

NCHRP 20-44(40) Implementing the Agency Capability Building Framework to Activate Organizational Change

September 12, 2023

ACB Framework

Change Forces



Technology Advancement



Legislation, Regulation & Funding



Workforce Evolution



Shift in DOT Role & Focus



Public Expectations

Needs



Aligning Skills to Needs



Attracting & Retaining



Agility & Resilience



Technology Adoption



Transparency



Operations Focus

Strategies




Organizational Management



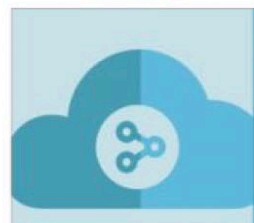
Workforce Management



Knowledge Management



Information and Data Management

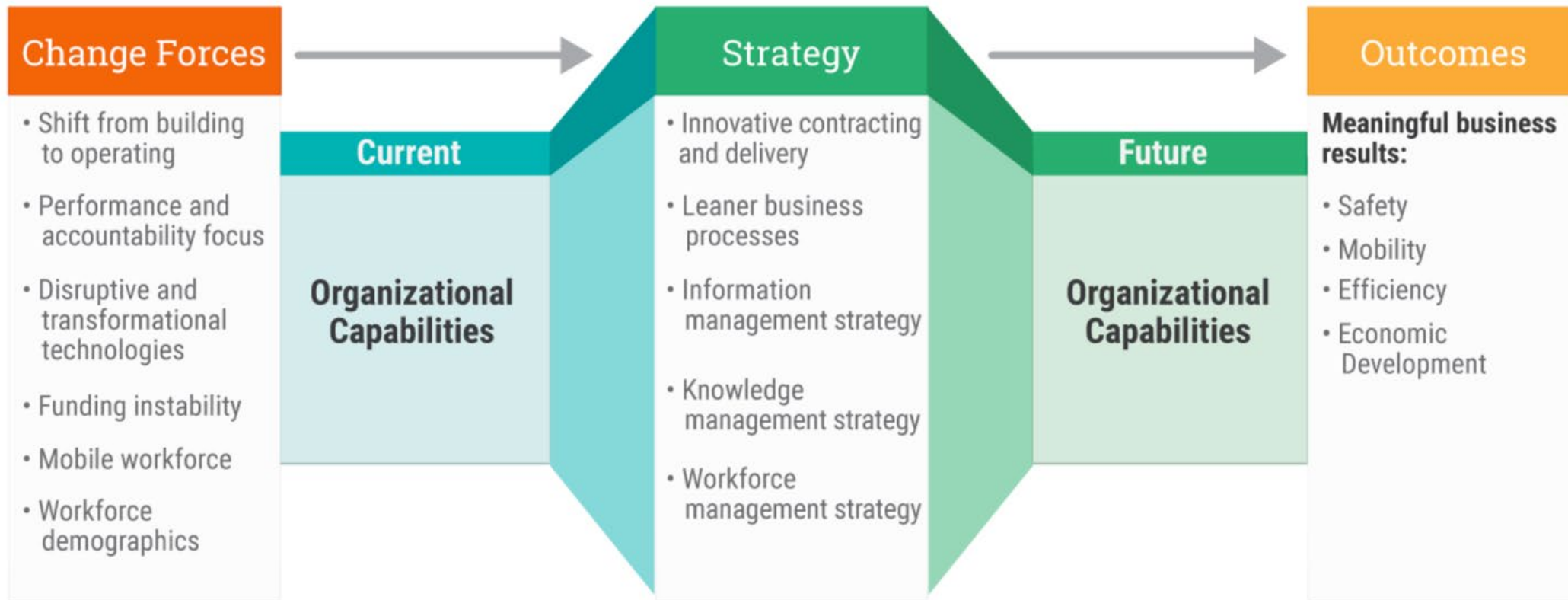


Partnerships



Implementing ACB Framework to Activate Organizational Change

Multiple forces create need for shift in organizational capabilities to produce meaningful business results



NCHRP 20-44(40)

- What's In It For My Agency?

1. Get early exposure to the ACB guidance to ensure it is relevant and actionable
2. Play a role in identifying best practices to address the most pressing agency needs
3. Test drive the guidance through participation in pilots
4. Get access to easy-to-use job aids that can help the agency use effective strategies to address change forces



ACB Portal

- Shared Practices
- Library
- Tools
- Resources
- Community of Practice
- Online Guidebook
- Related Community Resources



Shared Practices ▾

Library

Directory

Guide ▾

About

ACB Related Community Sites



Scenarios

Framework

The Agency Capability Building Web Portal is a one-stop shop for the latest information, tools, and other resources to support transportation agencies' organizational needs.

