

# **AASHTO 2013 Fall IT Survey**

## **Survey Results & Analysis**

**Audience:** AASHTO ASIS Members (DOT CIO/Executive Directors)

**Period:** September 04, 2013 to December 04, 2013

**Number of Questions:** 18

**Responses Received:** 24

---

**1) State or Province:**

**2) Contact Information (Agency Name, and Contact Name must be provided as a minimum):**

**3) Please identify the following additional key personnel:**

- Technical Support Manager
- Applications Manager
- GIS Manager
- Security Manager

**4) Please list the top three IT application development or implementation projects your agency plans to undertake in the next one to two years:**

- Sample / Excerpt

| Agency | Project 1 Description  | Project 2 Description  | Project 3 Description   |
|--------|--|--|---|
|        | eTAC - Phase 2. Electronic Team Activity Card implementation of system enhancements to use data being captured in Ph. 1 for integration with other IT Systems. The system is improving on capturing and reporting maintenance activities in the field. | Wireless Expansion. Project involves expanding WiFi capacity to all of the State Highway Facilities for easier use of the MDOT-wide initiative of the Bring Your Own Device (BYOD) initiative. | eInvoicing Project involves reducing the number and amount of paper invoices being stored and sent to the state Comptroller's office for payments. Software available to improve the process and cut down on paper usage is being considered for a future project in the near future. |
|        | Implementation of a Pavement Management System   | Develop Performance Measurements for PreConstruction   | Continue with Sharepoint collaboration, forms automation, and statewide use of ProjectWise  |
|        | New Safety Management System   | New Maintenance Management System  | New Motor Carrier Permitting and Registration system  |
|        | ERP Upgrade - Upgrade our PeopleSoft systems to the 9.2.x release  | State Mainframe Sunset - Develop a plan to move our Drivers Services and Motor Vehicle Services systems off the state run mainframe.   | iPD Enhancement - enhance and upgrade the existing system.  |
|        |  |  |   |

**5) What new or emerging technologies do you foresee occurring or implementing in the near future?**

- 20 of 24 (83%) noted mobile services or applications
- Cloud services

**6) Please identify the top three agency business processes that could be improved through the use of mobile technology.**

- Assets management
- Field inspections
- Incident reporting, traffic congestion & information, roadway conditions
- Construction management
- Constituent outreach & accessibility, self-service, provisioning of wait times and scheduling (Drivers Licensing, access to key staff)
- Citizen issue reporting

**7) Please describe (or name) the top smart phone/mobile and the tablet applications utilized in your agency. Please include the platform (smart phone, tablet, etc. and the operating system) the applications utilize.**

