

Administrative Procedures Development Project Recommendations Summary

February 2007

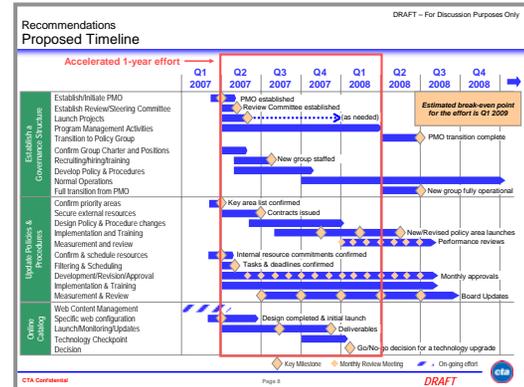
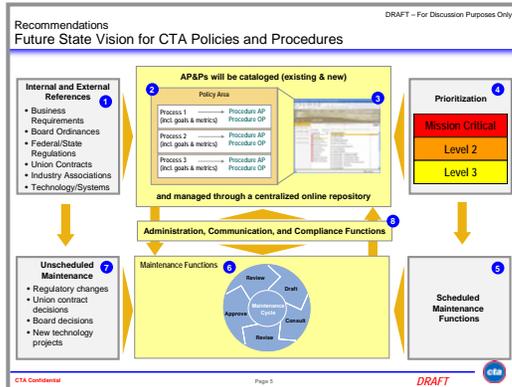
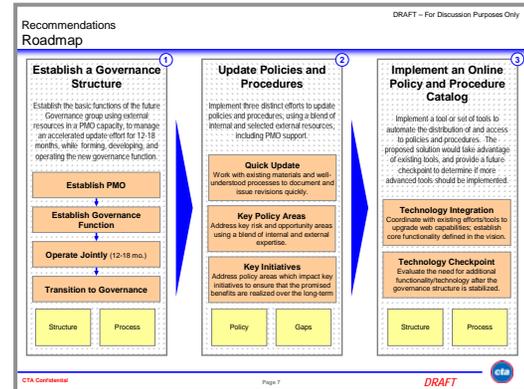
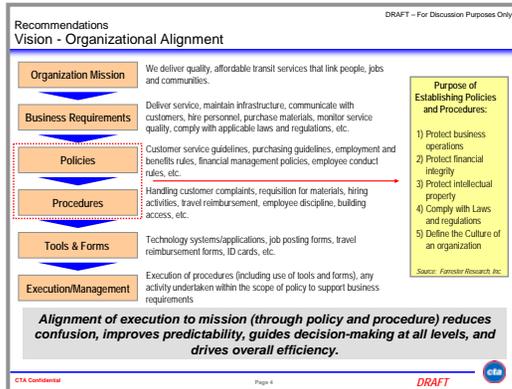


