

Integrated Project Delivery

NEWSLETTER

December 2018

Hello all,

This is the first in a monthly series of newsletters regarding the Department's Integrated Project Delivery efforts. To start, we want to build off the [Secretary's announcement](#) and provide you with more details of what to expect. In the future we will be informing you of progress and successes along with tools to support our Department's focus on project delivery.

WHY WE ARE FOCUSED ON THIS?

NCDOT has experienced **disruptions and challenges** that have affected our overall program delivery. These include retirements, re-organization, legislative mandates, decentralization, changes in performance requirements, funding, changes in leadership and focus. We can anticipate future disruptions to include advancements in technology, autonomous vehicles, workforce turnover, increased customer expectations, transportation evolution, data and analytics, funding, performance-based decisions, and partnerships. These disruptions **necessitate we evaluate how we are delivering our program as is the goal of the Secretary's Pillars of Success**. We need to hold ourselves accountable, more than ever, for how well we deliver on our promises and serve our customers. Reliability in the delivery of our program will create trust in our Legislative body to justify further funding opportunities and the resources we need to be successful. For this, **NCDOT is committed to developing Integrated Project Delivery Business Practices that can withstand the changing workforce dynamics and future transportation needs.**

NCDOT's Project Delivery Vision:
A CULTURE where we PROMISE
WHAT WE ARE GOING TO DO and
DELIVER WHAT WE PROMISE

WHEN?

We have already started! We have established an **Integrated Project Delivery (IPD) Team** comprised of industry leaders that will assist us throughout this process. There is an **emphasis on working with staff** throughout the Department to shape the focus of this effort and to meet our ultimate goals. We are developing short-term needed solutions and process improvements while we work towards our ultimate goals. We intend to have **continuous process improvements** rolling out to staff over the next 12 months. This will allow us to begin to collect data and document our successes on a monthly, quarterly, and annual basis.

HOW?

The key to improving the way we deliver projects is in the implementation of **transparent, repeatable and accountable processes that are effective and efficient**. Based on the principles of a matrix organization, **Project Managers are empowered to make timely decisions regarding scope, schedule, budget, and quality**. Project Managers are responsible for creating and leading project teams that will make decisions through consultation with technical experts and project team members. They will focus work processes and tasks only on those that are required or anticipated to add value to the overall project objectives. Project Managers will be empowered to control, and be accountable for Scope, Schedule, and Budget of projects. By using these principles, the Department will benefit from **improved communication, coordination and decision making resulting in efficient delivery of our projects and overall program.**

THE IPD TEAM

The IPD Team, which includes firms under 2018 Strategic General Services Contracts working with DOT staff, has the task of **documenting and evaluating existing business practices; researching and assessing best practices; identifying the strategic opportunities for improvement; creating an integrated process for project manager and technical staff execution; developing an implementation plan; and supporting implementation activities**. It is essential that there is **thorough communication and coordination** with internal staff and key external stakeholders to ensure comprehensive involvement and support for agreed-upon improvements. The IPD Team wants your input. If you have suggestions for how we can improve the project delivery process, please submit your thoughts by visiting the project management site on [Connect NCDOT](#).