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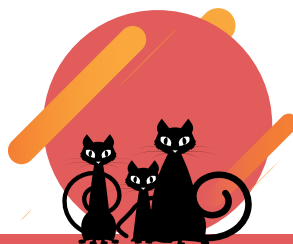
A Guidebook on New Software Adoption for Small Transit Agencies

Worksheets

Instructions

- The intent of the worksheets is to help an agency apply the Guidebook's information to their own situation. It may also help with identifying next steps the agency should take in their software adoption process.

- The worksheets can be completed by the software adoption process lead alone or through collaborative discussions with internal staff and/or partners of the transit agency.
- Review of the Guidebook prior to completing the worksheets is recommended. Certain concepts and phrases are pulled from the Guidebook and may otherwise be unfamiliar to the reader.

- The worksheets can be completed by printing and writing on the worksheets. Feel free to add additional sheets of paper to allow for longer responses.

- If the individual/group completing the worksheets does not have a response for a question on the first pass, then move onto other questions if possible. Afterwards, look into the reasons why the response is not yet clear, and attempt to find the information needed to complete the response.

- If sketching out some of the responses below is preferred by the reader to filling in the blanks, use separate sheets of paper to diagram out the responses. Keep these sketches/ diagrams with the other worksheets as a reference.

Step 1: Set the Software Scope

1a. Clarify the Software's Purpose

Note: Once the response to item 1 is "yes" and the list requested for item 2 is drafted, the agency can move onto item 4.

1. Is it clear which types of software are needed by the agency? Circle yes or no. Review the "Guidebook Focus Areas and Software Types" section of the Introduction and Background Information chapter for examples of software types. For further detail, refer to the "Software Functional Types for Small Transit Systems" section of Chapter 3.

Yes
No

2. If "yes" was circled, list each type of software needed by the agency.

3. If "no" was circled, consider two options as potential next steps. First, the agency could hold an internal discussion to pinpoint the types of software, if the software adoption process lead believes this would be a productive option. Second, the N-CATT white paper, a "Framework for Making Successful Technology Decisions," could be leveraged as resource to help pinpoint the types of software needed through a collaborative and exploratory process. Details on this are available in Chapter 1 and by reviewing the white paper (link below). Write below the next steps the agency intends to take to identify the types of software needed. Once these have been completed, review your responses for items 1 and 2.

https://n-catt.org/resources/a-framework-for-making-successful-technology-decisions/

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Step 1: Set the Software Scope

1b. Identify General Software Connectivity Needs

Note: Keep this explanation simple, to the best of your ability, and based on currently available information. Review "Inter- Operable Software Considerations: A Short Discourse" within the "Software Functional Types for Small Transit Systems" section of Chapter 3 for more detail.

4. If multiple software types are listed in item 2, explain how each new type should connect with each other (e.g., the new "trip planning" app will have a booking option that connects to the new "trip booking" app). If only one software type is listed, leave this blank.

5. For each type of software listed in item 2, explain how it should connect with existing software at the agency, if connectivity is needed (e.g., we already have an existing "trip planning" app, it should have a booking option added to connect with the new "trip booking" app).

6. For each type of software listed in item 2, explain how it should connect with potential future software at the agency, if any is known (e.g., the new "trip planning" app, to be deployed within the next year, should eventually have a booking option that connects to the "trip booking" app, which we plan to deploy in 3 years.)

Step 1: Set the Software Scope

1c. Anticipate Resources to Apply to Software Adoption

7. List the financial resources that could be leveraged, now and potentially in the future, for the software adoption process.

8. List the staff resources that could be leveraged, now and potentially in the future, for the software adoption process.

