Understanding and Applying the CMM to Advance TSMO Programs

The capability maturity model (CMM) can help improve the effectiveness of transportation systems management and operations (TSMO) programs.

Agencies are increasingly viewing TSMO as a way of doing business rather than a discrete set of activities. To effectively deliver TSMO requires an agency to take a hard look at its current institutional capabilities to support TSMO. The CMM helps do just that, providing a structured approach to navigate through complex institutional challenges and identify targets and actions for improvement.

What is this training about?

Capability maturity offers a method to assess and track agency institutional capabilities, weaknesses, and gaps and to identify opportunities for improvement. Dimensions include business processes, systems and technology, performance measurement, culture, staffing, and collaboration.

The goal of this course is to equip TSMO champions with enough knowledge about the CMM to be able to lead a self-assessment of their own organization and partners' capabilities to deliver TSMO.

Why is this training important?

By understanding and using a CMM, agencies can:

- Develop consensus around their current state of maturity and needed agency improvements
- Identify priorities for TSMO program improvement
- Identify and sequence concrete actions and assign partner responsibilities for carrying out the actions to continuously improve capabilities to plan, design, and implement TSMO

Course at a Glance

Understanding and Applying the CMM to Advance TSMO Programs
(NHI-133141)

Course Level

- Intermediate level
- Recommended prerequisite: TSMO 101 (NHI-133140)

Target Audience

- TSMO champions in state and local agencies seeking to understand the CMM and lead a self-assessment
- Participants in an upcoming CMM
- Consultants conducting a CMM for a client

Course Time & Type

- 2 hours
- Self-paced Web-based training (WBT)

Course Modules

- Introduction: What You Need to Know about the CMM
- Module 1: CMM Fundamentals
- Module 2: The CMM Self-Assessment Process
- Module 3: Implementing the Results of a CMM or CMF (Capability Maturity Framework)
- End of Course Assessment

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