

## Customer Services System (CSS) and Public Information Portal (PIP)

An upgrade of the CSS took place on 18 November 2014 and if you did not receive an email explaining the fixes/enhancements included in that upgrade email [Sarah Rosser](#) for the information. There will be further upgrades as we continue to address the main issues with the new software over the coming weeks.

The I-Ways CSS has been live for 2 months and a meeting to review the outstanding issues is being held on 5 December 2014 to discuss what the system is/is not delivering that is a business requirement so we can prioritise fixes/enhancements for a Phase 2 implementation. If you have any issues or enhancement requests, please email [WDM Support](#).

The PIP has been rewritten to address the issues of accessing the DCC Blackberry, we are expecting this to be available to test in early December 2014.

## Training and Communication

Neil Braddon, the WDM embedded resource, has continued floor walking and visited Rydon, Ryefields, Tiverton depot and the CSC in November 2014. Neil is currently planning visits to Torrington and Rockbeare for December 2014, but is happy to visit any offices if required. Please email [Neil Braddon](#) if you would like Neil to spend a day at your office and do not forget to let Neil know if there are any additional data layers you would find useful on WIP.

Neil not only provides training support but can feedback how you are using the system to the Systems Thinking and Technical teams. This gives us insight into the business processes, how we can approach the systems thinking exercise and design the I-Ways system to meet the business requirements. So please get in contact with Neil if you would like to discuss how you use the I-Ways software.

We also have testing and training environments in place to support users during the development, sign off and training of staff for future implementations. We will provide access to these environments when appropriate to ensure that use of them is managed.

## Phase 2 – Works Ordering, Inspections, Asset Management, Scheme Management, Structures, Pavement Management

Simon Milner is leading a Systems Thinking team to identify and design the processes to future proof Devon Highways. As this is such a large and complex piece of development the approach is to start development of the system for Safety inspections for Spring 2015 with Works Ordering to be implemented in Autumn 2015. Works Ordering is being delayed until later in the year to avoid the financial year end which takes place from mid February to mid June.

## Destination Information

A business decision was made, during the review of the new customer management system, that we would no longer hold customer records for departments outside of Highways, Capital Development and Waste Management nor organisations outside of Devon County Council. The reasoning behind this is because it is a drain to our time and resources to manage these records and there is also no business benefit in recording them.

If an issue is incorrectly allocated to you, which is the responsibility of another department or organisation, please forward the email notification you receive to that organisation. The record within I-Ways CSS should be completed with details of where you have passed the information.

If you feel it should have been recognised that the issue was not highways responsibility, at first point of contact, please provide **Lucy Barrow** with the details.

The destinations that are no longer available include:-

Development Management Officers  
District Councils  
Devon Bus  
Gypsy and Traveller Liaison Officer  
Highways Agency  
Cycle Team  
Flood Risk Team  
Coast and Countryside  
AONB  
Police Control Room  
Road Safety Team  
Finance Team  
Utility Companies

**Sarah Rosser**  
**Devon Highways Projects Manager**