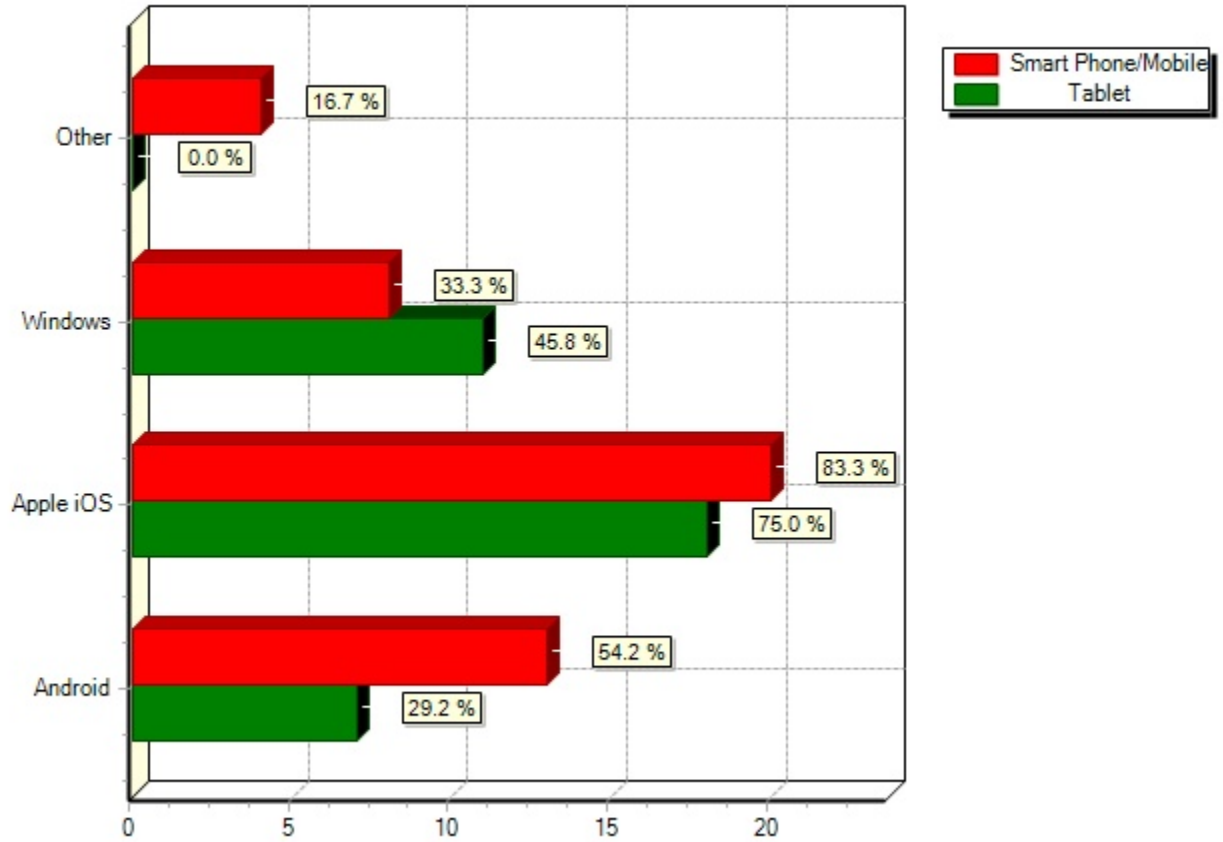
- Internal email, calendars, communication
- 511, traveler information, citizen condition reporting
- Assets mgt. & inspections, inventory system extensions
- Construction inspections & activity recording
- Traffic management & crash assessments
- Access to airport information & legislative systems

