

2009 Innovations Awards Program APPLICATION

CSG reserves the right to use or publish in other CSG products and services the information provided in this Innovations Awards Program Application. If your agency objects to this policy, please advise us in a separate attachment to your program's application.

ID # (assigned by CSG): 09- MW-04MI

Please provide the following information, adding space as necessary:

State: **Michigan**

Assign Program Category (applicant): ***Human Resources/Education-Training and Development***

1. Program Name: **Asset Management Interactive Training**
2. Administering Agency: **Michigan Department of Transportation**
3. Contact Person (Name and Title): **Roberta Tisdale, Department Services Division Administrator**
4. Address: **425 W. Ottawa Street, P.O. Box 30050, Lansing, Michigan, 48909**
5. Telephone Number: **517-241-2731**
6. FAX Number: **517-373-0167**
7. E-mail Address: [**tisdaler@michigan.gov**](mailto:tisdaler@michigan.gov)
8. Web site Address: [**http://mdotwas1.mdot.state.mi.us/public/asset_management_training/**](http://mdotwas1.mdot.state.mi.us/public/asset_management_training/)
9. Please provide a two-sentence description of the program:
The Asset Management Interactive Training program enables MDOT employees to improve their understanding of the principles of asset management and the application of those principles to the programs in which they work. The program enables employees to obtain this valuable training on-line at their convenience.
10. How long has this program been operational (month and year)? Note: the program must be between 9 months and 5 years old on March 2, 2009 to be considered. **The asset management web-based interactive training program was launched April 3, 2008 and has been used by MDOT employees for over 10 months. As of December 2008, there had been over 1, 293 visits to the asset management interactive web training site.**
11. Why was the program created? What problem[s] or issue[s] was it designed to address? **MDOT spends over \$3 billion dollars each year, and manages nearly \$18 billion dollars worth of assets on behalf of the owners, the citizens of Michigan. Those citizens expect us to use the best available strategies to manage those assets as efficiently as possible.**

And they deserve the best! Asset Management is the most comprehensive way to make sure that happens.

One of MDOT's Strategic Plan Objectives is to provide training to improve employee understanding of asset management principles and their application to integrated transportation solutions. Initially, the team assigned to develop the objective attempted to address the need by speaking at any conference or bureau meeting held within MDOT. Not only was this not efficient, it became apparent that employees needed basic information about the principles and examples of the application of the concepts before they could absorb the information from the presentations. To efficiently meet this objective an interactive web based training program was developed.

12. Describe the specific activities and operations of the program in chronological order.

Describe the specific activities and operations of the program in chronological order.

Summer, 2006

MDOT Leadership approved the following objective as part of its strategic plan: Provide training to improve employee understanding of asset management principles and their application to integrated transportation solutions.

Spring, 2007

Project Team commissioned to fulfill this objective

- a Due to budget limitations, first attempt was based on a strategy of scheduling team members to make presentations at conferences and meetings already scheduled within the organization.**
- b Recognized three limitations with that approach**
 - 1. We would not reach everyone, and we would do “repeat performances for quite a few**
 - 2. We would miss a lot of employees who rarely attend such meetings**
 - 3. We would be expending time and resources in a mode that would have no “shelf life.” (The approach was not *modeling* asset management principles.)**
- c Decided instead to create an on-line interactive training program which would be accessible to all employees at their convenience, as many times as they might want to refer to it. In addition, this approach would make training in asset management available to new employees over the coming years, at no additional effort or expense.**

Fall 2007,

Began development of script and storyboard.

Winter 2008

Began production: video shooting, video editing, assembly of photos, graphs, charts, and animations, and computer programming to make it all available and interactive on MDOT's intranet.

April 2008

“World Premier” at statewide convention of Asset Management Council of Michigan
http://mdotwas1.mdot.state.mi.us/public/asset_management_training/

June 2008	Interactive training program on asset management posted g on MDOT intranet, with announcement that the training is now available
Fall 2008	Original production covered core concepts of asset management. Began developing additional modules, each of which will explaining how asset management has already been applied in an organizational sub-unit of MDOT, including plans for further development and application in each.
Winter 2009	Production is in process on a module describing how MDOT applies asset management to roads and bridges, and a second module describing how we apply asset management to our inventory of more than 300 buildings, statewide.

