

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? **No, in process for Wichita area.**
- Does your agency use a Capability Maturity Model (CMM) framework for TSMO programming and institutional support? **Yes**
- Does your agency currently have a published TSMO Business Plan? Is it publically accessible? **No**
- Which of the following TSMO business elements have formal support in your agency (either through a Business Plan, or on an ad-hoc basis): **No**
 - Strategic Planning
 - Workforce Development
 - Customer Feedback Tools
 - Performance Measurement & Management
 - Organizational Planning & Process Improvement