

Appendix 9 (b)

System Refinements, Recommendations and Progress

High level overview	Occasions	Day / Week/ Month	Time spent	Work-around	Estimated minutes lost per year (min)	Estimated hours lost per year (min)	Solutions	Target Time
1. Potential issues with changes to the LTP programme 'going under the radar'. Closer working with the Policy team on programme and budgets has been implemented following the last RAMS board which should remedy this.	NA		NA	NA	NA		Phase 1 Enhanced meetings introduced - no longer an issue.	Completed
Highways & Traffic demand								
2. No issues	NA		NA	NA	NA		NA	NA
Highways enquiry process								
3. ESB – Desktop and Web versions of the software do not function in the same way. When undertaking a search the web version may omit records the desktop version actually finds. This also can happen the other way around. Also there are better search criteria, ie dates to search between, on web based version. Another minor example of this is where one command can have different names in each version, e.g. 'complete' and 'close'.	5-10	Daily	10 mins	NA	11,100.0	185.0	Phase 1 See below	Completed
4. ESB – cannot change plot location if incorrect. Possible issues if Customer First initially receive the enquiry and plot location incorrectly.	5-10	Daily	10 mins	NA	11,100.0	185.0	Phase 1 Plot location can be set subsequently both on web and client - training issue or identify the software problem.	Completed
5a. ESB - Members' enquiries has no map view version of ESB.	2-3	Weekly	5 mins	NA	520.0	8.7	Phase 1 Requires an amendment to the Members' enquiry template adding in location field for highways related enquiries. Need to amend permission sets to enable notes for the highways team. N.B these changes will require sign-off from Democratic Services as owners of this process.	Completed
5b. ESB - Cannot add notes to Members' enquiries in the web version of ESB.	2-3	Weekly	10 mins	NA	1,040.0	17.3	Phase 1 System updated	Completed
6. Out of hours working – currently this is paper based only and only entered on the next working day. This is a particular issue at weekend as next working day for input of information is Monday.	2-3	Mainly after weekends	15 mins	This duplication could be avoided if it was possible for the out-of-hours operative to enter the information on a robust electronic device linked to ESB in future. Alternatively, the duty officer could enter the details as	1,560.0	26.0	Phase 2	2018
7. Claims – Duplication from typing information from LACHS to ESB, possible transcription errors, by the officer in Legal. LACHS produces regular exports from its datatables: it must be possible to import this information directly into ESB. It would be useful if Legal could update ESB with claim outcomes either manually or 'automatically'.	12	Weekly	30 mins	Review the link between ESB and LACHS	360	6	Phase 1 Import automatically is always a possibility if LACHS export is in a well-known format (e.g csv). Needs some initial set-up (accessible file share to drop the import files) and an importer writing. Manual import is possible with same caveats as the automatic but requires same level of work so automatic is better option.	Completed
Defects job process								
8. Gangs currently still use a paper system - more information could be filled in, i.e. duration of job.	30-40	Daily	5 mins	Possible move in the future to move to electronic devices. See 6 above.	33,300.0	555.0	Phase 2	2018
9. Not all items are in stock so they need to be ordered which delays jobs being completed.	1-2	Weekly	15 mins to order, 1 month delay	Could ESB produce an average list of required items per month / year and use this to bulk	780.0	13.0	Phase 3	2018
10. ESB – tickets with extra work when onsite are a problem. A ticket can be amended from '1 kerb used' to '3 kerbs'.	2-3	Daily	5-10	NA	11,100.0	185.0	Phase 3	2018
General comments								
11. ESB inspection network cannot import the latest condition polygons. The inspectors require a 3 monthly update, perhaps upload-able by their team. They are currently using 2010 condition survey layer when the most recent version is August 2016.	6 routes per day	Daily	5-10	Use of GRP / AS eliminates this issue, but requires the use of 2 apps - this would increase time by approx 2 mins each time	6,660.0	111.0	Phase 1 System updated	Completed
12. ESB needs to be reviewed in order to obtain the best efficiency from the service and clarity from management reporting. Examples of this, along with issues highlighted above, can be seen in how maintenance jobs are created, with job descriptions in free text and not standardised 'lists' or 'drop-down tables' which stymies management reporting and decision making – an officer effectively has to go through a list of jobs line by line – which is unacceptable. List of reports required.	Reports required weekly and monthly on various issues	Monthly / Weekly	3 hours	List of reports required - list identified	2160	36	Phase 1 Needs 'tightening up' on the data entry side: this will massively improve the reporting. Quote based on definition of what is required. Need to add in any new fields that the reports require - expect simple field amendments and new fields. Approx 3 days' work subject to detail required	In progress, due Q4 2017/18
13. Update SOR within ESB	NA	NA	NA	NA			Phase 1 Further updates due Q3 2017	In progress, due Q4 2017/18
14. Permit Scheme	NA	NA	NA	NA			Phase 1 Symology training	Q4 2018/19