

SRWR Policy on Neglected ODs

Introduction

Recently the SRWR had a spate of performance issues with the system running slow and becoming unresponsive. One of the reasons cited for these issues was that several organisations were neglecting the task summary list for little used ODs, allowing the data held in the task summary list to become so large it took a large amount of processing time to load. Attempts to encourage organisations to properly maintain these ODs failed so as a fallback it was agreed to set limits on the size of the task summary list for each OD. This document sets out these limits and describes the process which will be followed when these limits are reached.

There are several different types of Task Summary list in the SRWR. Some highlighting notices of interest to the organisation and some reminding organisations of the steps required to work through the lifecycle of each notice. This policy applies limits only to summary lists highlighting notices of interest, such as the "awaiting assessment" lists, ignoring other summary lists designed to take organisations through the lifecycle of a notice/inspection etc as they already have consequences for neglect, such as FPNs for late notices.

Acceptable Limits of Task Summary Lists

Any Awaiting Assessment Task Summary list that exceeds 5,000 notices, or has been ignored for 4 weeks is deemed to be neglected.

Process to be followed when limits are reached

Once the limit is reached the following steps will be taken;

Symology will make contact with the offending organisation's main contact and the Susiephone Contract & Liaison Manager informing them the limit has been reached. The offending organisation will be asked to confirm whether they wish to continue receiving notices in their assessment lists. If it is confirmed they do, or if no response can be obtained, they will be given 3 weeks to rectify the situation.

If after the 3 week period no effort has been made to rectify the situation Symology will terminate the ODs Notice Posting area of interest, preventing any further notice from being sent to the OD. The organisation and the Contract & Liaison Manager will be informed when this action has been done. Please note that while terminating the ODs Notice Posting area prevents it from being notified of new notices, it in no way hinders the OD from creating, amending or following up on notices already created by that OD; nor does it prevent the organisation from viewing any of the data in the system.

If the organisation then wishes to reinstate the ODs Notice Posting area of interest this can be done at any time by requesting the Service Provider do so. Repeat offenders will be reported to the Scottish Road Works Commissioner as this would be deemed as abuse of the use of the SRWR.