

Pennsylvania Turnpike Commission (PTC)

Prequel Assists PA Turnpike in Laying Groundwork for Strategic Plan

With their overall intent of developing a Strategic Technology Plan, the PTC understood that before moving forward, an organization must understand where it stands. More importantly, the PTC has never operated with an overall strategic plan for implementing information technology (IT) initiatives. As the business needs of the organization continued to become more sophisticated, traveler expectations rose and technology evolved, it became critically important to have a strategic plan that would align technology projects to support future business goals. The PTC engaged Prequel to undertake the foundation of the Strategic Plan, which begin with identifying “what is” before moving toward “what will be.”

Commission Overview

The Pennsylvania Turnpike Commission (PTC) has nearly 2,200 employees that manage, administer, or support operations involving 531 miles of roadway throughout the Commonwealth. The mission is to operate and manage a safe, reliable, cost effective and valued toll road system. The PTC’s overall Strategic Plan to complete this mission encompasses three key goals: achieving a non-stop, free-flowing highway transportation system, responsive business management of available resources, and investing in people.

Business Challenge

Over the last several years, the Pennsylvania Turnpike Commission (PTC) has not operated with an overall strategic plan for implementing information technology (IT) initiatives. As the business needs of the organization became more sophisticated, traveler expectations rose and technology evolved, it became critical to have a strategic plan that would align technology projects to support current and future business goals. As in building a roadway, the PTC recognized that before you can lay the road you must first establish the foundation. The same could be said for the technology plan.



Overview

Profile

The Pennsylvania Turnpike Commission manages and operates the toll road system that spans the entire Commonwealth.

Business Need

The PTC desires to establish a Strategic Technology Plan; however, they must first get to understand what they have and where they are before they can decide where to go.

Benefits

The technology asset and project information identified by Prequel will provide the basis from which the PTC can develop an informed Strategic Technology Plan.

Technology Services Provided

Technical Assessment

Solution

The objective of this engagement was to document the scope associated with developing the Roadmap portion of a Strategic Technology Plan for the PTC.

Phase one of the overall plan, and the scope for this engagement, involved a data collection effort. As part of the data collection process, discussions were held with key directors, managers, and their direct reports within IT and the other identified areas of the PTC. These discussions allowed the PTC IT and Prequel team to identify hardware and software inventory information that was readily available and to coordinate efforts to identify undocumented inventory. Additionally participants were asked to identify any other areas in the PTC that might be able to provide input into the data collection efforts. In total more than 30 individuals participated in providing information.

To assist in the data collection effort, the project team constructed a series of Microsoft Excel Spreadsheets to collect the applicable IT inventory asset data. Project participants were provided these Excel spreadsheets to use as tools for their data reporting. In the event that data existed in other formats, they were not forced to comply with the spreadsheet format; rather, the Prequel team accepted the information and converted it into the consistent Excel format. Data from the spreadsheets were then aggregated and imported into the Access database.

Information collected during this effort was provided to the PTC in a deliverable document that textually addressed their current technology capabilities. This document was further supported by the Access database and other supportive information that accompanied the document.

Benefits

The deliverable document set the tone for the PTC's development of a Strategic Technology Plan. A foundation of information has been set from both a detailed and observation level, positioning the PTC to use this information to continue down the road in their pursuits of developing a Strategic Technology Plan, and paving the way for success in the years to come.

For More Information

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