

Know the answer to these questions before starting the transportation software planning and implementation process.

Budget planning

- Will you use grants or existing funds to support the project?
- When will the money be available?
- When would cash be required for project milestones?
- What's the return on investment and the break-even point?

Definition of roles

- Who will be the on-site project manager and serve as the key point of contact with the authority to both speak for the agency and ensure deliverables are transmitted on time?
- Who will be the key software champion? (This person is most knowledgeable about the software after having been at every project and training meeting during the implementation process, and will be the primary subject matter expert for questions about how things work.)
- Who are the key operational staff who need to be involved early in the implementation process so they are familiar with the product and how it works before in-person training sessions start?

Getting other stakeholders involved

[Project success is gauged by stakeholder engagement, communication and agreement that the project is worthwhile, meets long-term goals, and has been successfully implemented when complete.]

- Who would you identify as stakeholders in your community?
- Who are the stakeholders in the community who need to be engaged to represent the participants for whom you will be upgrading your service model?
- What is your plan for keeping those stakeholders in the loop?

Timelines

- How does this project fit in with other enterprise efforts for long-term process improvement, and how does that affect when the software should be implemented?
- Who will be available to help on the project during this period, and who might be called away on outside project tasks?
- How will you keep the internal team on the same page when it comes to maintaining the project schedule?
- What's the deadline, and what's the consequence if you go beyond that deadline?

Need some help with these questions or want to know more?

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