INTRODUCTION
In 2012, the Infrastructure Research Group (IRG) at Georgia Tech conducted a GDOT-funded project to identify the leading practices in organizational performance management at State DOTs in the United States. Among the study outputs, IRG developed a spreadsheet-based Interactive Self-Diagnostic Tool. The tool collects information related to the agency context, performance measurement practices, internal organizational processes, and stakeholder relations. It then generates a diagnostic report that provides observations and recommendations for enhancing the agency’s performance management program. The study team used this tool to assist GDOT in identifying performance management enhancements. This poster uses screen-shots of the tool’s input and output pages to demonstrate an example application.

LINKED WORKSHEETS
Once the agency context is set in Input A, the following three worksheets (User Inputs B-D) refer to this context to ask detailed questions about performance measures and targets, organizational processes, and stakeholder relations respectively. These worksheets accept user inputs using the “check all that apply” and “ordinal answer codes shown below. The inputs from User Inputs B-D are assessed by the tool’s internal calculations, and they inform the final diagnostic report.

USER INPUT B: PERFORMANCE MEASUREMENT
In Input B, questions 1-11 ask about the suite of performance measures and targets that are associated with each of the agency’s identified goals or objectives. Pop-up answer boxes provide clarification and guidance about how to interpret certain questions. Users input answers in an answer table (shown), which has color-coded formatting that is sensitive to the entered data.

USER INPUT C: ORGANIZATIONAL PROCESSES
Using a series of “check-all-that-apply” and yes-or-no questions, the third input sheet accepts information about how the organization and its functional units define and revise performance management structures and procedures, and how they use performance information.

USER INPUT D: STAKEHOLDER RELATIONS
This sheet includes questions about how performance information is reported to stakeholders, and how feedback is used to inform organizational decisions.

DIAGNOSTIC REPORT
This Interactive Self-Diagnostic Tool was developed as part of a larger project, which included lead-

practices in transportation performance management. The largest project included an extensive lit-
erature review, eighteen in-depth case studies of State DOTs, and two expert panel discussions. The Interactive Self-Diagnostic Tool uses the findings of the larger project to inform recommendations in its Diagnostic Report.

The Diagnostic Report characterizes the subject agency’s performance management program based on the information entered into User Inputs A-D. Furthermore, it uses the entered data to identify opportunities for enhancing the agency’s performance management practices, and it makes recommendations for enhancement.

Existing conditions are characterized, and recommendations offered, in five content areas: strategic management practices, performance measurement practices, training and managing performance trends, organizational processes, and external stakeholder relations. As a demonstration, diagnostic report excerpts are provided for the first three content areas.

Acknowledgement and Reference: The Tool referenced here was developed as part of Transportation Asset Management and Risk Review. The final report associated with the project, "Leading Practices in Organizational and Transportation Systems Performance Management Volume I: State DOT Benchmarking Study" is currently under review in GDOT's Office of Organizational Performance Management. The Interactive Self-Diagnostic Tool is in its final stages of review and refinement, and will be finalized with the study report.