

Illinois Department Of Transportation

Session 2: TSMO Business Planning *Organization/Practices/Challenges*

- Does your agency currently have a published TSMO vision and mission statement? If so, what are they? NA
- Does your agency use a Capability Maturity Model (CMM) framework for TSMO programming and institutional support? NA
- Does your agency currently have a published TSMO Business Plan? Is it publically accessible? NA
- Which of the following TSMO business elements have formal support in your agency (either through a Business Plan, or on an ad-hoc basis):
 - Strategic Planning ←
 - Workforce Development **local level, ad-hoc**
 - Customer Feedback Tools
 - Performance Measurement & Management
 - Organizational Planning & Process Improvement ←