CALTRANS REGIONAL OPERATIONS FORUMS

District 6 – Introduction to the CMM

This Module

▶ What is working well?

▶ What can be improved?

▶ The Capability Maturity tool (CMM) in concept

▶ Self assessments of ROF attendees
  ↳ Your agency
  ↳ The corridor partnership

▶ Specific actions to advance priorities

▶ ***The answers are in the room***

The Capability Maturity Model (CMM) Process

Kimley》Horn

What are "Capabilities"

▶ Not just infrastructural systems

▶ Not just staff technical capacities (KSAs)

But -- at the entity level (agency):

▶ Values and norms supporting working towards common objectives

▶ Sustainable resources ($, staffing)

▶ Technical and managerial systems

▶ Institutional configurations (internal, external)
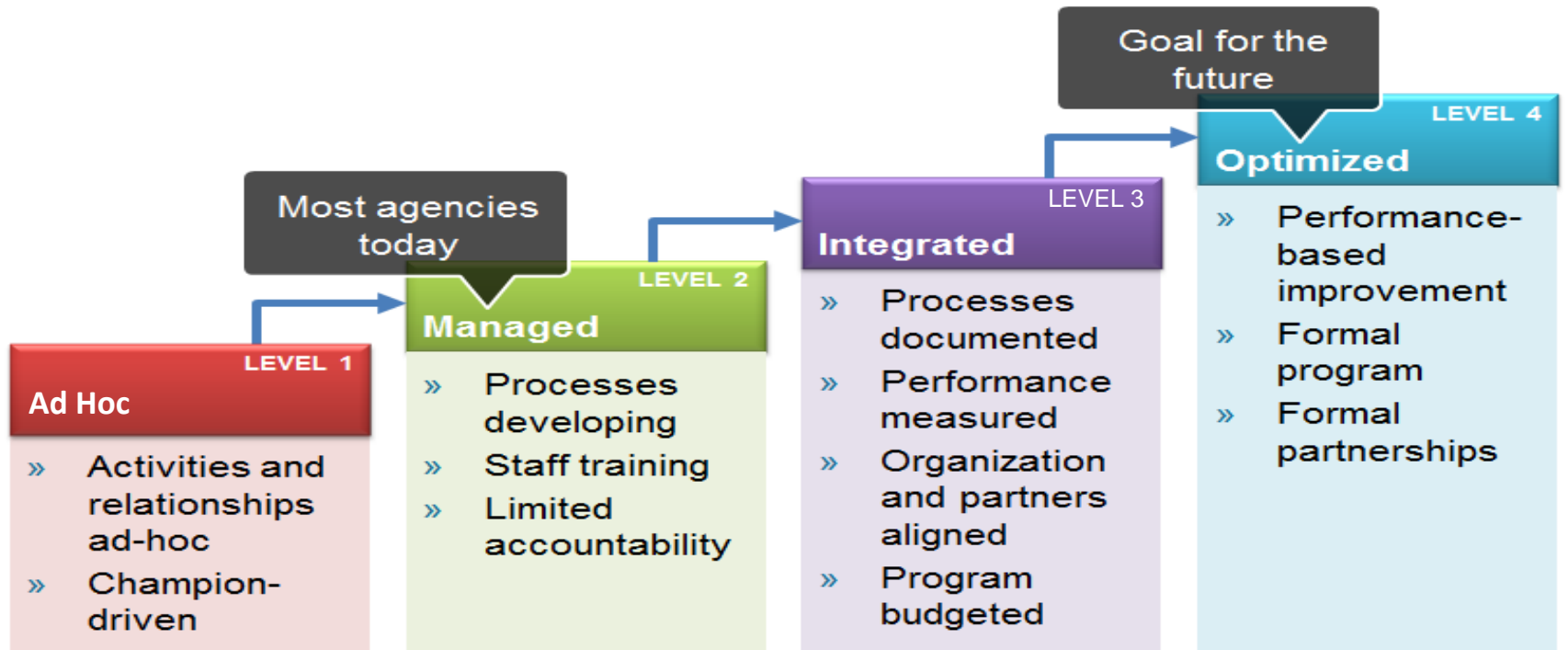
All the factors that promote *continuous* improvement

Dimensions (Capabilities) for TSM&O

▶ Business Processes

▶ Systems and Technology

▶ Performance Measurement

▶ Staffing and Workforce

▶ Culture

▶ Collaboration

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Capability Levels

TSM&O – More than ITS – Systems and Technology