



Service Delivery Strategy (DO01)

Project Charter
DRAFT 6/29

SECTION 1: Project Summary

Concept Definition	Assess current TxDOT functions and identify roadmap of projects for future regionalization and improvement/realignment to maximize efficiency and service in support of internal and external stakeholders.		
Program	Department Operations	Project Lead(s)	Catherine McCreight
Exec. Sponsor	Dee Porter	Sponsor	Lisa Gregg

SECTION 2: Vision Alignment

Problem	TxDOT's district, regional, and division operations may not be aligned to maximize the efficiency and effectiveness of the Department's activities.		
Goal	Optimize alignment of TxDOT functions to ensure efficiency and effectiveness in achieving its core functions.	Measurable Benefit Target	
Scope	<p>Includes: Assess TxDOT shared service functions and processes for opportunities to: Regionalize De-regionalize Improve Reassign / discontinue Centralize / aggregate at the department level Assess alignment of HR, IT, and Finance and other functions Develop a plan of projects to hand off to other teams for build and implementation</p>	<p>Excludes: Work-Force Levels Outsourcing</p>	
Associated Goals / Visions / Recommendations	Source / ID#	Text	
	GT / 69	Continue to progress the regionalization concept to further consolidate similar functions, provide increased oversight, and share resources across geographic areas.	

SECTION 3: Execution Detail

Related Efforts / Risks	RE: Fin COE, IT COE, Comm COE Risk: Significant org changes are possible, making this effort potentially highly charged.			
Tailoring	Tailoring Tier	Org Impact	Project Size	Complexity
		Yes	Medium	High
Forecasted Milestone Schedule	Phase Completion Tollgate	Date	Approach Overview: Building upon past successes, it is a systematic approach to align responsibilities and allocate resources across the agency to deliver the best way to provide services.	
	Concept Definition	6-Oct		
	Concept Validation	18-Nov		
	Design	31-Jan		
	Build			
	Implement			
Team Members	Name	Role	Name	Role
	John Obr	DE - SJT	Janice Mullenix	GSD-CSS - Director
	Cathy Floyd	RD - South		
	Brad Gatlin	FIN - Bdgt. Mgr.		
	Beth Gilbert	Auditor - Waco		
	Donna Hill	RD - West		
	Mario Medina	DE - SAT		
	Camille Thomason	CCO - Director		
Jennifer Williams	HRD-HRC Ops. Dir.			

SECTION 4: Change Management Assessment

Audience	Audience	Stakeholders	Stakeholders