

BEARINGPOINT RIDS VDOT OF PROJECT-TRACKING ROADBLOCKS

VIRGINIA DEPARTMENT OF TRANSPORTATION

The Right of Way and Utilities (RW&U) Division of the Virginia Department of Transportation (VDOT) needed a new approach to managing its complex information. VDOT wanted software that would provide leaders with a single, comprehensive view of project and land parcel status and enable them to track key dates more efficiently. Other requirements included automated creation and storage of forms and letters, an intuitive user interface, ad hoc reporting capabilities, and an interface with other VDOT systems.

BearingPoint developed a customized solution, the Right of Way and Utilities Management System (RUMS), to help VDOT's RW&U Division manage its business processes cost-effectively and efficiently. Through managed-services support, we also addressed



BearingPoint's experienced professionals helped VDOT's RW&U Division achieve these results:

- Reduced staffing costs
- Improved scheduling commitments
- Centralized information sharing
- Increased time savings and productivity

user questions and suggestions and performed hundreds of functional and technical improvements since completing the implementation. In short, we have maintained RUMS as a functionally and technically up-to-date solution for VDOT.

VDOT CLEARS THE WAY FOR PROGRESS

The RW&U Division of VDOT procures land rights of way and easements for road construction and expansion projects. The division is responsible for appraising and acquiring rights of way; removing building structures and other improvements; relocating utilities, businesses and families; and tracking residue parcels and surplus rights of way for public sale or lease.

VDOT, which manages numerous highway projects and land parcel



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transactions each year, was hampered in its efforts to operate its RW&U Division efficiently. The agency's legacy system tracked and displayed some project dates but not others. Moreover, the project data that was available was difficult to find. Management, staff and contractors often had to drill down through multiple layers of screens, resulting in delays and mistakes.

Along with updated systems, VDOT management believed that better integration among the division's processes and business functions would further improve information flow. As it was, the organization's leaders were in urgent need of information that was simply not available.

Users also experienced frustrations. They were often forced to enter critical data in comment fields—or omit it entirely—because the existing system provided no mechanism for collecting it.

“RUMS provides VDOT employees around the state with a solution they have come to rely on to provide up-to-date project statuses. It is a vital tool, enabling us to keep projects on schedule and meet advertisement dates.”

—C.L. GRIGGS, JR.
Special Projects Manager, VDOT

VDOT management also felt that new tools for management analysis and assignment management—as well as enterprisewide, standardized reporting mechanisms and correspondence templates—would significantly improve operations at the RW&U Division.

REAL-WORLD SCENARIOS RESULT IN RUMS

Our experienced professionals shared their knowledge of business and technology to create a tailored, flexible solution for the RW&U Division. Critical to this process were VDOT's subject-matter experts and a steering committee, composed of the RW&U staff, which was tasked with accomplishing the work that would be managed by the new system.

Incorporating this vantage point, as well as management's perspective, enabled us to build VDOT's software upon real-world scenarios that clearly identified the data that the system needed to track. The convergence of these viewpoints was a key factor in the successful development of RUMS.

Another important component of the development process were as-is and to-be work-flow analyses. Our as-is analysis detailed all data tracked by the RW&U Division's existing system, including how it was tracked and the type of system that tracked it. The analysis also provided a detailed examination of the manner in which VDOT conducted its RW&U business. Our to-be analysis outlined the RW&U Division's vision of the actions required to dramatically improve the agency's productivity and smooth its work flow.

Following this analytical process, BearingPoint developed the software specifications, incorporating all of the critical processes that employees had previously performed using spreadsheets and other manual processes. The extensive list of processes that we automated in this fashion was the result of very detailed “digging” that we did among management and employees to

understand not only their needs, but how they were currently fulfilling those needs, and how those needs could be met more efficiently through the use of the new technology.

Our trained professionals leveraged BearingPoint's fully integrated global delivery framework, now called ProvenCourseSM, to help reduce project risk, accelerate return on investment and maximize the long-term value of each solution implementation.

A MAJOR MILESTONE FOR VDOT

BearingPoint's solution provided VDOT personnel at all levels with the ability to quickly determine the Right of Way status of highway construction and maintenance projects, dispose of land parcels, and manage family, business and utility relocation. Through a highly innovative portal-like interface, VDOT staff has access to consistent information from a universal source that supports the agency's policies and procedures. This interface features status-at-a-glance icons that reinforce management's focus on meeting key dates.

RUMS has greatly improved work flow while expediting processes. It enables

"The flexibility of RUMS has even allowed us to accommodate other divisions within the agency in tracking critical data."

—C.L. GRIGGS, JR.
Special Projects Manager, VDOT

management to shift resources as priorities change, ensuring timely and cost-effective completion of highway projects.

Separately, we assisted VDOT in redesigning and redeploying its Web site, including developing a customized content management solution. The synergy of this project with RUMS was evident as the RUMS support team developed an Internet capability to automatically post properties for sale and bid packages to VDOT's Web site. This feature has increased exposure for VDOT properties, improved sales and received a favorable public response.

Additionally, we migrated the entire RUMS solution from a client/server environment to Web technology. This major enhancement is part of our

commitment to maintaining RUMS as a continuously current system through managed services.

RUMS RESULTS

- Improved work flow and expedited processes
- Repository of forms and letters that pre-populates repetitive data
- Intuitive interface that highlights critical dates
- Ease and flexibility for data searching and filtering
- Ad hoc reporting capabilities
- Formal reporting capabilities
- Treeview navigation
- Icon communication of project status
- Valuation history of parcels
- Contextual assignment tracking
- Residue parcel rollover
- Web-based reporting capabilities
- Online residue parcel advertising capabilities
- Technological currency

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SYSTEMS ALIGNED.
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BearingPoint | 1676 International Drive | McLean, VA 22102 | 1.866.BRNGPNT | www.bearingpoint.com

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