

IT-TSMO Webinar

How Caltrans Traffic Operations Works With IT
to Advance TSMO



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Everyone Hates IT

There. I said it. You know it... You were all thinking it.

BUT...



Why Does Everyone Hate IT?

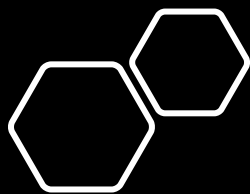
Because IT Says...

- No or
- Go back and clearly explain again what you are doing and why.

And then We Say...

- I need some electronic stuff, that will do some things and I need to hire a consultant to do it. Once I hire a consultant, then I will know **EXACTLY** what I need to do and then I will let you know....





Does That Work?

- Sometimes yes and sometimes no
- But almost never well...
- Because there is no **Continuity** or **Trust** created

**AND
HOW'S THAT
WORKING
FOR YOU?**



YES



NO



MAYBE



Caltrans' Connected Corridors ICM Pilot

Ye Olde Way... of explaining the project to IT



- The project will combine partner agency data and Caltrans data to better manage transportation in a corridor.

Sounds like a fairly routine project, right?



Literally everything we planned to do was new and had never been done before by Caltrans or any of our partner agencies.

Caltrans' Connected Corridors Pilot

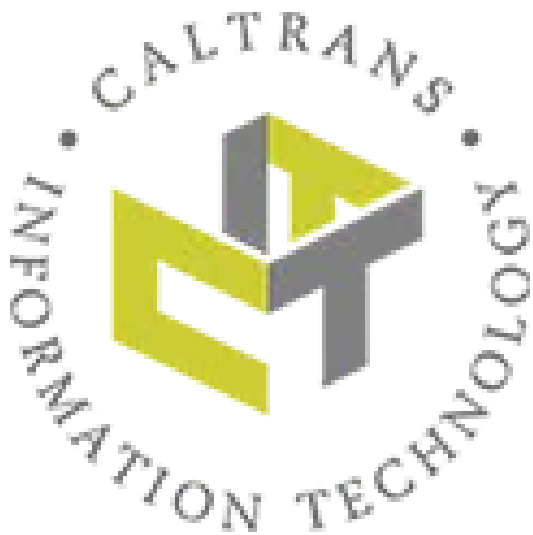
Reality Check



Caltrans' Connected Corridors Pilot

- We needed new hardware, software, ITS infrastructure; a circuit between the TMC and Amazon Web Services (AWS)
 - We Needed Multiple Approvals – from:
 - Five Divisions in Caltrans IT
 - Security
 - Infrastructure
 - Systems
 - Software
 - *I don't know...* – Project Management Office
 - Caltrans Legal,
 - Caltrans Division of Procurement and Contracts (DPAC),
 - California State Department of General Services (DGS) and their Legal Staff, and
 - The California Department of Technology (CDT)
- ...on new things that no one had ever done before...**





Identify a Champion to Work With IT

- We identified a senior electrical engineer who had been with Caltrans for 20+ years and before that worked in the Air Force on Star Wars-type systems and who really **liked innovation**.
- The liaison already worked with IT on all of our existing systems
- The liaison became our **champion** in IT
- We started working with IT as soon as we had a **general idea** of what we wanted to do.
- We met with each IT division individually and in teams.
- Our Team answered every question IT had and ...

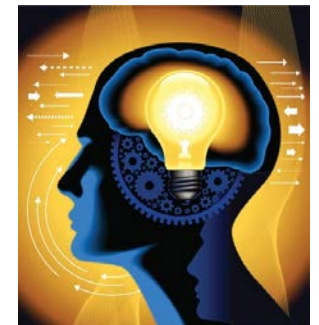
Take the Necessary Time

- ✓ We took the time to explain in detail everything we wanted to do and why and to discuss what IT personnel's potential roles could be.
- ✓ We worked with IT management to identify staff who had an affinity or interest in working with the AWS (cloud) and open-source software
- ✓ We worked with AWS to get free training for our staff and UC Berkeley staff in AWS micro-services and other software packages
- ✓ They wanted a couple of Apples... We bought them Apples.
- ✓ We invited IT staff to go with us to visit the UC Berkeley PATH development team at UC Berkeley
- ✓ We invited IT staff to attend ITS California so they could learn more about what we do in Traffic Operations.



Build a Team

- We treat them like professionals
- We treat them like partners
- We ask, “How do we?”
- We ask for their innovation and creativity
- We include their suggestions
- We follow their guidance



See The Result

- IT comes up with great ideas
- IT helps us complete our project
- IT helps us create our program
- IT partners with us on Budget Requests
- IT supports our systems
- We all win

WE ALL CAN
WORK; BUT
TOGETHER WE
WIN

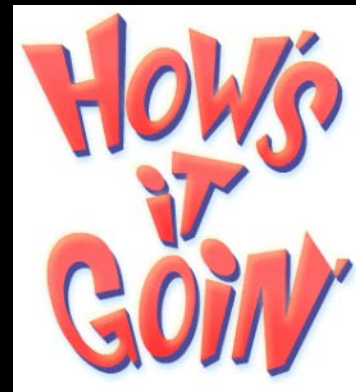


WINNING

- ...and we do NOT call them Dude or Bro nor do we greet them with: Sup? Yo, How's it goin? Or a non-committal head nod.
- We call them by their names, because we know their names and their children's names ...and of course, whether they play League of Legends or WOW

AND...

- We Build Relationships that we can rely on when the next project comes along...



And That's How We Work With IT to Advance TSMO At Caltrans



National Operations Center of Excellence

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