



### Time Out Extended to 1 Hour

Following the CSS survey we listened to what you had to say and heard (from pretty much everyone!) that the quick time out was driving you bonkers!

Well, in my simple mind I thought this would be easy to fix but sadly not. WDM have been beavering away over the past couple of months to find a way around it.

For various techy/security reasons we cannot scrap it completely but they have been able to extend it to the maximum they can, which is 1 hour.

This has been put in to effect and I hope you will have noticed the difference already.

Here comes the bad news... It's not yet in effect for those of you using Street Works, sorry about that. ☺ However, good news, it is being worked on and should be sorted by the end of October – please bear with us!

### Works Ordering

Intensive focus meetings were held on the 8<sup>th</sup> & 10<sup>th</sup> September with users across the business. Thank you to all who gave up your time at short notice, we got a great amount of information from you. ☺

WDM now have enough information to start fleshing out the bones of the new system. Testing is due to begin in October.

### Customer Search

Some archiving has already happened and hopefully you have seen some improvement from that. However we know it is still not easy so the project continues to see how much more we can lose.

### Security Warning

If you do forget your I-Ways password and you request a new one through the automated process, please change it to a memorable password as soon as you receive it. Our current automated emails from WDM are not encrypted so they are as insecure as sending a postcard via the Royal Mail! We are investigating a more secure solution.

### Got issues – Help Us to Help You!!

**Please, please, please** don't email WDM directly. Half the time is not their fault to fix and it will take longer to sort out for you.

## If you have any queries relating to the WDM software email: [wdmss@devon.gov.uk](mailto:wdmss@devon.gov.uk).

It's the best way for the Technical Team (Steve, Stuart, Wayne & Neil) to monitor use of all WDM software, identify & target training & deal with duplicate issues effectively & direct issues to ICT Services if they are not related to WDM.

This mailbox is monitored daily by the Technical Team so there is no need to cc any individuals, from the Technical Team, into the email as well.

For all your I-Ways related needs please contact:

- Email [neil.braddon@devon.gov.uk](mailto:neil.braddon@devon.gov.uk) for any I-Ways training or support
- Email [wdmss@devon.gov.uk](mailto:wdmss@devon.gov.uk) if you are having problems using WDM software. (mailbox is monitored so don't cc)
- Email [sarah.rosser@devon.gov.uk](mailto:sarah.rosser@devon.gov.uk) if you have any questions about the I-Ways implementation.
- Email [lucy.barrow@devon.gov.uk](mailto:lucy.barrow@devon.gov.uk) if you have any queries about customer facing business processes.
- Email [roxanne.tandridge@devon.gov.uk](mailto:roxanne.tandridge@devon.gov.uk) if you have any queries about Systems Thinking