

Appendix A: Action log (Highways - Conway's IT Issues)

No:	Date Raised	Issue Title	Issue Description	Owner	Current Status	Expected Resolution date	Associated Issues	Priority (1 - 5)	RAG	Date Last Update	Current position (summary)	Date Resolved
19	16 October 2018	Multi Trade - Additional Flexible attributes	Linked to the flexible attributes issue is the need for us to have clarity of works where jobs are half completed as require multi trade (black / white works) - currently some get marked as complete by Conway's	Re / CA	Open	Jan-19	10, 13	4 - Medium / High		21/11/2018	New interface needed specification agree need approval / costs to be agreed between parties, Once agreed resource to be organised.	
20	21 November 2018	Temporary Fix - Additional Flexible attributes	Linked to the flexible attributes issue is the need for us to have clarity of works that have had temporary fixes instead of permanent. (separated from Multi trade issue 19)	Re / CA	Open	Dec-19	10,13, 19	5 - Medium / High		21/11/2018	Separated from Multi trade (issue 19)- agree this fix can be added to current interface (abort). CA to added to aborted list	
18	14 September 2018	Inspectors Pictures	is there a way to transfer pictures taken by inspectors on the Re tough pads be transferred to Conway's	Re / CA	Open	Feb-19		4 - Medium / High		21/11/2018	Conway's agree to Works - awaiting dates for works (expected Jan 19 - 8 week lead time) - Re / Innovation works already completed	
15	16 August 2018	Visual indication in EXOR - Flexible attributes	Highway would like a way of clearly seeing in EXOR without having to interrogate the cases when a job is aborted	Re	Open	Dec-18	10, 13, 19	1 - Low		26/10/2018	Awaiting completion of interface and associated issues (13 &19). Once signed of this action can be progressed	
11	01 April 2018	"Report it" - review	Review of the councils "Report it" tool required - would it be possible to add additional questions similar to those used by the call centre when taking enquires - This will aid in the triage of enquires	Re	Open	Apr-19		2 - Low / Medium		09/10/2018	Business case to be produced (to include specification and requirements, cost / benefits and time frames)	
14	03 August 2018	Gang Ipads Sync Issue	Conway have highlighted a possible issue with how the ipads the gang use works when on job (- Date not syncing correctly / being able to exit job without completing / working offline mode)	CA	Open	Dec-18		3 - Medium		26/10/2018	Conway's to investigate - awaiting feedback	
16	17 August 2018	Conway's Hold photos not transferred to EXOR	Currently Hold photo taken by Conway's on site are not transferred to EXOR along with other photo - can they be added to photo bundle	Re / CA	Open	Dec-18		3 - Medium		17/10/2018	Awaiting Conway's response as to any works required	
17	14 September 2018	Conway's Ipads operators able to pick from photo library for start stop pictures..	Currently Conway's operators have the option to pick pictures from the photo library on the iPad when do start and stop picture on site - is it possible this option could be removed to ensure picture are taken at the time.	CA	Open	Oct-18		4 - Medium / High		26/11/2018	Conway's to investigate - awaiting feedback	
10	01 April 2018	Flexible Attributes - Aborted Jobs	Flexible attributes not being added to EXOR meaning works orders are closed as actioned but may have been abandoned - technical solution required	Re / CA	Resolved		13	5 - High		02/11/2018	Resolved - Interface live and operational - signed off	26 November 2018
13	20 July 2018	CA Gang Info - Which gang attended the works	can Conway's gang (FST) information be added to the flexible attributes work and transferred in to EXOR- this is required so that we can see what gang attended the works - LINKED / ASSOCIATED to issue 10	Re / CA	Resolved		10	4 - Medium / High		02/11/2018	Resolved - Interface live and operational - signed off	26 November 2018
1	01 April 2018	Vague Locations on works orders and email notifications	Work orders / email notifications coming through with vague locations or no location	Re	Resolved			5 - High		05/07/2018	Resolved - Sign off agreed	20 July 2018
2	01 April 2018	Email notification	Email notification not always coming through	Re	Resolved			5 - High		05/07/2018	Resolved - Sign off agreed	17 May 2018
4	01 April 2018	Wrong specification on works orders	Works orders raised for incorrect type of works (Temp / Perm)	Re	Resolved			3 - Medium		05/07/2018	Resolved - Sign off agreed	05 July 2018
5	01 April 2018	No Postcodes	Postcodes not always being provided on works orders	Re	Resolved			4 - Medium / High		20/07/2018	Resolved - Sign off agreed	20 July 2018

No:	Date Raised	Issue Title	Issue Description	Owner	Current Status	Expected Resolution date	Associated Issues	Priority (1 - 5)	RAG	Date Last Update	Current position (summary)	Date Resolved
6	01 April 2018	Non-existent locations of works	Potholes being raised for locations that don't exist or not verified	Re	Resolved			3 - Medium		05/07/2018	Resolved - Sign off agreed	20 July 2018
8	01 April 2018	Script for taking enquires	Review of script used by hub to take enquires	Re	Resolved			3 - Medium		05/07/2018	Resolved - Sign off agreed	20 July 2018
9	01 April 2018	Photos not coming through	Photo aren't always being attached to cases	Re	Resolved			4 - Medium / High		05/07/2018	Resolved - Sign off agreed	20 July 2018
12	01 April 2018	Fix my Street / 3rd party issue	CA raised issue with pot hole tickets that have originated from Fix my street / 3rd party's not containing enough information (no pictures / descriptions). Currently link to ticket is attached to EXOR - CA ask if the photo and description can be taken from the tickets and added into EXOR - HUB to change process to extract info (pictures / Description) from the fix my street tickets and add to EXOR rather than just attach link to system.	Re	Resolved			3 - Medium		05/07/2018	Resolved - Sign off agreed	20 July 2018
3	01 April 2018	Lack of full descriptions of works	Works description not having full descriptions of issue on both works order and email notification	Re	Resolved			4 - Medium / High		20/07/2018	Resolved - Sign off agreed	20 July 2018
7	01 April 2018	duplication of works orders	Duplicate works order being raised	Re	Resolved			3 - Medium		05/07/2018	Resolved - Sign off agreed	20 July 2018

Key:  
  Good      On Target  
  Neutral      Neutral  
  Red      Delayed  
  Complete      Complete