This online platform provides practitioners with easy access to the tools and work products developed through NCHRP Project 20-24(95): Ensuring Essential Capability for the Future Transportation Agency, and the ability to add to and strengthen this resource base over time.

Explore ACB Scenarios!

Chief Human Resources Officer



The Chief Human Resources Officer is responsible for managing all human resource planning, management, policies, and operations for the agency.

[Read About This Scenario](#)

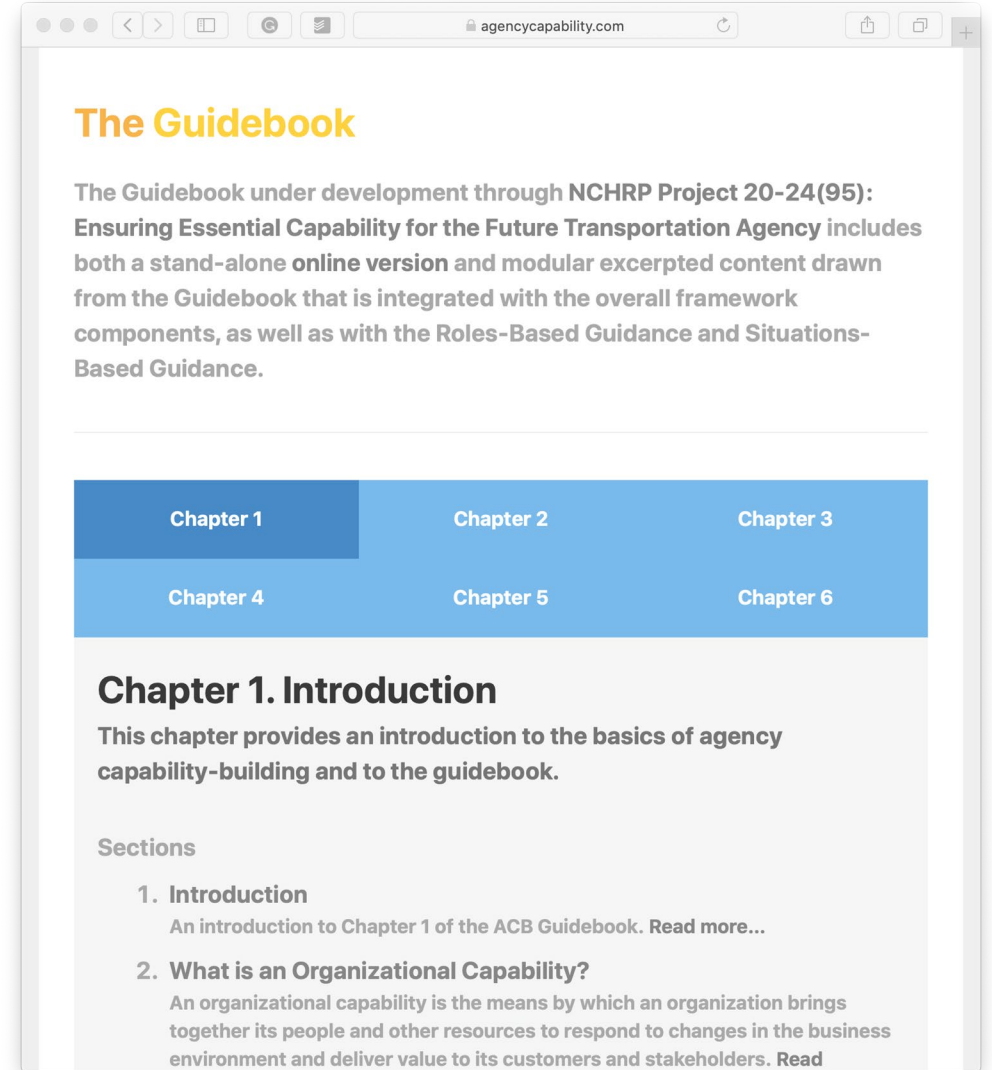
[Check Out All the ACB Scenarios](#)

The ACB Portal uses scenarios to define specific business challenges and allow users to access relevant guidance and resources. Help us improve the site by submitting your own scenario.