Recommendations

Project Overview – Administrative Policy and Procedure Development

Phase I
Vision and Blueprint Development
COMPLETE

Phase II
Development & Rollout of Policies and Procedures
PENDING

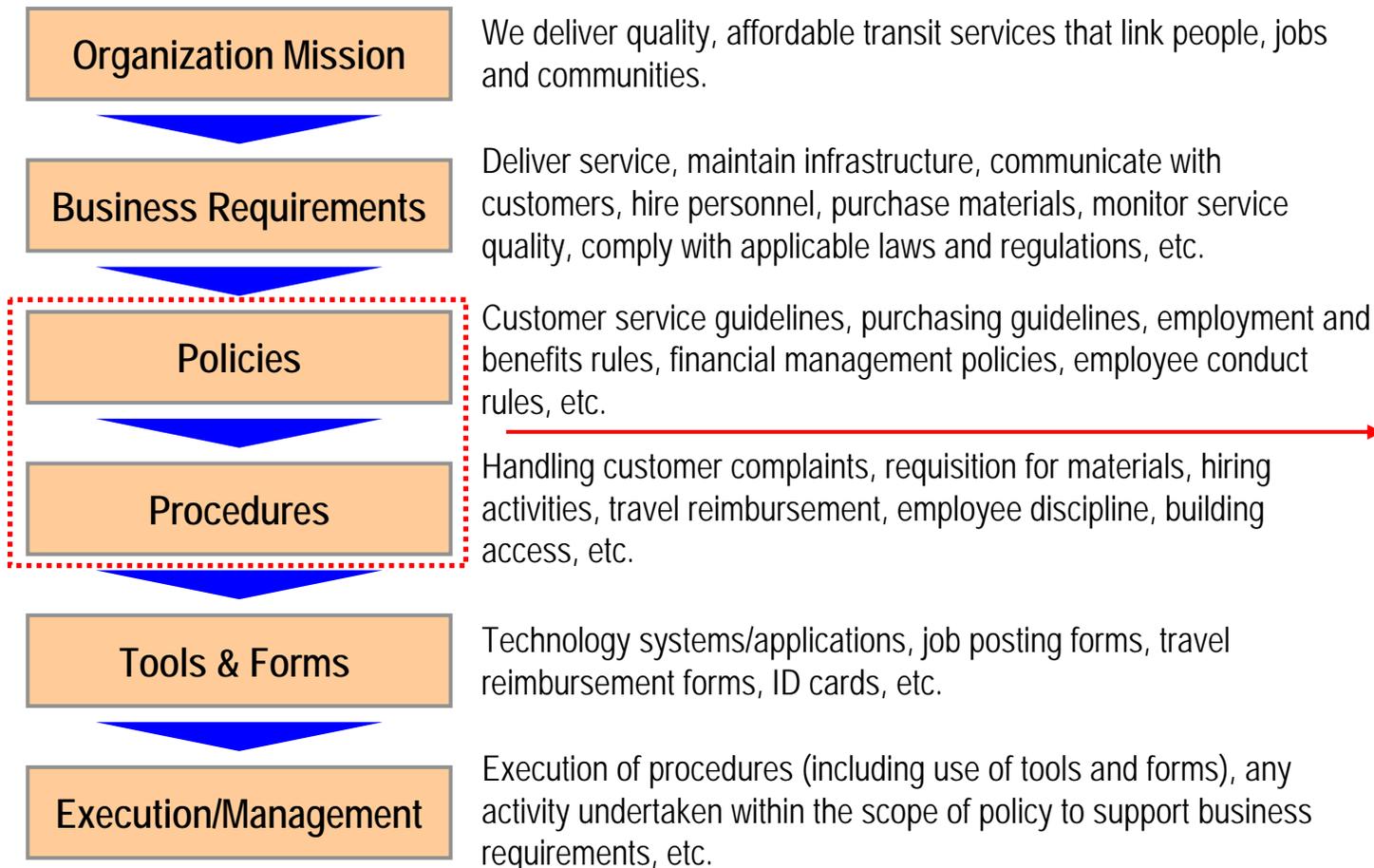


Goal: To update and maintain administrative polices and procedures.



Recommendations

Vision - Organizational Alignment



Purpose of Establishing Policies and Procedures:

- 1) Protect business operations
- 2) Protect financial integrity
- 3) Protect intellectual property
- 4) Comply with Laws and regulations
- 5) Define the Culture of an organization

Source: Forrester Research, Inc.

Goal: To align day-to-day management with the CTA's mission through effective policies and procedures.



Recommendations

Vision - Policy and Procedure Management

1 Internal and External References

- Business Requirements
- Board Ordinances
- Federal/State Regulations
- Union Contracts
- Industry Associations
- Technology/Systems

2 AP&Ps will be cataloged (existing & new)

Policy Area

Process 1 (incl. goals & metrics)	→	Procedure AP Procedure OP
Process 2 (incl. goals & metrics)	→	Procedure AP Procedure OP
Process 3 (incl. goals & metrics)	→	Procedure AP Procedure OP

3

and managed through a centralized online repository

4 Prioritization

Mission Critical
Level 2
Level 3

8 Administration, Communication, and Compliance Functions

7 Unscheduled Maintenance

- Regulatory changes
- Union contract decisions
- Board decisions
- New technology projects

