

CASE STUDY



integral
delivering the complex

WORKING WITH QLD DEPARTMENT OF TRANSPORT AND MAIN ROADS

The 131940 Traffic and Travel Information (TTI) website (www.131940.qld.gov.au) is a Queensland Government initiative. Currently, the website and associated products are managed and administered by the Department of Transport and Main Roads (TMR) in conjunction with other government partners such as the Queensland Police Service, Brisbane City Council and other Local Government Authorities.

The website has been redeveloped considerably, which has been in parallel to the ever-increasing demand for reliable and timely TTI. The value of TTI is recognised by both the travelling public and industry, in urban areas where there is traffic congestion and regional areas where there is flooding and other environmental factors affecting the road network.

Today the website covers the entire state of Queensland. The website's main aim is to provide Queensland road users with a near real-time view of activities occurring on state-controlled roads, roads of regional significance and some local government roads.

THE CHALLENGE

The legacy website was difficult to maintain and there was no map interface to visually display the current status of the Queensland Road Network. Integral determined the approach for the redevelopment of the 131940 Traffic and Travel Information website product.

THE SOLUTION

Integral worked closely with TMR stakeholders to outline an approach to source a highly available and scalable software as a service solution. Enabling software as a service was endorsed early in the project as part of the Project Management Plan.

The solution delivered provides:

- an easy to navigate source of traffic and road event information for the travelling public and industry;
- multiple channels to deliver the traffic and road event information such as Web 2.0, RSS Feeds, Mobile and Quick Access sites;
- ability for users to customise their view of traffic and road event information including type and locality;
- integration of live traffic web camera images from across Queensland;
- secure interface to allow entry of traffic and road event information by trusted sources including multi-agency; and
- integration with other departmental systems including TMR Incident Management System which minimises double-entry of data, and data warehousing for reporting.

The solution was iteratively developed over a number of releases based on the product technical roadmap.

INTEGRAL VALUE ADD

Integral staff facilitated a number of requirements workshops and stakeholder briefings to gather business and functional requirements. Integral developed GITC contracts, procurement documentation and managed the procurement process. The procurement process engaged a development partner to work with the existing hosting provider and delivered a staged technical solution.

The technical delivery saw Integral staff working with Operational TMR staff to produce operational guidelines, testing and release management frameworks supported by process and procedural documentation.

Integral outlined the staged approach by preparing a Technical Roadmap document that included the capabilities for mobile technologies, webservices and web 2.0 technologies to feature as part of the product set as well as the consolidation of a variety of distributed databases throughout the organisation.

As part of the project, Integral fostered strong relationships between TMR, Application Service Providers for Hosting and Application development and providers of ITS information, TRANSMAX.

Integral staff managed the development of numerous functional releases such as a high load version which proved critical during the 2010/2011 flooding and cyclone events. As an onslaught of Queenslanders searched for information on road closures, the 131940 product's ability to provide a text based version resulted in it being one of the few uninterrupted disaster management information services during this period.

Other key releases managed by Integral Project Managers included hosting platform upgrades leveraging Disaster Recovery Data Centre and additional scalability to accommodate increased usage by the general public, industry and other government agencies.

Throughout the engagement Integral led a number of contract negotiations and procurement activities, including the re-testing of the hosting services agreement.

THE BENEFITS

Queensland road users make informed travel decisions as they access an improved information source for traffic and road events. The information is provided to them quickly and easily via a variety of channels, including mobile site, fully functional and quick access websites, Twitter, email subscriptions for road closures due to wet weather and flooding and TTI events, RSS feeds, and in some instances, secured via GeoRSS feeds.



With a new and improved website, TMR and a number of other government agencies can efficiently provide up-to-date TTI on the state of the road network across Queensland.

ABOUT INTEGRAL

Integral is a leading provider of business and technical solutions and services for organisations with complex IT needs.

Established in Australia in 2001, Integral operates across Australia as well as extensively throughout South East Asia, working mainly with telecommunication companies, government departments, financial institutions or any organisation that has a critical business reliance on information technology.

At Integral we specialise in delivering the complex. If your business relies on IT, if it is critical to your success, then we can help make it simple and provide great outcomes.

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