

Discovery so far....

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Who We Are



Founded by ICL and Queen's University Belfast



31 years experience in delivering complex IT projects



Work in Government, Healthcare, and Financial Services



Employ over 950 people



Support 220+ global customers



Industry Digital Leader



Department for International Development

- Aid Information Platform



Department for Work & Pensions

- New State Pensions
- Tell Us Once



Department for Environment, Food & Rural Affairs

- Rural Payments
- Rural Land Registry



Driver & Vehicle Licensing Agency

- View Driver Records
- View Vehicle Records
- Online Enforcement Payments
- Digital Services Platform



Cabinet Office

- GOV.UK PaaS
- Licence Application
- Innovations
- Civil Service Tools
- Register to Vote
- Dashboards



Driver & Vehicle Standards Agency

- MOT Replacement
- Mobile IT
- Cloud hosting migration



Foreign & Commonwealth Office

- Emergency Travel Documents
- Digital Maintenance



Home Office

- Allegations
- Digital Services at the Borders
- Special Case Review
- Visit Visas
- Registered Traveller
- Civil Service Learning
- IDP



Department for Business, Energy & Industrial Strategy

- Digital Land Registry
- Local Land Charges digital register
- Student Finance



Ministry of Justice

- CJS Common Platform
- Identity and Access Management
- Automated Track Case Management
- Azure migration
- Reform



National Offender Management Service

- Assisted Prison Visits
- Workload Management Tool
- Prisoner Phone Number Proof of Concept



Office for National Statistics

- Census 2021 Discovery
- User Needs Training
- Address & Business Registers



The National Archives

- Digital Transformation



- Research Cloud



- Student Bursaries



- Clinical Portal



- Family Practitioner Service



- Info Management



Northern Ireland Executive

- Digital Transformation

What is a Discovery Phase?

Phases of a Government Agile Project

Discovery



- Who are your users and what are their needs?
- Are they being met?
- What are the gaps?
- How might you start developing a new service if Discovery finds you need one?

Alpha



- Producing a prototype to validate that your service meets the user need.
- Continuously iterating based on user research.

Beta



- Building a pilot service to hold real data and run with an initial, small group of users (private beta).
- Expanding use of the service to the full user base (public beta).

Live



- Have a sustainable service and a team in place that can continuously improve the service over time.

- A change is needed in the EToN systems being used to manage street works
- A single data hub/exchange will assist in the planning, management and monitoring of street works, and in the visibility of them by those working in the sector
- Open data on planned and live street and road works needs to be provided through one source so that others can use it to provide accurate and up-to- date information to the travelling public and others
- The service should be capable of including (or be interoperable with) additional data sets relating to the management of the street over time
- The service should provide a reporting and performance management tool



- Just over half way through discovery
- We know who our users are and we have collected a representative sample of their needs
- Identified issues and pain-points
- Identified the vision for the future

What have we learned?

So far we have spoken to....



What did we ask them?

- Tell us about the life of a street work from inception to completion in your organisation
- What systems do you use while processing a street work and what integration exists?
- What happens when things don't go to plan?
- How are charges and fines handled?
- Tell us about things you don't think are working so well while dealing with street works
- Who are the consumers of your data (internal and external) and what do they use it for?
- Tell us about the about data and how reliable / unreliable it is
- Can you use the data for operational or management information?

**SYSTEMS
+ DATA**

PROCESS

**LEGISLATION
POLICY +
GUIDANCE**

Systems / Data

- EToN is a highly complex distributed “Ecosystem”
- Data is distributed / fragmented - creating data duplication and fragmentation.
- No Single view of the street - the extra data that is needed (events, skips, cranes etc.) is outside the system. Layering this data in one system would provide the information needed to plan effectively
- Disparity in technical & data maturity of Authorities - not all have sufficient resources to enable them to fully exploit their data or support system issues
- Timeliness of data is not good enough - difficult to inspect works as they happen as the data is not real-time
- Reporting via EToN systems isn't easy or accurate - Are we counting the same thing in the same way

Process

- Utilities work with numerous authorities who all have different processes. They have to learn and adapt for each. (see the reverse now and again)
- There is a lot of to-ing and fro-ing when managing a street work and the recording of this differs across the board
- There are varying degrees of internal activity being recorded
- Collaboration isn't easy and the level and ease of collaboration differs from place to place
- The reconciliation of fines and charges are not always carried through to the EToN system
- Often a deadline culture - 'we will let them know when we have to'

Regulations, policies and guidelines

- LAs and promoters are interpreting the regulations, policies and guidance in different ways
- Fines and charges are being issued of the back of interpretation
- There is an inconsistent way the fines and charges are issued. Some more lenient than others
- Inconsistent requirements from authorities depending on how their interpretation
- Promoters often feel they have to collect 'proof' if they are held to account. Huge overhead in doing this

To transform the planning, management and communication of street works through open data and intelligent services to minimise disruption and improve journeys for the public.

Finish Discovery

- More research and analysis (including a survey for more quantitative analysis)
- Investigate approaches to improve service (e.g. extend current service, replace, focus and fix the biggest problem etc.)
- More engagement to investigate feasibility of approaches
- Formulate a roadmap/timeline of change

Beyond Discovery

- Consider recommendations and decide what to do next
- Will continue to engage with HAUC
- If decision taken to proceed to alpha, DfT need to draft business case to secure approval and funding

Thank you.
Any questions?

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