Applications listings available in detailed survey reports

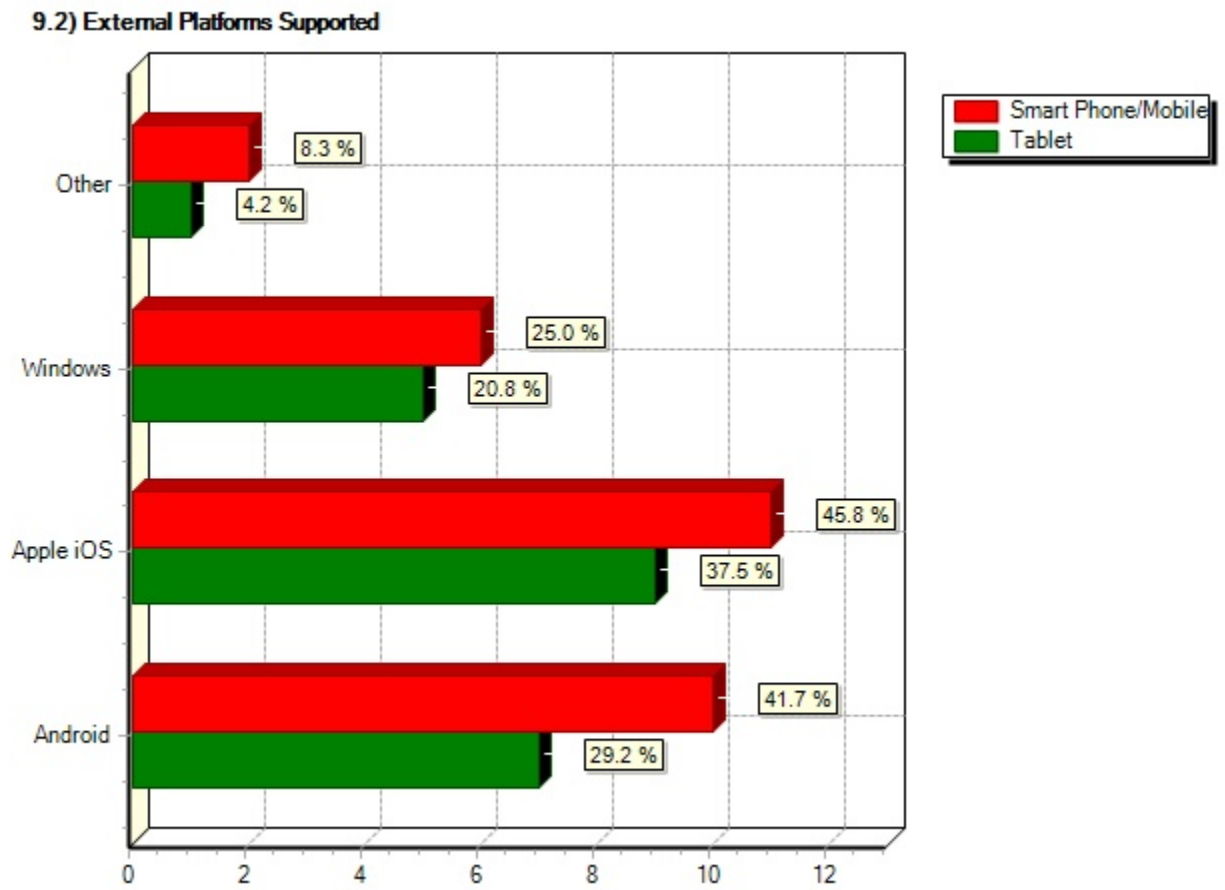
**8) Please list/describe any mobile applications that your agency uses that you believe would be useful to other agencies. Please indicate if the application is free, purchased, or developed in-house.**