9. List the assets that could be leveraged, now and potentially in the future, for the software adoption process.

10. List the collaborator resources that could be leveraged, now and potentially in the future, for the software adoption process.
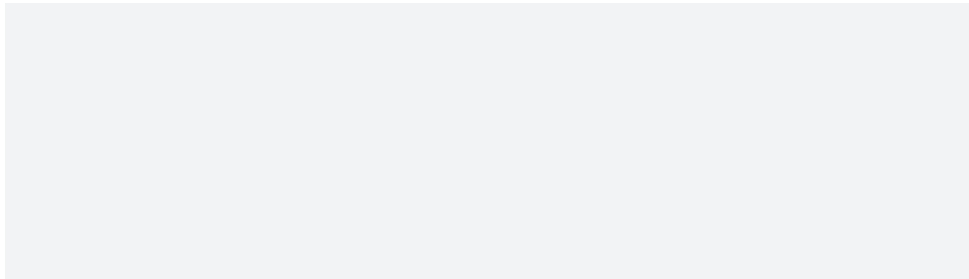
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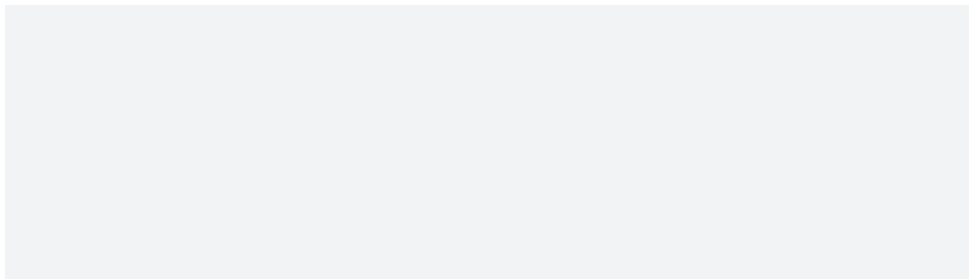# Step 2: Collaborate with the Software Stakeholders

2a. Create a Stakeholder Map

Note: A stakeholder map can be a list or a graphical sketch that identifies connections (e.g., cases where the "procurer/ manager" stakeholders are the same as the "user" stakeholders). Feel free to sketch on a separate sheet of paper if that is preferred to the list option below.
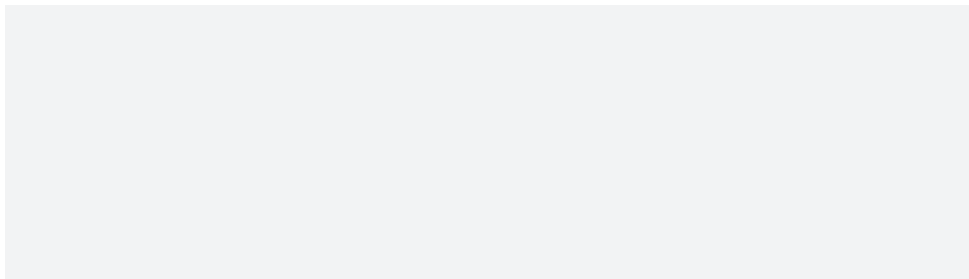
11. List the "manager and procurer" stakeholders. Include as much detail as you have available such as the name of the individual, their role or title, and the affiliated organization.

12. For the "user" stakeholders, first list the user groups for category identification (e.g., members of the public, agency organizational departments, and others). Then, provide any additional details you have available (e.g., specific members of the public such as app users with visual impairments, specific staff members within the agency's organizational departments, and others).

13. List the "influencer" stakeholders. Include as much detail as you have available such as the name of the individual, their role or title, and the affiliated organization.

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Step 2: Collaborate with the Software Stakeholders

2b. Identify Key Topics for Each Stakeholder Group

14. List the key topics for the various "manager and procurer" stakeholders.

15. List the key topics for the "user" stakeholders, taking into account their diversity of interests.
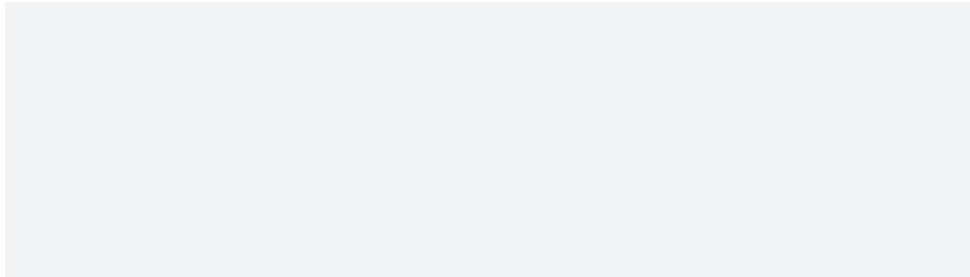
16. List the key topics for the "influencer" stakeholders.

2c. Create a Tailored Information-gathering Process to Integrate Stakeholder Findings

17. Describe the planned meetings and events that would take place for the "manager and procurer" stakeholders. Elaborate on how the findings from the events would be integrated into the software adoption process during Steps 3 and 4 (potentially Step 1 also, if applicable).

