

Information Technology Operations

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This project assessed the roles and responsibilities of the Regional Information Technology (IT) organizations of New York State Department of Transportation. In order to better understand the roles and responsibilities of these organizations, their resource needs were identified and documented. This information will enable Regional Directors and other Department managers to make more efficient and effective use of the Department IT resources.

The basic methods used in this study were meetings, interviews and field studies with representatives from the Main Office Information Services Bureau (ISB), the Department's Human Resources staff, and all of the Department's Regional Offices. These methods incorporated two major study techniques:

(1) **benchmarking** based on knowledge of the best practices in the field; and (2) **questionnaires** that used the benchmarks to measure the state of the art of IT practices at the regional offices. The benchmarks focus on IT as a strategic weapon for achieving effective and efficient customer service for the organization and as a productivity tool to reduce cycle time and transaction costs for the enterprise.

The field study at each region started with an interview with the Regional Director, which was followed by a meeting with the leadership of all the functional groups, a break-out meeting with Design, Maintenance, and Traffic Management Centers (TMC)/Transportation Operations Centers (TOC) and a meeting with Regional IT staff. At the group meetings, questionnaires were distributed for the attendees to guide the discussion and solicit written responses.



The data collected were analyzed to identify the common tasks, links, and needs, as well as those unique to each region. This analysis resulted in a number of observations and recommendations. Among the observations are that the Main Office Help Desk is used to varying degrees in all regions and has its advantages and issues, IT groups at all regions are responsible for IT infrastructure, individual regions may have their own informal IT support for their own applications, and the vision for IT differs from region to region, as does the vision for the TMC/TOC concept. One recommendation is that a venue for sharing best practices statewide with other regional IT groups should be developed. Examples might include:

- News letter and user groups
- Regional planning process for ITS and GIS
- Shared IT support knowledge base and experts
- Advisory council overseeing both IT and IT using applications in functional group.

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