## 9. Mobile Development and Usage

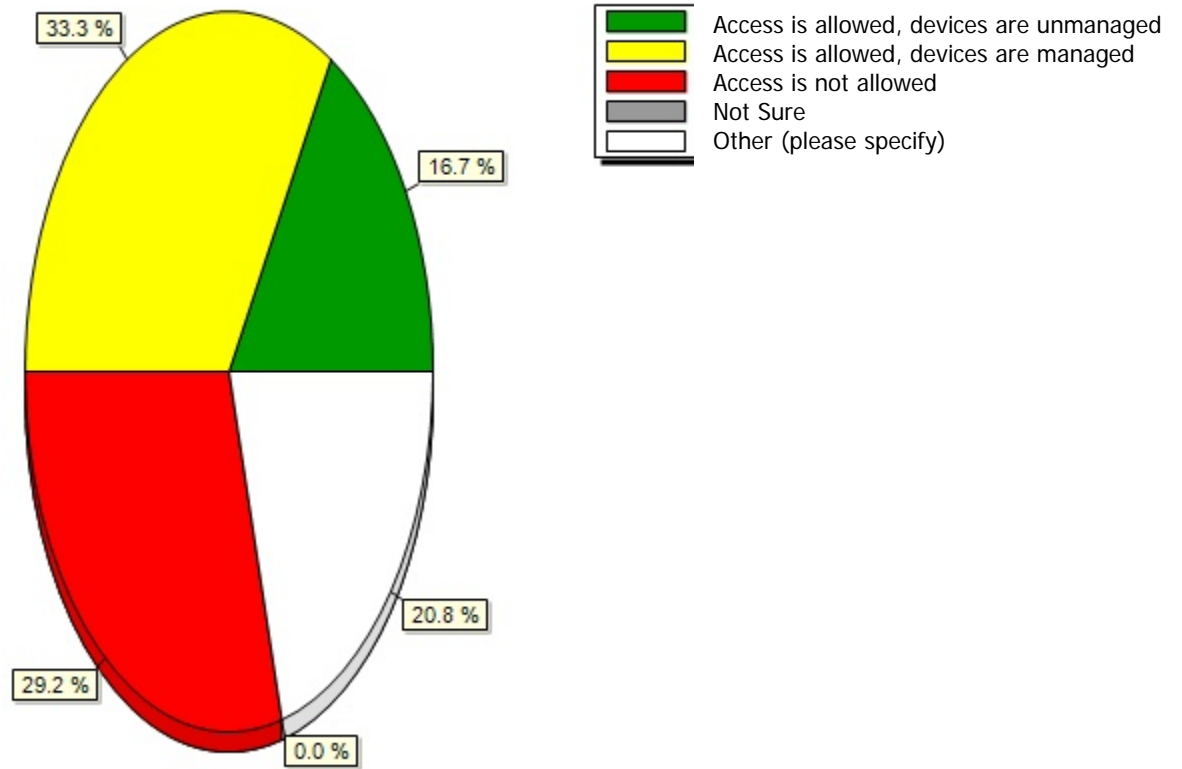
### 9.1) Internal Platforms Supported



## 9.2) External Platforms Supported



10) Does your agency allow personal mobile devices (BYOD) to directly connect to corporate email or applications? If so, does your agency manage employees' personal devices?



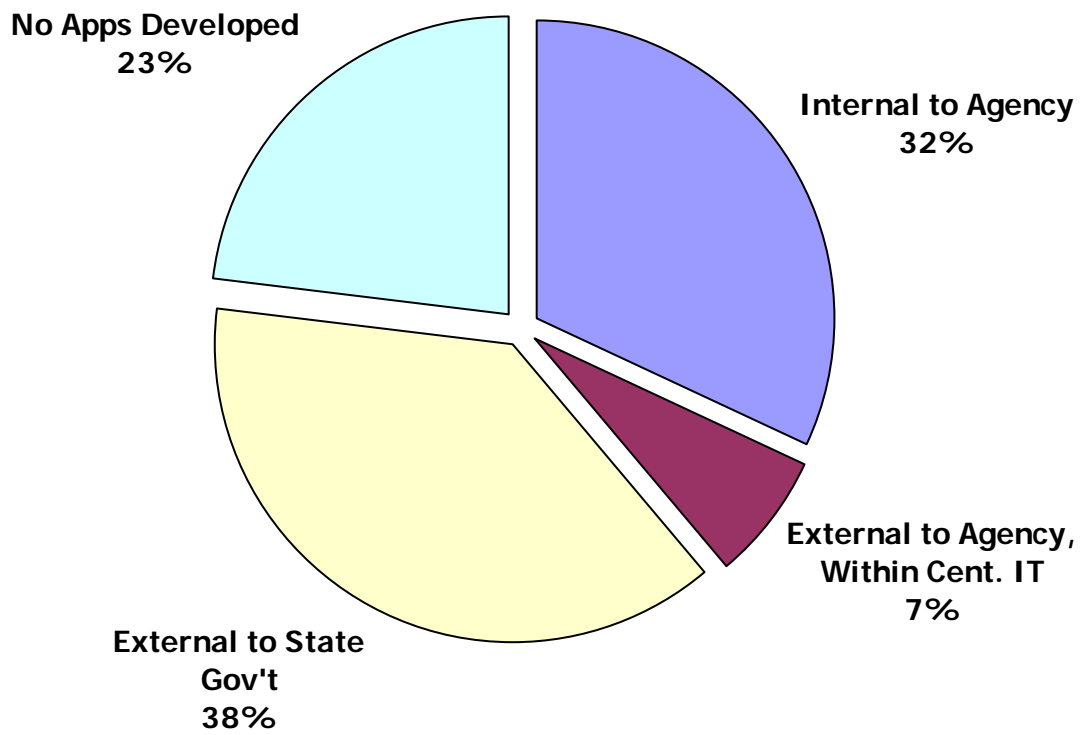
**11) What percentages of your server operations are managed by resources in the following environments?**

| Within the Agency | Within Centralized/State IT | External to State Government | Other |
|-------------------|-----------------------------|------------------------------|-------|
|                   |                             |                              |       |

**12) Does your agency purchase any software as a service (SaaS)? If so, please list/describe the software and/or service.**