[Submit a Scenario!](#)

ACB Guide Chapters

- Chapter 1. Introduction
- Chapter 2. Agency Capability-Building Framework
- Chapter 3. Strategies
- Chapter 4. Role-Based Guidance
- Chapter 5. Situation-Based Guidance
- Chapter 6. Developing an Agency Capabilities Building Action Plan



The screenshot shows a web browser window with the URL agencycapability.com. The page title is "The Guidebook". Below the title, a paragraph states: "The Guidebook under development through NCHRP Project 20-24(95): Ensuring Essential Capability for the Future Transportation Agency includes both a stand-alone online version and modular excerpted content drawn from the Guidebook that is integrated with the overall framework components, as well as with the Roles-Based Guidance and Situations-Based Guidance."

A navigation bar contains six buttons labeled "Chapter 1" through "Chapter 6". "Chapter 1" is highlighted in a darker blue, while the others are in a lighter blue.

Chapter 1. Introduction

This chapter provides an introduction to the basics of agency capability-building and to the guidebook.

Sections

- 1. Introduction**
An introduction to Chapter 1 of the ACB Guidebook. [Read more...](#)
- 2. What is an Organizational Capability?**
An organizational capability is the means by which an organization brings together its people and other resources to respond to changes in the business environment and deliver value to its customers and stakeholders. [Read](#)



Upcoming Stakeholder Activities



**COMMUNITY OF
PRACTICE (NOVEMBER
2023-JUNE 2025)**



**AGENCY INTERVIEWS
(DEC. 2023 - FEB. 2024)**



**PEER EXCHANGES
(FEB. - APRIL 2024)**



**PILOTS (APRIL - AUG.
2024)**



**WORKSHOPS (OCT. -
DEC. 2024)**



Get Involved – Community of Practice

- **Meeting 1** (November 14, 2023): Kickoff, Feedback on existing guide, team's recommendations for initial outreach blitz, peer exchanges
- **Meeting 2** (Early 2024): Develop charter, provide feedback on peer exchanges
- **Meeting 3** (April-May 2024): Provide feedback on pilots
- **Meeting 4** (July-August 2024): Provide feedback on the workshop
- **Meeting 5** (November 2024): Workshop recap and adjustments needed
- **Joint Webinars** (February-June 2025): Share draft and final deliverables

For more information or to self-nominate:
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Get Involved – Initial Agency Interviews

- Most critical change forces facing agency
- Priority needs
- Capability gaps
- Potential strategies
- Venues to build capabilities
 - Virtual peer exchanges
 - Pilot testing
 - In-person workshop

Agency Capability Building Portal
Date: 8:00 AM -
Times: 8:00 AM -
Location: State of
Anytown

AGENDA
8:00 – 8:05 am
8:05 – 8:10 am
8:10 – 8:20 am
8:25 –
8:30

The Agency Capability Building Portal is a one-stop shop for the latest information, tools, and other resources to support transportation agencies' organizational needs.
This online platform allows practitioners to easily access the tools and work products developed through NCHRP Project 20-24(95)A: Ensuring Essential Capability for the Future Transportation Agency.

NCHRP Project 20-44(40): Implementing the Agency Capability Building Framework to Activate Organizational Change is promoting dissemination and use of the ACB products, delivering pilots, case studies, and a workshop to demonstrate its use, and continuing to build the resource base over time.

The Agency Capability Building Web Portal is available today!
Visit the site at: <https://www.agencycapability.com/>

The Agency Capability Building Portal (ACB Portal) provides an integrated set of guidance and tools including:

- Library – A repository of capability building research and other documents
- Agency Examples – A curated set of actual agency products (e.g. onboarding materials, policy documents)
- Job Descriptions – A directory of sample job descriptions and listings from peer agencies to strengthen human capital within your agency
- Events – A calendar with information on relevant events for practitioners
- Scenarios – Use case scenarios drawn directly from actual DOT experiences
- Resource Submission – Dedicated page(s) for users to submit new content to the portal

The ACB Portal uses scenarios to define specific business challenges and allow users to access relevant guidance and resources. Help us improve the site by submitting your own scenarios for inclusion on the site. Just use the form on the site: <https://www.agencycapability.com/submit-a-scenario/>

For more information or to self-nominate:

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Discussion



Thank You

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