



Transportation Systems Management & Operations

**Change Management Board
Process for Enhancement to SunGuide® Software**

Version 9.0

August 30, 2022



Prepared for:

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DOCUMENT CONTROL PANEL

File Name:	<i>CMB_Process-v9.0-2022-8-30.docx</i>	
Version Number:	V9.0	
	Name	Date
Created By:	Diane Quigley, PBS&J	04/12/05
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List of Acronyms and Abbreviations

CFX.....	Central Florida Expressway Authority
CMB.....	Change Management Board
FDOT	Florida Department of Transportation
FTE	Florida’s Turnpike Enterprise
ITS.....	Intelligent Transportation Systems
MDX	Miami-Dade Expressway Authority
SSUG	SunGuide Software Users Group
TEO.....	Traffic Engineering and Operations
TSM&O	Transportation Systems Management & Operations
TRC.....	Technical Review Committee

1 Introduction

SunGuide® Software is the Florida Department of Transportation's (FDOT's) advanced traffic management software. Since its inception in 2003, SunGuide Software has continued to evolve to meet its users' needs and stay current with technological advancements. To ensure the State of Florida implements change in SunGuide Software consistently from District to District and from agency to agency, the State Traffic Engineering and Operations (TEO) Office, Transportation Systems Management and Operations (TSM&O) Program, has established a statewide Change Management Board (CMB) and developed standards for the SunGuide Software enhancement requests.

2 Purpose

The purpose of the CMB is to ensure that changes to SunGuide Software are implemented through a controlled process that takes into consideration how the proposed enhancement will affect the state's Intelligent Transportation Systems (ITS) and TSM&O projects and programs.

3 General Information

SunGuide Software enables FDOT's Regional Traffic Management Centers (RTMCs) to carry out functions for the real-time, 24-hours a day, 7-days a week, operation of Florida's transportation system. SunGuide Software facilitates traffic and incident management; disseminates traveler information; exchanges critical information among agencies; and collects and reports traffic operations data. The CMB is responsible for oversight of the change process for SunGuide Software enhancements. Utilizing the change management process to make enhancements to SunGuide Software will help ensure that the proposed changes will not hinder RTMC operations, the safety and mobility services provided to the public, or the coordination needed between partnering agencies.

4 Change Management Board Organization

The CMB is responsible for reviewing requests for enhancements to SunGuide Software and determining the disposition of the enhancement request.

4.1 Change Management Board

The CMB membership consists of a representative from each of the seven Districts and the Florida's Turnpike Enterprise (FTE), members from FDOT's State TEO Office, and one or more representatives from other agencies approved by the CMB; which currently include the Central Florida Expressway Authority, The Miami-Dade Expressway Authority and Miami-Dade County. The CMB can invite additional agencies to join the

CMB – see the Voting and Non-Voting Membership to the Change Management Board (Non-FDOT) sections for more details. The CMB Chairperson will maintain a membership list, with one or more points of contact from each agency. Attachment A is the current voting membership of the CMB.

There is no established term of service for CMB members. However, for the CMB to be successful, each member must be committed to attend meetings, research, vote on, and contribute to voting items. Representatives should be prepared to serve a minimum of two years on the CMB. If any CMB agency has a change in its representation, a replacement should be appointed within two weeks, and the Chairperson should be notified of the change in writing.

4.2 Chairperson's Role and Responsibility

The Chairperson will change every two years, with the new Chairperson determined by the CMB as a normal Board action. The sitting Chairperson shall request nominations during their second to last meeting. The CMB will vote on a new Chairperson for the next term of two years during the last meeting. If no nominations are presented, the CMB can ask the sitting Chairperson to extend their term for either one or two years. If nominations were made as the first item of business during the last meeting/teleconference of the sitting Chairperson, the CMB will determine the new Chairperson. The new Chairperson shall be determined as a result of a majority vote.

The Chairperson's role includes ensuring that the meeting agenda contains SunGuide Software enhancement requests submitted through the enhancement request ticketing system; moderating meetings to ensure that enhancement requests are discussed within the allotted time; and conducting voting on enhancement requests to determine if the proposed solution should be implemented. The Chairperson should also ensure that the agenda contains any non-voting items that need to be presented to the CMB for information purposes.

4.3 Co-chair Role and Responsibility

A Co-chair can be nominated and/or appointed to support the Chairperson for a period agreed upon during the CMB meeting. Although the Co-chair is not required to hold the position for the entire term of the Chairperson, they may be appointed for the entire length of the current Chairperson's term so that they can distribute the workload to coordinate management of the CMB meetings.