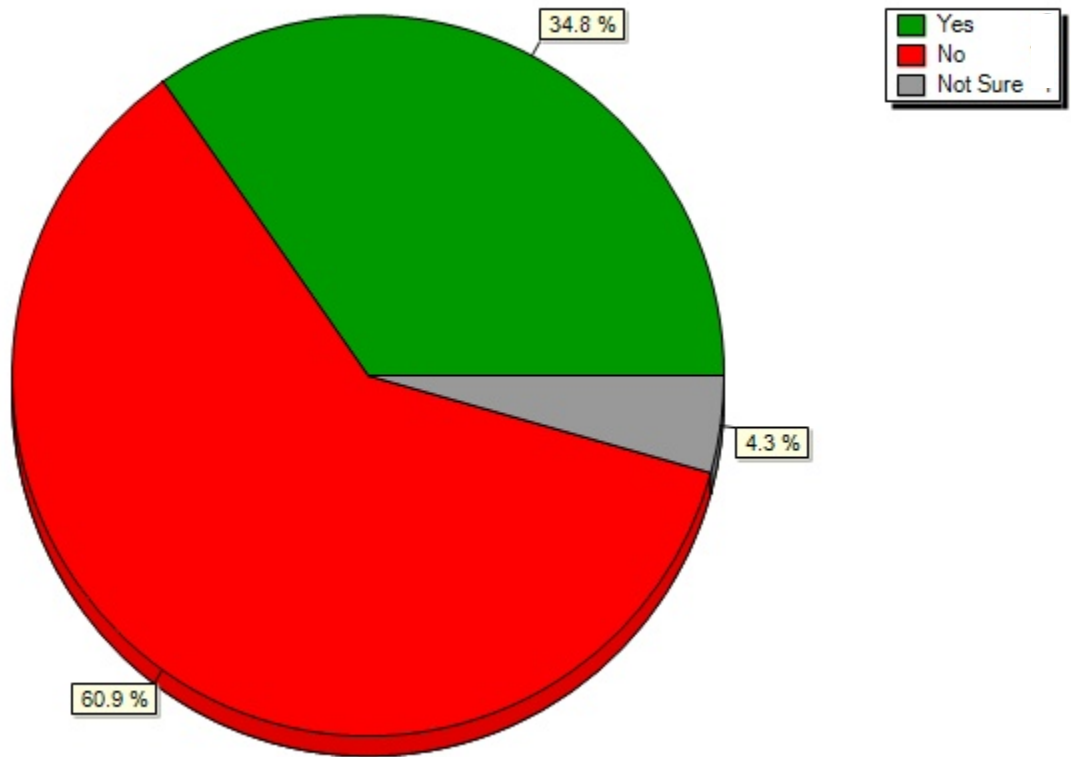
- Email, Calendaring, WebEx, etc.
  - Office 365 and Google Email/Apps
- SalesForce, ServiceNow
- GovDelivery (used to subscribe to agency specific topics)
- Applications
  - 511 systems
  - BPMS
  - RIMS - Railroad Inventory Management System
  - Fleet Management & Permitting
  - MDSS - Maintenance Decision Support System
- BidExpress

13) Please indicate the percentage (%) of mobile applications created for your agency by developer type.





14) Does your agency negotiate ownership of externally developed mobile applications? Provide additional details in Additional comments.

