

CREATING THE  
NEXT GENERATION  
OF TECHNOLOGY  
SOLUTIONS



**AASHTOWare<sup>®</sup>**

Strategic Plan 2020

(Updated December 2016)



# MESSAGE FROM AASHTOWare PROGRAM DIRECTOR

The AASHTOWare® technical service program has a rich history of serving its customers and being a leader in bringing the power of technology through automation to the public sector transportation industry.

As we look to the future, it is important that we build on this rich and robust tradition to create the next generation of technology solutions and continuously improve service to our customers. Our success is based on the commitment of hundreds of volunteers in partnership with the private community to produce quality products that meet the common needs of our customers.

The challenges we face now and into the future are increasingly more complex than in the past. To ensure continued success as we establish our next generation of products and services we will clearly focus on a mutually agreed upon set of principles and values to drive our strategic plan vision, mission, goals, and objectives.

I look towards our shared future with a great sense of pride and anticipation.



**Jan Edwards, AASHTOWare**  
Program Director



## SPECIAL COMMITTEE ON AASHTOWare

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Montana Department of Transportation

Don Grayson, Vice-Chair  
Mississippi Department of Transportation

Todd Bergland  
Minnesota Department of Transportation

Jeffrey Hill  
Georgia Department of Transportation

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Ohio Department of Transportation

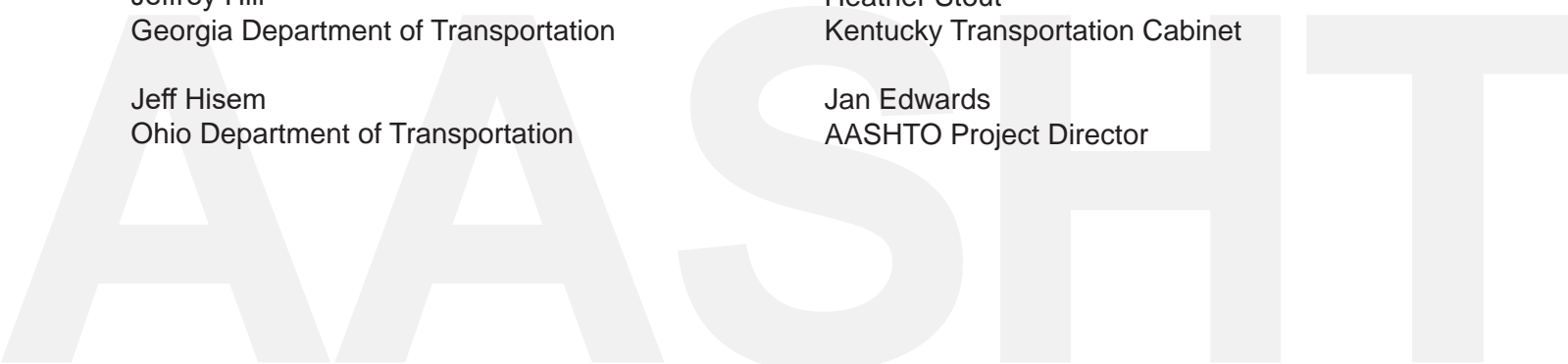
Bruce Johnson, P.E., S.E.  
Oregon Department of Transportation

Shane Marshall, P.E.  
Utah Department of Transportation

Grant Rodeheaver  
Washington State Department of Transportation

Heather Stout  
Kentucky Transportation Cabinet

Jan Edwards  
AASHTO Project Director



# MISSION

The AASHTOWare® Program will be the premier source for innovative technology solutions for the transportation community.

# VISION

Through a customer-led business model involving dedicated and expert volunteers, the AASHTOWare Program enables the cooperative development, management and sustainability of timely, cost effective, state-of-the-art technical solutions that meet the business requirements of AASHTO members.



# STRATEGIC PRIORITIES



## 1. Optimize time to implementation

- 1.1. Consider ways to streamline the collaborative development process.
- 1.2. Consider ways to streamline the implementation process.
- 1.3. Move towards SaaS and cloud solutions to reduce IT overhead and increase mobility for customers.
- 1.4. Identify and develop licensing models or methods and/or work plan processes that sustainably fund new development, enhancements and maintenance to reduce the frequent need for solicitations.

## 2. Provide Innovative Products

- 2.1. Use the Program Development Pool to perform strategic research.
- 2.2. Leverage private sector partner's expertise.
- 2.3. Encourage third party development.
- 2.4. Investigate alternative development models.
- 2.5. Move towards a flexible and quick responding web services based architecture through establishment of a framework to publish IT related standards in support of both AASHTOWare products and overall integration with state transportation IT systems.
- 2.6. Deliver an open architecture along with supporting documentation that will enable integration with DOT systems, mobile development and promote data sharing across a DOT enterprise.

## 3. Communicate the value of AASHTOWare

- 3.1. Document the value proposition of the AASHTOWare Program.
- 3.2. Execute a plan that communicates the value of the Program and products.

GOALS & OBJECTIVES

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## GUIDING PRINCIPLES

- Maintain a philosophy of being responsive and flexible while ensuring compliance with applicable laws and regulations without compromising quality.
- Promote innovative ideas while ensuring long-term viability in the development, management, and support of AASHTOWare technical solutions.
- Draw upon the core expertise and technical capabilities of the AASHTO community.
- Commit to a continuing focus on accountability and open communication.



## Integrity

We are committed to honesty, loyalty and a high standard of ethical conduct.

We work to protect the public investment in our products and services.

## Respect

We trust and respect each other.

We recognize hard work and take pride in our rich talent and the cooperative spirit that drives us.

## Excellence

We achieve excellence through hard work, cooperation, innovation, creativity and prudent risk taking.

We make decisions based on facts and sound judgment and are accountable for our performance.

## Teamwork

We accomplish more by working together and relying on each other.

We focus on best practices by sharing our experiences and ideas and recommend ways to be more effective in providing services to our customers.

## Customer Service

We put our customers first, treating them with respect while balancing their interests to achieve the greatest good.

We recognize that we have internal and external customers, and are dedicated to providing courteous and timely service in meeting their requests and needs.

## Continuous Improvement

We are committed to continuous improvement, learning from mistakes and successes alike.

We will drive our growth through continuous improvement.



CORE VALUES