



## INTEGRATED PROJECT DELIVERY (IPD)

a CULTURE where we PROMISE  
what we are GOING TO DO and  
DELIVER what we PROMISE.

— NCDOT's Project Delivery Vision

### DECEMBER 2019 NEWSLETTER

## Accomplishments in 2019 and a look into 2020 ...

This year has been a busy, exciting, and challenging journey for Integrated Project Delivery (IPD). We are improving the Department's ability to meet our customers' needs with high-quality projects delivered consistently, on time and on budget. Based upon your input, feedback and participation this year we have worked hard to refine our processes and develop tools that help NCDOT deliver projects more effectively and efficiently.

Some of our major 2019 accomplishments include:

- Review of national best practices that identified opportunities for improving NCDOT's project delivery program
- Implementation of the Project Manager role and a matrix organizational structure for project delivery
- Training on a multitude of subjects that many of you have requested
- Development of multiple tools to assist in improving the delivery of our program
- Development of the [Project Delivery Network](#) (PDN) framework by technical units and division representatives to assist NCDOT staff and our consultant partners in knowing what efforts need to be completed, when, and by whom
- Improved coordination and communication between project managers, technical staff and our customers to improve project quality and the speed of design package production
- This success has laid the foundation for an ambitious 2020 calendar year.

In 2020, the IPD plan includes the development of more tools and resources to strengthen and streamline project delivery, including:

- The Project Manager Manual to assist project managers in leading the delivery of our projects
- Implementation and training for the Project Delivery Network (PDN)
- Department-wide quality control/quality assurance and risk management procedures
- Change-management processes that include clear conflict resolution procedures
- Standardized scope, schedule, budget and reporting processes
- Errors and omissions procedures for consultants to ensure accountability throughout project delivery
- Training for the new process improvements to ensure that project managers, technical units, and our consultant partners are given the support needed to successfully implement these efforts
- Governance processes to promote a culture of continuous process improvement, where best practices are periodically reviewed, and enhancements made so the Department can consistently meet our customers' needs

Our 2020 goals are ambitious, but as our customer's expectations are ever increasing,

we must keep pushing ourselves to be the trusted transportation experts in communities across North Carolina. These proposed tools, trainings, products, communications, policies and procedures will help us exceed our customers' expectations with outstanding project delivery and stakeholder communication while we develop "a culture where we promise what we are going to do and deliver what we promise."

I appreciate everyone's dedication and the high level of engagement that has gone into Integrated Project Delivery and encouraged you to push all NCDOT staff and our industry partners to engage, participate, and continue the change we are making with IPD, resulting with a culture where we are continuously improving ourselves. I look forward to the growth we will see as we continue this journey into 2020.

Wishing you all the best this holiday season.

***Chris Werner***

Director of Technical Services

IPD Team Leader

## Tools and products completed this year for you

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While the 2019 efforts and outcomes of IPD are too many to list in a newsletter, some of the most important efforts/products completed that we wanted to remind you of for your use in 2020 are shown below.

- [Project Management website](#) with resources and training materials
- [Subject Matter Experts](#) Contact List
- [Project Manager](#) Training
- [NEPA/SEPA](#) 101 Training
- [Bluebeam](#) Training
- Project Development [Roles and Responsibilities](#) Guidelines and Training
- [Project Initiation](#) Procedure and Training
- P6.0 Identified Need & Proposed Solution for Prioritization forms
- Revised Merger Agreement
- [Post Design Consultant Support Services](#)
- CE Agreement Update
- [Microsoft Project](#) Schedule Templates
- [Construction Contract Decision Matrix](#)
- Express Designs and Project Scoping Report Process Guidance (on-going)
- The [Project Delivery Network](#) (currently Draft)
- [Professional Engineering Firm Management](#) guidance
- Monthly newsletters to ensure communication and situational awareness

## Please share your IPD insights!

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What does Integrated Project Delivery mean for you and for NCDOT -- and why are we doing this?

We would like to hear from those who are finding value in the overall IPD process, or in any of the new tools and processes that have been rolled out on the [IPD site](#) in the past year. And if you have any suggestions about the next challenges we should take on, please share them

Your insights will help us to ensure that IPD is focused on efforts that mean the most for

efficient and effective program delivery, NCDOT staff, and our partners. Please share your perspective by [emailing Bruce Sicehoff](#) in NCDOT Communications. Thanks!

Contact IPD Team

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## **Integrated Project Delivery**

**[bit.ly/NCDOT-IPD](https://bit.ly/NCDOT-IPD)**

Resources for streamlining the process – from concept through construction