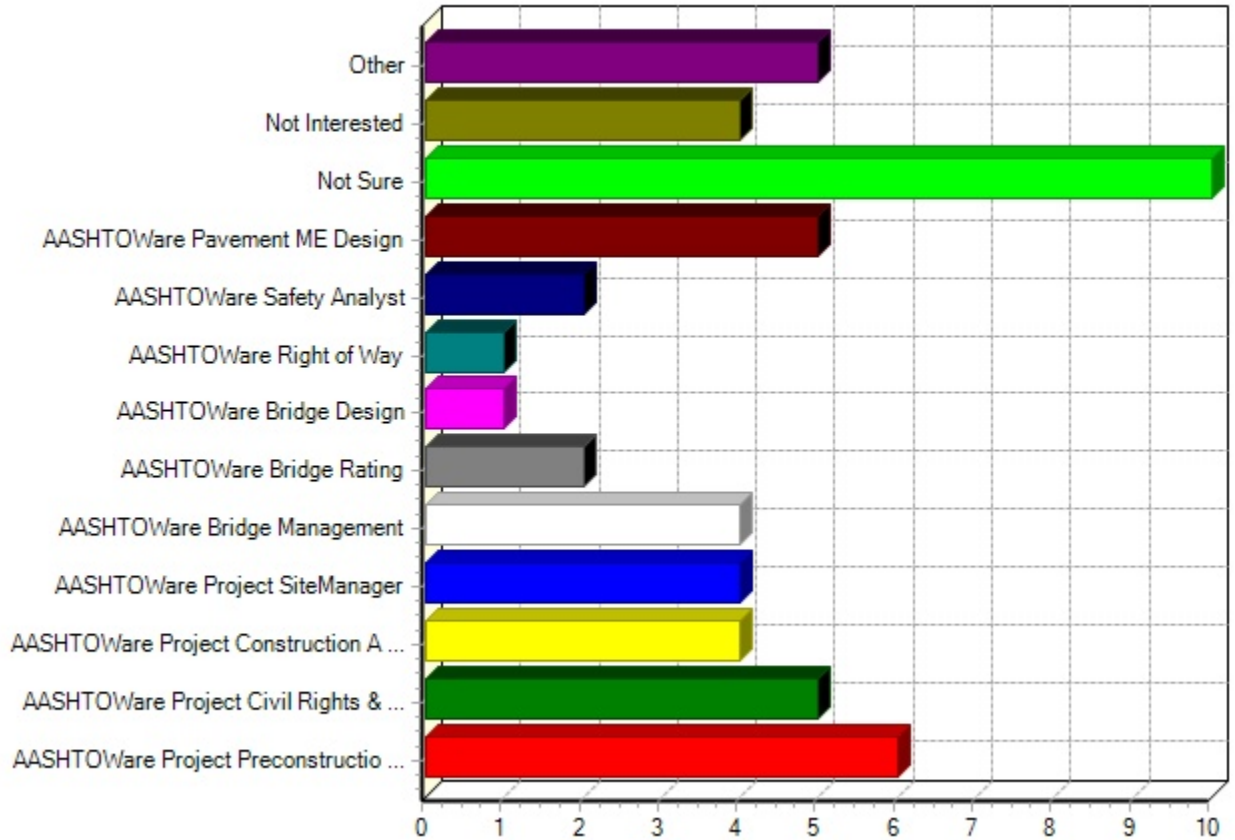


**15) Does your agency use, or plan to use SharePoint as a development platform? If so, describe the intended use.**

- Sample / Excerpt

| Agency | Does your agency use, or plan to use SharePoint as a development platform? If so, describe the intended use.   |
|--------|--|
|        | We do use SharePoint. We are migrating from version 2007 to 2010. We use it for our Internet and Intranet sites. We are starting to explore it for Workflow and Version control in engineering, operations and administration.   |
|        | We use SharePoint for document storage and collaboration   |
|        | Custom lists for data that does not need to be integrated  |
|        | We utilize it to manage our project documentation in conjunction with Team Foundation Server to manage project iterations, user stories and tasks as well as tracking our time.  |
|        | Yes, small scale applications with limited records and limited workflow processing.  |
|        | No - not at this time. Current costs charged by the state prohibits the use of SharePoint.   |
|        | No. We use SharePoint for our Intranet but have not used it as a development tool.   |
|        | No. SharePoint is used for collaboration and documentation.  |
|        | Yes, heavy development on this platform with significant success. Turn key applications included consultant performance evaluation, Section 106 Environmental analysis application, Clear View status report, Drivers Licensing Medical Certificate scanning and archive, and several more plus extensive collaboration on several projects with the applications development branch and the enterprise data branch. |
|        | We allow SharePoint as a collaboration tool with external vendors. Additionally, teams can create robust sites for communication when necessary. It is emphatically emphasized that SharePoint sites and documents within SharePoint are not supported by the IT division. Important documents should be stored in our UCM system.   |
|        |  |

**16) Which of the following products would your agency be interested in using in an externally hosted environment?**



**17) From an IT organization perspective, what specific areas would your agency like to see improved in AASHTOWare product delivery?**

**18) Please provide any additional information or comments desired; include any additional topics/questions that you would like to see added or changes you would like to see incorporated into this survey.**

## Survey Detailed Results Files & Presentations

AASHTO 2013 Fall IT Survey Results/Files & Presentations will be posted after presentation at the ASIS Meeting in Bismarck, North Dakota on May 4 – 7, 2014

<http://www.aashtoware.org>

- Public Downloads
- Five years of information

James D. Ramsey  
AASHTO Project Manager/Consultant  
Phone: 502.410.1283  
Email: [jramsey@ashto.org](mailto:jramsey@ashto.org)