

Devon Highways & WDM Ltd.



More Information Available!

You can now get much more information from I-Ways mapping.

From the I-Ways Dashboard, select WIP – Customer Service Centre

Select the arrow button



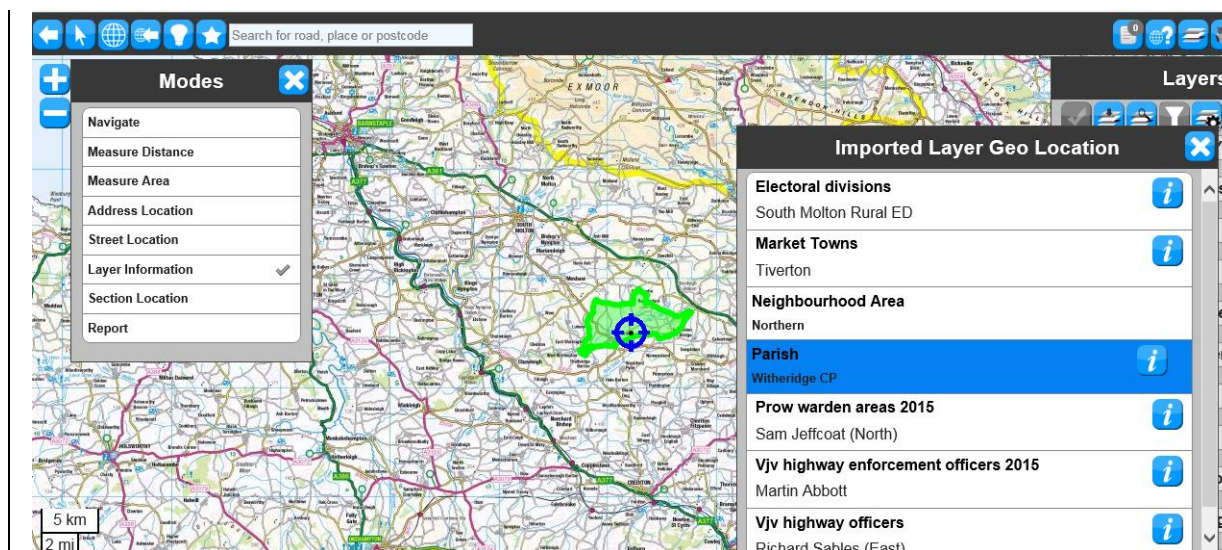
Select Layer Information



Then click on the map and up will pop;

- Neighbourhood Officer
- Highway Enforcement Officer
- PROW Warden
- Parish
- Electoral Division
- Market Town
- Neighbourhood Area

If you select one of those options, it will overlay the polygon on the map



ADVANCED WARNING

Finest Server Shut Down

The Finest system will be closing at 4pm on Tuesday 24th November and will be offline on the 25th and 26th November.

No payments will go through RMS or LMS during this period.

RMS & LMS can be used as normal and payments will go through automatically once Finest is back up and running.

Users will not have to do any manual processing

You will be notified by email when the servers are running again.

I-Ways Data Collision

Road safety champions now have access to the collisions data via the I-Ways Application Centre to supplement the information from the Road Safety Team

Works Ordering

Sorry that you have not had an update on this for a while.

WDM are still beaver away building the new ordering system. They will be giving a demonstration at the new WDM Programme Board meeting on the 4th November, after which we should have an indication on when we can start testing and how that affects the implementation plan of live in January.

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.

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 in to the email as well.

For all your I-Ways related needs please contact:

- Email neil.braddon@devon.gov.uk for any I-Ways training or support
- Email 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 if you have any questions about the I-Ways implementation.
- Email lucy.barrow@devon.gov.uk if you have any queries about customer facing business processes.
- Email roxanne.tandridge@devon.gov.uk if you have any queries about Systems Thinking