13. Why is the program a new and creative approach or method? **This is the first web-based training program developed within MDOT.**
14. What were the program's start-up costs? (Provide details about specific purchases for this program, staffing needs and other financial expenditures, as well as existing materials, technology and staff already in place.) **The only expenditures were \$1,000 for actors, and \$3,000 for programming services. MDOT's internal Performance Excellence Division assigned Mark Becker, a performance consultant, to gather content and write the scripts. MDOT's Asset Management Division Administrator was one of the project sponsors along with MDOT's Bay Region Development Engineer. MDOT's Department Services Division provided an artist and videographer to develop the training program.**
15. What are the program's annual operational costs? **There are no annual operational costs. However, MDOT plans to add modules to the program to highlight how the concepts of asset management apply to various functions. There are 2 modules being added in year 2 at a cost of \$10,000 to contract with a professional scriptwriter and producer.**
16. How is the program funded? **The program is funded with state restricted transportation funds.**
17. Did this program require the passage of legislation, executive order or regulations? If YES, please indicate the citation number. **No**
18. What equipment, technology and software are used to operate and administer this program? **The program can be viewed on any PC that can access the MDOT internal web site. The program was developed using the Adobe Creative Suite software and was programmed in FLASH.**
19. To the best of your knowledge, did this program originate in your state? If YES, please indicate the innovator's name, present address, telephone number and e-mail address. **MDOT Director Kirk Steudle is active nationally promoting Asset Management. The idea to use an interactive web based training program to increase MDOT employees understanding of the concepts and application originated in MDOT. The innovators are the program sponsors: William Tansil, Asset Management Division Administrator, 425 W. Ottawa, P.O. Box 30050, Lansing, Michigan 48909, 517-335-2639,**

tansilw@michigan.gov and Linda Burchell, Bay Region Development Engineer, 55 E. Morley Drive, Saginaw, Michigan 48601, 989-754-0878, burchell@michigan.gov

20. Are you aware of similar programs in other states? If YES, which ones and how does this program differ? **We are not aware of any other state with a similar program.**
21. Has the program been fully implemented? If NO, what actions remain to be taken? **The asset management interactive training program is implemented. The initial offering includes interactive training on the principles and concepts and static information on other applications. The program plan is to replace the static information on other applications with additional interactive training modules.**
22. Briefly evaluate (pro and con) the program's effectiveness in addressing the defined problem[s] or issue[s]. Provide tangible examples. **An advantage of the asset management interactive training program is that employees can participate as their schedules allow. They can begin the program and if they need, can pause it and return later.**
23. How has the program grown and/or changed since its inception? **The initial offering includes interactive training on the principles and concepts and static information on other applications. The program plan is to replace the static information on other applications with additional interactive training modules.**
24. What limitations or obstacles might other states expect to encounter if they attempt to adopt this program? **Making sure that the applications are relevant to their programs.**

2009 Innovations Awards Program Program Categories and Subcategories

Use these as guidelines to determine the appropriate *Program Category* for your state's submission and list that program category on page one of this application. Choose only one.

Infrastructure and Economic Development

- Business/Commerce
- Economic Development
- Transportation

Government Operations

- Administration
- Elections
- Public Information
- Revenue

Health & Human Services

- Aging
- Children & Families
- Health Services
- Housing
- Human Services

Human Resources/Education

- Education
- Labor
- Management
- Personnel
- Training and Development
- Workforce Development

Natural Resources

- Agriculture
- Energy
- Environment
- Environmental Protection
- Natural Resources
- Parks & Recreation
- Water Resources

Public Safety/Corrections

- Corrections
- Courts
- Criminal Justice
- Drugs
- Emergency Management
- Public Safety