Step 2: Collaborate with the Software Stakeholders

18. Describe the planned meetings and events that would take place for the "user" stakeholders. Elaborate on how the findings from the events would be integrated into the software adoption process during Steps 3 and 4 (potentially Step 1 also, if applicable).

19. Describe the planned meetings and events that would take place for the "influencer" stakeholders. Elaborate on how the findings from the events would be integrated into the software adoption process during Steps 3 and 4 (potentially Step 1 also, if applicable).
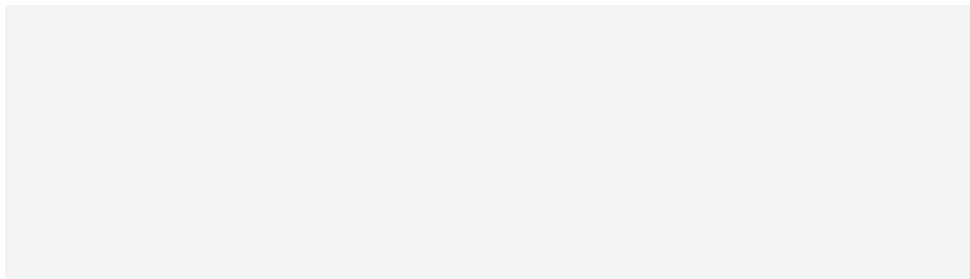
Step 3: Move Forward with a Software Product

3a. Determine What Type of Software Your Agency Needs

20. Add any additional detail not already included in item 2.

3b. Understand Your Available Software Choices

21. What commercial off-the-shelf software (COTS) products are available that that match the software type, or software types, that your agency needs? List the software companies and their products that seem to be a good fit.

3c. Determine Whether to Obtain a SaaS System or a Licensed Software Product

Note: Refer to "Software Product Purchasing Options" for guidance.

22. Does your agency prefer to have a SaaS system or a licensed software product?

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Step 3: Move Forward with a Software Product

3d. Determine Your Core Requirements for the Software

Note: Only general responses are needed initially. This will help shape your understanding of the software requirements. Consider your responses to items 17-19 to integrate stakeholder findings into the requirements.

23. What features are required, so that the software will meet your agency's needs?

24. What functions are required, so that the software will meet your agency's needs?

3e. Develop the Request for Proposals

25. If you will leverage external resources to help with drafting the request for proposals (RFP) document, what types of resources will you consider? Examples include model RFPs, past RFPs created by peer agencies, and consultant assistance.

Step 3: Move Forward with a Software Product

3f. Evaluate the Proposals and Select the Most Appropriate Software Product

26. What criteria and considerations would help your agency evaluate the proposals and select the most appropriate software product?

27. Who will be on the proposal evaluation team?

3g. Begin the Software Implementation Process

28. Which software implementation activities do you anticipate being necessary? This could include setting up the software, configuring the software according to the agency's circumstances, training staff members, or other tasks.

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Step 4: Support the Software

4a. Plan for One-Time Software Setup and Training

29. Which software deployment activities are likely needed for your situation? Add detail to the response provided for item 28. Which staff members are available to lead or support these activities?

30. Which software configuration activities are likely needed for your situation? Add detail to the response provided for item 28. Which staff members are available to lead or support these activities?

31. Which staff members, as users of the software, should be trained on how to best use the software?

32. In what ways will your agency "take ownership" of the software?

Step 4: Support the Software

4b. Prepare for Ongoing Support Needs

Note: Consider your responses to items 7-10 to take available resources into account.

33. What items should be included in the agency's annual software support budget? Are there any particular financial resources to leverage, as provided in item 7?

34. What software maintenance activities are likely to be important? Do these have financial or staff-related implications for the agency? If so, explain.

35. What type of routine and major upgrades are likely to be important? Do these have financial or staff-related implications for the agency? If so, explain.

36. Are there additional software modules your agency should consider? If so, list them. Are there any particular financial resources to leverage, as provided in item 7?

Step 4: Support the Software

4c. Consider Additional Support as the Software Scope Expands

37. Can you, at this point, anticipate any software scope expansion needs over the next 3-5 years? If so, list them.

38. If there are some software scope expansion needs you anticipate, what types of additional support might be needed?

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