

**Customer:** CSC Nederland, Traffic Management Enforcement Division.

**Challenge:** An efficient, dynamic and flexible management of the workflow for incident reports of malfunctioning EUs (enforcement units). There was also a need for more appropriate information and a clearer reporting capability.

**Solution:** Implementation of the Priox Service Management suite, geared towards CSC's concept of EU Traffic Management Enforcement.

**Result:** Substantial savings in time, money and resources due to the ease with which incident reports can be analysed and subsequently dealt with more promptly.

## Information is knowledge, the monitoring of 1,300 speed cameras requires highly organised service management

Along the Dutch roads are a total of 1,300 speed cameras, not a blessing for everyone but the fact is that they do affect the behaviour of motorists. Speed cameras create an effective means to regulate traffic speed. Put simply, nobody wants a speeding ticket. The LPTV (National Public Transport Team, formerly Traffic Public Prosecution Office (BVOM)) are responsible for the dreaded steel cabinet 'spies' intended to improve the road traffic flow. Statistics and studies of specific situations confirm this. This form of traffic management enforcement is however governed by strict rules by means of both procedures and the use of the measuring and recording equipment. As a speed camera can only contribute to improved road safety it must function without error. Like all other electronic and mechanical systems, speed cameras also require a high level of maintenance to avoid malfunction. This requires good service management.



In the words of Arthur Charleston, Manager of the Traffic Management Enforcement Management Service at CSC, "you might not think it at first glance but behind the hardened shell of the Dutch speed camera there are many high-tech, hidden components. Whilst in itself it is no more likely to crash than other similar electronic equipment, regardless of whether or not it is an industrial product, the adjustment of each component is precision work, as is the communication between the various components".

There are, for example, precise procedures with regard to both the gathering of information, ie optical vehicle registration and on the basis of retrieving linked personal data and companies - and the analysis and processing of that information, which eventually leads to the penalty, prepared and sent by the Centraal Justitieel Incassobureau (CJIB) in Leeuwarden.

### Sense of Justice

The life of the speed camera is not easy, not only are they constantly exposed to the elements, but there are also frequent attempts to deactivate them, for example by driving into them, usually by people whose sense of justice is apparently difficult to reconcile with what the legislature determined in regard to the imposition of speeding fines and penalties. Speed cameras have been covered in paint, almost run over or even set on fire. Charleston is no longer surprised by the types damage inflicted on them. "In these situations we have to take action" he says soberly. "It is for others to identify and deal with the culprit but the damage must be repaired quickly. To enable this, EU as the enforcement agent, must analyse the problem and then remedy it to ensure the speed camera is again operational as quickly as possible. We also have a proactive policy, which aims to prevent any escalation through continuous monitoring".

### LPTV

The main sponsor of CSC Traffic Management Enforcement is LPTV, the National Public Transport. The LPTV covers the various police regions and determines which type of EU should be placed: controlling fixed cameras (speed cameras), mobile cameras and section control systems. CSC manages all types of the digital versions made by Gatsometer, a total of 200 units.

### The challenge

"Our primary task is the continuous operation of the EUs. SLAs (Service Level Agreements) detail what that means, which procedures are to be used, funding and the response time for the follow up of an incident report. Previously the full handling of a single incident report to completion, including an interim and final report could be a very lengthy process. In the past it was also difficult and complex to ensure that the customer was made aware, via an interim report, of where he stood and what was happening", said Charleston. "What was particularly lacking was flexibility and insight. Flexibility in terms of information processing and insight into the meaning and understanding. It was difficult to obtain the complete picture, to get the current status of the handling of an 'incident'. Sometimes it was even impossible to determine the status because some information was simply either not available at all or certainly not available in the system".

“An example is where there is a report from a faulty camera, the first thing you must do in this case is identify the unit involved and its location. Next must be determined what is wrong and what the cause is or could be. This is not only important for a correct and complete diagnosis, but also to any warranty claims. From this analysis comes a ‘plan’, based on advanced and well established procedures. Every EU is composed of CIs (Configuration Items) such as cameras, a casing and a pole, each with a unique identifier and consisting of numerous sub items, accurately described in accordance with ITIL in a ‘Configuration Management Database’ (CMDB). Supposing that a certain CI defect is identified and a particular component needs replacement but it isn’t available, in the past that meant the handling of the incident could have been seriously delayed. This could have been due to a number of reasons such as someone forgetting to order the replacement item or because the ordered item was in fact the wrong thing. In brief the old system was passive and unable to anticipate human failings or unforeseen circumstances”.

proved possible with the standard software. There were no restrictions within the PSM determined and the implementation was of our own ITIL-based procedures and methods”, said the enthusiastic service manager.

**The result**

Since the entire CSC service management around EUs makes use of the PSM, workflows proceed more efficiently, there is less chance of errors and there are fewer resources needed across more and better jobs. The settlement of each incident detected, using continuous monitoring or reported by the LPTV, is through

Arthur Charleston:

**“If the customer enquires about the status of a specific EU, we can help him properly. The PSM provides good reports anytime and from anywhere, where we previously had to do a lot of digging. Now we can easily provide useful and current (!) information faster, more accurately and cheaper”.**

Not only can the PSM generate relevant information on incident reports, but without the intervention of a CSC employee, the customer can also obtain information from the system, thereby gaining useful statistics for his own use.

## CSC: 94,000 specialists worldwide

*CSC is the world's largest independent IT outsourcer and a global leader in technology-enabled solutions and services. CSC supports national and international organisations in achieving their goals.*

*With more than 94,000 specialists in 90 countries, CSC is a world leader in outsourcing, consulting and systems integration. CSC also offers its multinational clients a state-of-the-art global delivery and excellent world-sourcing capabilities.*

## Priox: be in control

*Priox develops 'smart' software that allows in depth and clear service management and outsourcing insight. The Priox Service Management suite (PSM) enables its users to continuously monitor processes around service management and outsourcing. This is based upon actual Key Performance Indicators (KPIs) and allows proactive intervention where necessary. PSM will also generate clear, relevant reports in seconds rather than days, thus enabling rapid process optimisation. Combined with Priox' Business Intelligence software the PSM offers total control of the entire IT supply chain, both demand for IT and IT supply.*

CSC can, in addition, measure exactly how much time on average a call takes, how cost effectively a department functions, and that the number of deployed resources was optimal in relation to the revenues of the department. When it comes to the costs involved in the acquisition and implementation of the system, the customer naturally wants to know where they stand and what is happening.

**The solution**

“Now is very different”, continues a smiling Charleston, “in full accordance with our own implemented and configured specifications the Priox Service Management Suite (PSM) has given us a much more detailed and timely overview of what is going on. We can now have both an overall picture of calls and zoom in on incidents. Should something somewhere be delayed or missed then the system alerts us”.

The PSM provides not only very flexible workflows, but also monitors progress. Thus, the system will actively notify you, in the form of an e-mail, if the next (logical) step within a workflow in progress does not materialise.

“Our choice for the service management solution from Priox was among other factors determined by the extreme flexibility of the software. Everything we, as CSC, demanded and asked of functionality, configurability and scalability,



On a final note Charleston said **“The Priox Service Management suite feels like a tailor made suit for the price of an off the peg suit”.**

the PSM. The current status, based on KPIs (Key Performance Indicators) is there at the push of a button, thus making a great deal of sense of CSC’s motto ‘information is knowledge’.