6 Maintenance Functions

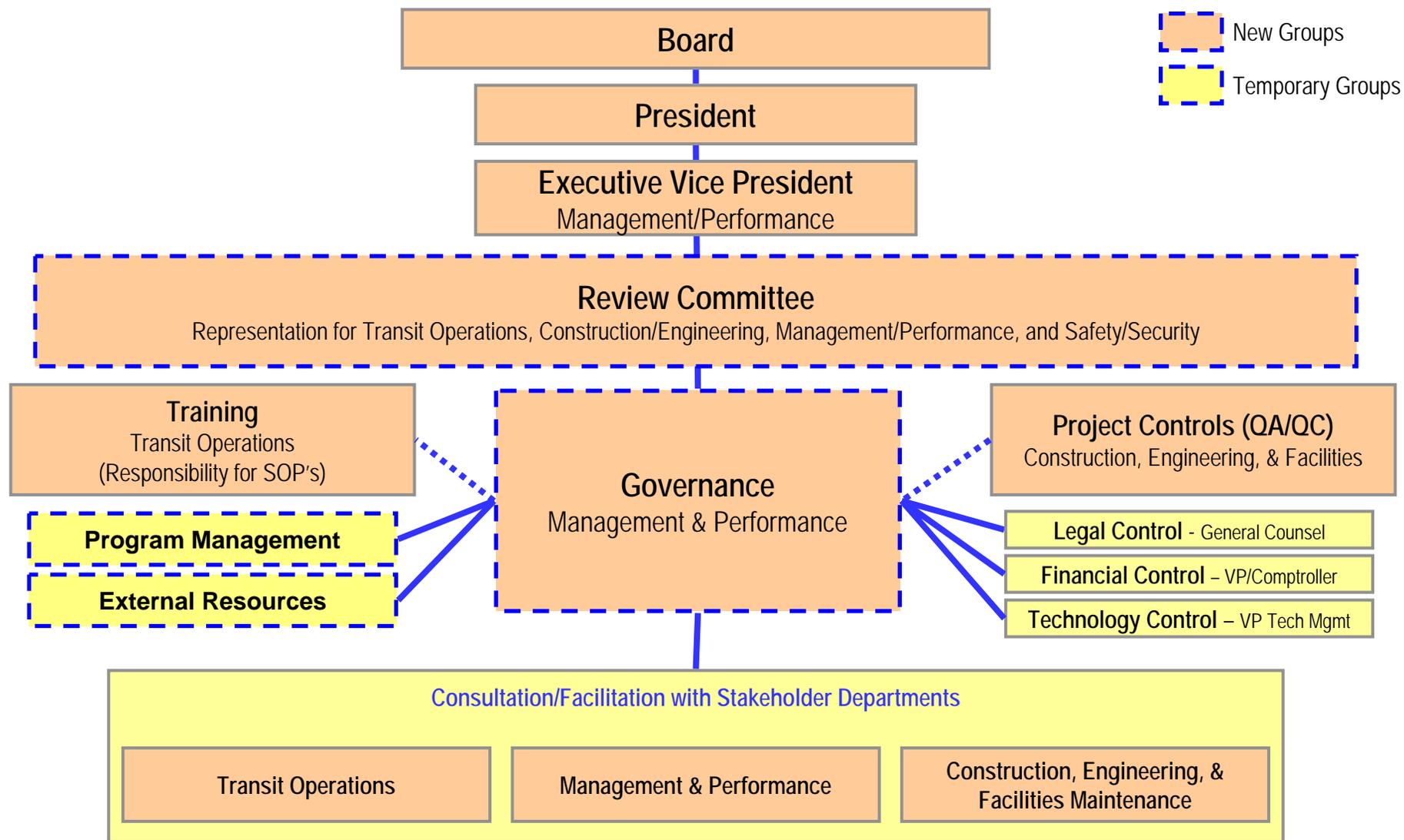
Maintenance Cycle

Review, Draft, Consult, Revise, Approve

5 Scheduled Maintenance Functions

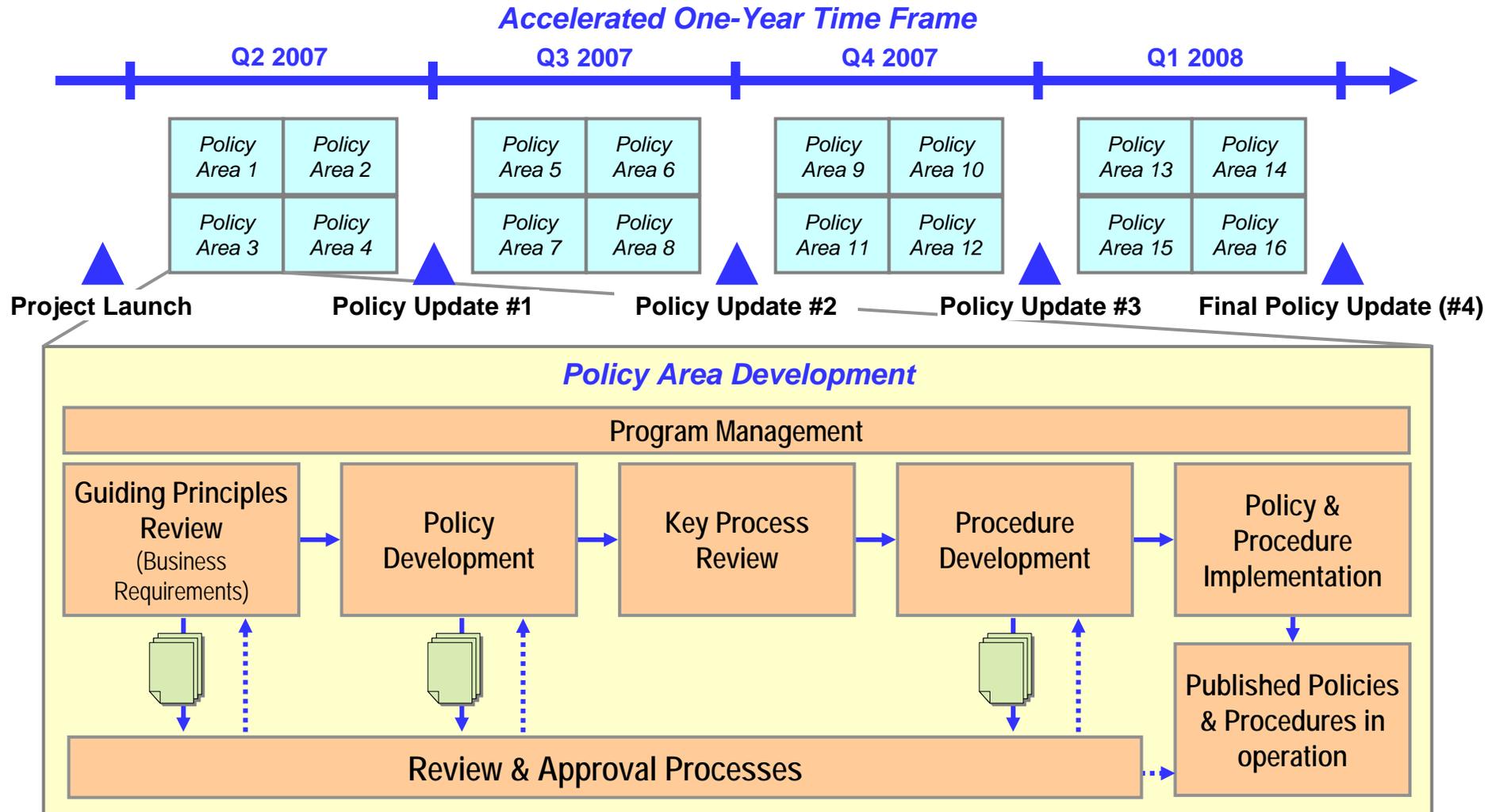


Recommendations Vision – Governance Organization



Recommendations

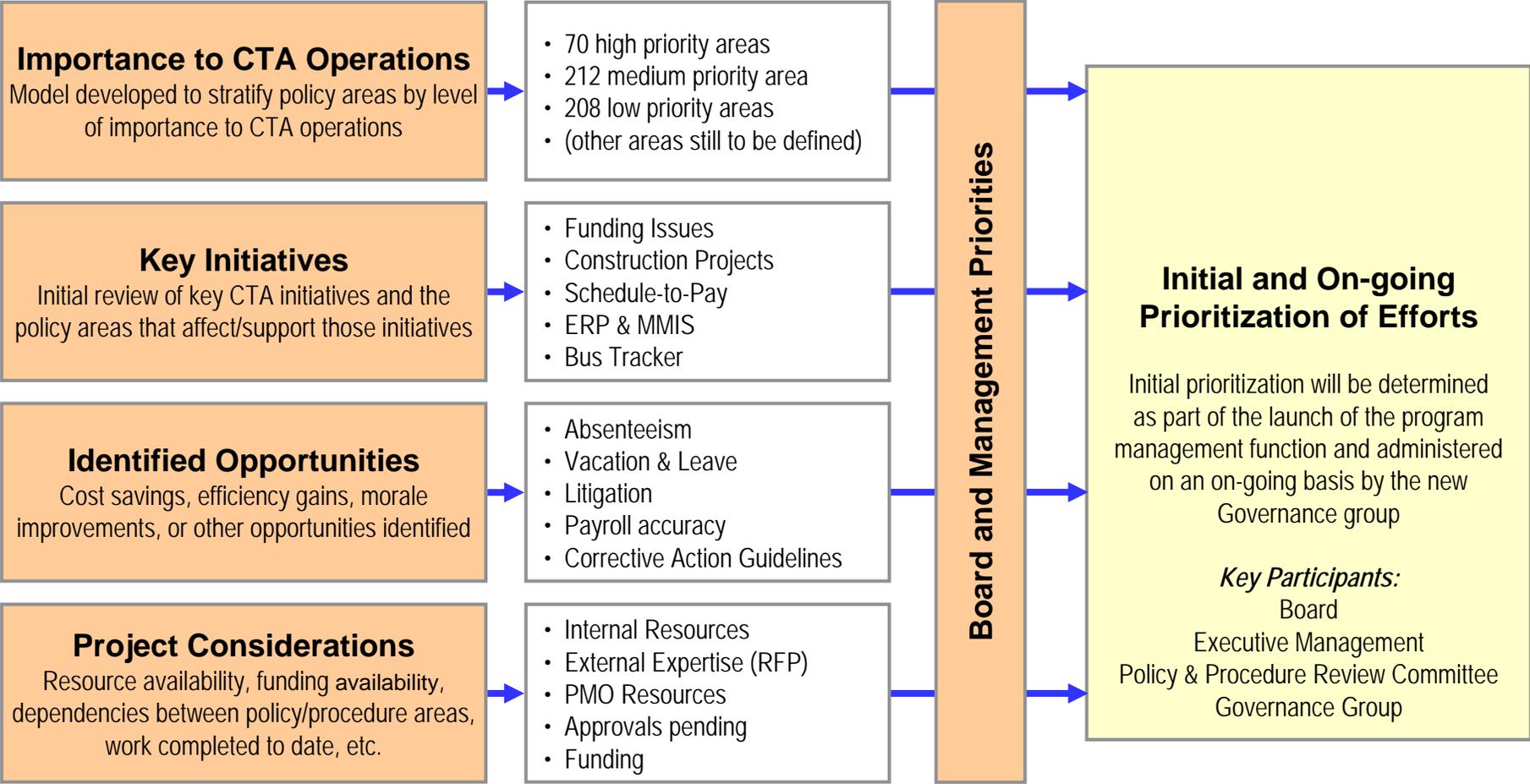
Phase II – Workplan Overview



Goal: To complete a substantial update within one year.

Recommendations

Phase II – Prioritization of Efforts



Goal: To allocate resources efficiently, to support key initiatives, and to generate benefits quickly.



Recommendations
 Project Overview - Next Steps

Activity	Time Frame
<ul style="list-style-type: none"> • Adoption of Future State Vision and proposed Roadmap <ul style="list-style-type: none"> • Confirm consensus 	Complete
<ul style="list-style-type: none"> • Initiate Phase II <ul style="list-style-type: none"> • Establish program management function • Organize CTA resource participation • Prioritize and launch efforts • Begin detail planning for Governance group • Procure professional services 	TBD
<ul style="list-style-type: none"> • Quarterly Board Updates <ul style="list-style-type: none"> • Review of project progress and participation • Review of key policies 	TBD