When a new Chairperson is appointed, the former Chairperson can step into the Co-chair's role to help transition the newly appointed Chairperson. It is also helpful for a member to be appointed as a Co-chair prior to becoming the next Chairperson in order to fully understand the roles and responsibilities.

5 Voting Process for the Change Management Board

Each CMB voting member agency, including FDOT Central Office, each FDOT district, and invited agencies, has one vote apiece. State TEO Office members are considered one FDOT Central Office voting member.

Majority plus one of voting members of the CMB must be present to constitute a quorum. A quorum can be established through virtual attendance at the meeting. A simple majority vote is required to approve an enhancement request submitted to the CMB. Current voting members are listed in Attachment A.

6 Voting Membership to the Change Management Board (Non-FDOT)

The CMB membership may expand as other agencies join in supporting statewide initiatives. Inclusion of a voting representative from another agency will be at the CMB's discretion, and would be voted on as a normal CMB action. The inclusion of a new CMB voting member would be at the request of a current voting member. Nine votes are required to approve the addition of the new voting member.

To become a voting member of the CMB, an agency must demonstrate their earnest desire by meeting four criteria:

1. They must have the SunGuide software installed and be paying the \$50,000 annual maintenance fee.
2. They must have funded an enhancement of SunGuide Software that provides additional functionality and benefit for the other software users (i.e., other Districts or agencies have a need of this additional functionality).
3. They must contact the State TEO Office or their District TSM&O Engineer to request to become a voting member.
4. They must be within the State of Florida.

An agency who does not meet these criteria can be added to the membership as a non-voting CMB member. A non-voting CMB member can still provide input to the process if a voting member sponsors their enhancement request. In doing so, the member can participate in any CMB discussions but cannot vote on any software enhancement request.

The State TEO Office, with the concurrence of the Chairperson, will update the Change Management Board Process for Enhancement to SunGuide Software. Increased membership may affect the number of members that need to be present for a quorum and that are needed to approve a change.

7 Non-Voting Membership to the Change Management Board (Non-FDOT)

CMB decisions may affect how other stakeholders within and outside of the CMB conduct business. To better represent these stakeholders' interests, non-voting membership will be offered and will be comprised of two levels:

- The first level will be short-term membership where the member is allowed to participate on an issue-by-issue basis.
- The second level will be long-term membership that addresses many issues.

Non-voting members will act in an advisory role only.

It is the responsibility of the voting members of the CMB to invite non-voting members to participate. A vote is not required to acknowledge a new non-voting member. Non-voting members should have a stake in CMB decisions and/or be able to provide relevant input to the decision-making process. Voting CMB members shall introduce the short-term, non-voting members to the CMB at the start of each meeting. Non-voting membership may be drawn from one or more of the following:

- Intelligent Transportation Society of Florida
- Federal Highway Administration
- Public agencies
- Educational organizations
- Non-FDOT SunGuide Software Users Group (SSUG) participants
- Consultant/contractor staff

Non-voting membership must be actively involved in deploying and/or operating ITS in Florida.

8 Consultant Support

The State TEO Office, through the use of the TSM&O General Consultant, will be responsible for all of the administrative activities associated with the CMB operation. Consultant support will be available to assist the CMB with administrative requirements (i.e., minutes, documentation, database development, scheduling of meetings/teleconferences, etc.), and assist the SSUG with technical reviews and determining if the CMB needs to act on an enhancement request. General consultant support will be provided through a Task Work Order.

9 Meeting Frequency

The CMB will meet a minimum of three times per year, depending on the needs of the SunGuide Software development process. The Chairperson, in coordination with the CMB members, will establish the time and circumstances under which the CMB will convene. Convening the CMB may be accomplished through the following methods: teleconference, videoconference, web cast, or a face-to-face meeting depending on the nature of the issue(s) to be discussed. Meeting locations for face-to-face meetings will be rotated among CMB members' offices to provide equitable travel requirements for CMB members.

10 Meeting Length

Meeting length will depend on the issue(s) to be resolved. It is anticipated that face-to-face meetings will last no longer than one day. A worst-case scenario will require an overnight stay. For an issue(s) that can be resolved through a teleconference, videoconference, or web cast, the meeting length will be targeted at a half a day (four hours). The State TEO OFFICE will schedule a teleconference line for all remote meetings to allow CMB members to go to lunch and dial back in to wrap up any remaining issues should the remote meetings go longer than the half day period.

