-Level Prioritization Discussion <ul style="list-style-type: none">• Review assessment summary material• Adjust improvement evaluation outcomes (based broader context) |
| 10 Minutes | Questions and Feedback |

Improvement Evaluation Handout

Impact is characterized by the extent to which new or existing practices will transform TAM related business practices.

Effort is characterized by the level of resources and staff time required and the extent to which those can be incorporated into the responsibilities and budgets of existing business units.

Priority is established on the basis of when that improvement would be targeted for implementation, ranging from immediate action to being recognized for future, unplanned action.

Challenges can be categorized as into distinct categories of Time, Resource, Expertise, Coordination, Change, or Other.

Impact Evaluation

High Impact

Transforms current business in a way that addresses major process pain points, is likely to extend to multiple business units, and adds value to multiple business processes.

Medium Impact

Makes existing business processes significantly more efficient and effective, however may be within a limited area of business (e.g. a specific business function or process area).

Low Impact

Contributes a minor adjustment to an existing business process, but will not significantly change the business. In general, these improvements may already be informally in place, but are simply being formalized or being made clearer in the context of the program at large.

Effort Evaluation

High Effort

Requires a major commitment of resources and staff time, typically across multiple business units. Examples would include a major IT application, a statewide technology deployment, etc.

Medium Effort

May be incorporated within typical budgets and resources but would require planning and coordination, typically limited to a specific business function or process area.

Low Effort

Can be included within the routine responsibilities of a business unit or working group and typically able to be completed within a short timeframe.

Priority Evaluation

High Priority

Targeted for immediate action.

Medium Priority

Desired to begin within the next several investment or planning cycles (e.g. 1-2 years).

Low Priority

Recognized, but not anticipated for action within the near future and unlikely to be incorporated into near term planning activities.

Challenge Categorization

Time

Recommended when limited time is available for the given effort.

Resources

Recommended when level of resources or staff time would require executive approval.

Expertise

Recommended when the expertise required is not available to the DOT without specialized support.

Coordination

Recommended when engagement and agreement is required across many different areas of business within the DOT, particularly when many of the impacted business units do not typically work together as part of the routine business of the agency.

Change

Recommended when the improvement will significantly transform current business across multiple business units and processes, requiring extensive process reengineering and/or training to those impacted.

Improvement Evaluation

Improvement Evaluation Follow up Email Template

From: <Assessment Facilitator>

Date: <Date>

Subject: TAM Assessment Process Improvement Evaluation Meeting for <Process Focus>
Follow-Up

To: <Members of Assessment Team>

Cc: <Project Sponsor>

Thank you for attending the <Process Focus> Improvement Evaluation meeting.

The key conclusions discussed in the meeting were <Meeting Summary>. For our next steps, we will be focusing on engaging with management and stakeholders and meeting with decision-makers. This will be aided by further summary materials, which will be developed and sent out in a later email.

In order to facilitate implementation, it is important for you to engage your management and stakeholders. Please feel free to reach out if you have any questions or need any help. You may also review the assessment and evaluation results here: www.dataassessment.tam-portal.com.

Attached are the meeting's minutes.

Thank you,

<Assessment Facilitator>