11 Documentation of Change Management Board Activities

Documentation of CMB activities will be in the form of minutes taken at the CMB meetings and detailed documentation of the enhancement request process. Minutes, agendas, and documentation will be posted on the State TEO Office ITS Program web site within two weeks of the meeting date.

11.1 CMB Minutes

The State TEO Office will assign staff to take meeting minutes at all CMB meetings, which will include an overview of the discussions that took place during the CMB meeting, as well as any decisions that were made by the CMB. Meeting minutes will note action items with the individual(s) responsible for the action item. The CMB Chairperson will follow up on action items noted at previous CMB meetings and provide updates at the start of the next CMB meeting.

11.2 Enhancement Request Tickets

SunGuide Software enhancement requests are documented within an enhancement request ticketing system and are assigned unique ticket identifiers. Tickets maintain a history of the enhancement including details discussed and decided upon at CMB meetings, as well

as details of what release an enhancement is available to be included. The State TEO Office will maintain the ticketing system under the SunGuide maintenance support contract.

12 Approval of Enhancement Requests

The State TEO Office will perform an initial screening of enhancement requests submitted through the designated ticketing system to determine their suitability for review by the SSUG and/or the CMB.

12.1 SSUG Support

The SSUG consists of CMB members (voting and non-voting), FDOT and supporting consultant staff, and staff from public agencies and consultant staff supporting these agencies. This group meets on a periodic basis, typically via teleconference. This forum allows the users to discuss upcoming software modifications and new issues that are essential to improve the software, and share current traffic management practices across Florida to better utilize the software features.

If the enhancement request is determined to be appropriate, it will be presented to the SSUG to provide guidance, make recommendations, and determine if it has support to be presented to the CMB for final approval. General criteria for passing the enhancement request on to the CMB include the following:

- The proposed change has the support of the SSUG.
- The proposed change has statewide significance.
- The proposed change will affect the operation of legacy systems.
- The proposed change has the potential to provide an improvement to a system or correct a deficiency.

The SSUG-supported enhancement requests to be presented to the CMB will be determined prior to the next scheduled CMB Meeting based on a survey of CMB voting members.

12.2 Technical Review Committee

The SSUG and CMB may evaluate an enhancement request and determine that the formation of an additional technical review committee (TRC) will be necessary. The CMB can form an ad hoc TRC if the SSUG or CMB determines it needs their expertise and knowledge to act on the enhancement request. The ramifications of the change will be evaluated. Based on the review, the CMB will determine whether to accept or reject the change. If a TRC is formed, the TRC will conduct an analysis of the enhancement request and make a recommendation to the CMB to accept or reject the enhancement request.

12.3 CMB Approval

CMB approval is needed for each significant SunGuide Software enhancement. Larger enhancements are presented to the CMB as a normal agenda item, and voting for approval is conducted during the meeting. Smaller enhancements may be presented to CMB members outside of scheduled CMB meetings. In this case, the CMB Chairman will e-mail CMB members with details of the desired enhancement, a requested deadline for response, and provide the ability to cast a vote.

The CMB Chairman will use an online mechanism for collecting voting responses. Voting results follow the same voting requirements as described in the Voting Process for the Change Management Board section of this document. If a quorum of votes is not achieved, the voting item will not successfully pass.

The CMB Chairman will provide voting results to CMB members at the conclusion of a vote.

13 Annual Review

On an annual basis, or as determined by the State TEO Office, the CMB will review enhancement requests that have been previously approved to determine if the enhancements are still needed and to establish priorities. The CMB-approved enhancements that move forward to development and implementation will be based on a survey of CMB voting members.

ATTACHMENT A

List of Voting CMB Members

1. District 1 – Steven Davis (Alternates – Robbie Brown and Renjan Joseph)
2. District 2 – Alex Varela (Alternate – Dee Dee Crews)
3. District 3 – Greg Reynolds (Alternate – Mark Nallick)
4. District 4 – Mauricio Micolta (Alternate – Alexandra Lopez)
5. District 5 – Tricia Ballard (Alternates – Tushar Patel and Jeremy Dilmore)
6. District 6 – Javier Rodriguez (Alternate – Alejandro Motta)
7. District 7 – Megan Arasteh (Alternates – Edward Albritton and Bruce Wolny)
8. Florida’s Turnpike Enterprise – Eric Gordin (Alternates – John Easterling and Gregory Cacioppo)
9. State TEO Office – Christine Shafik (Alternate – Derek Vollmer)
10. Miami-Dade Expressway Authority (MDX) – Wang Lee (Alternate – Gary Lau)
11. Central Florida Expressway Authority (CFX) – Brent Poole (Alternate – Bryan Homayouni)