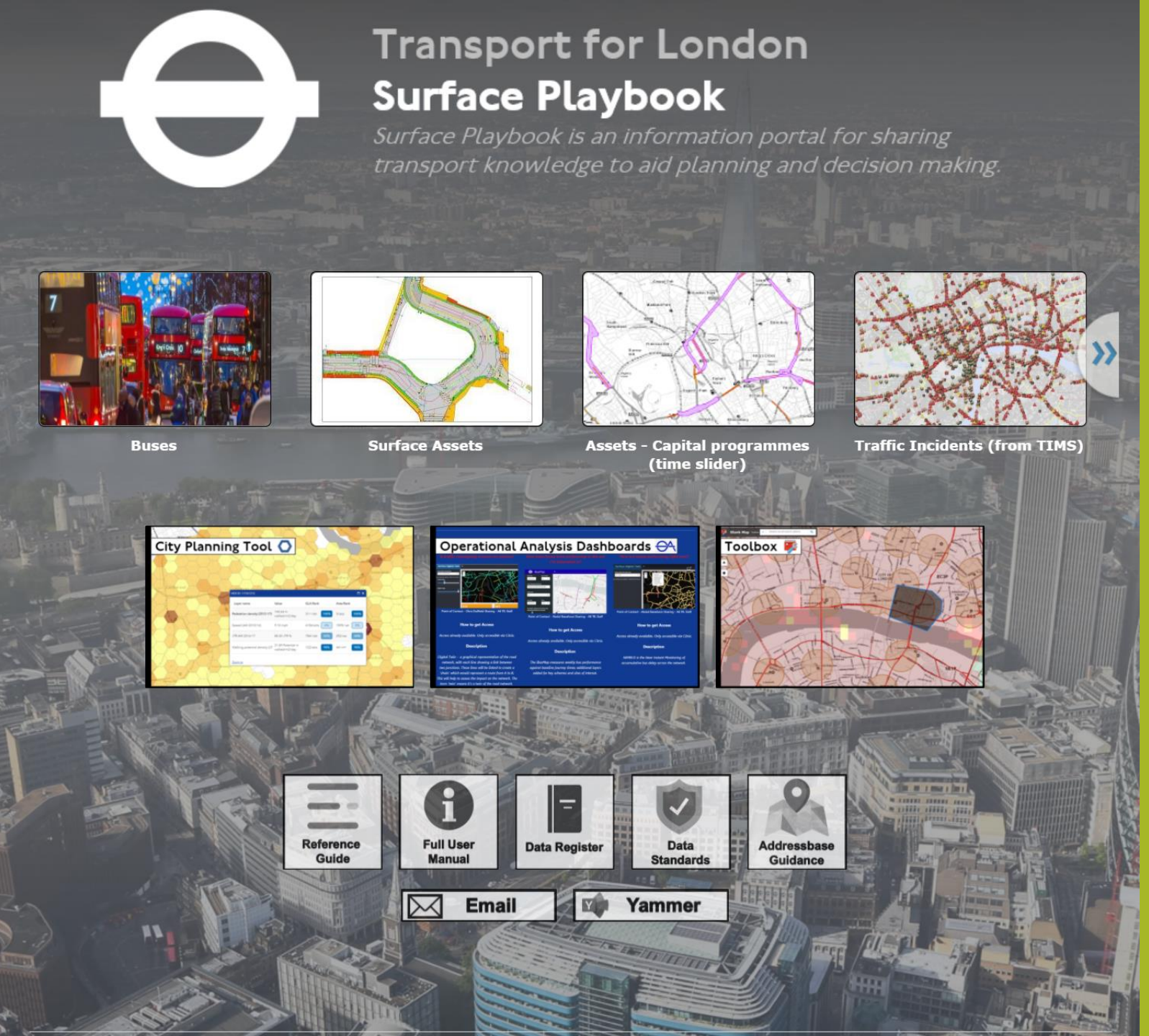


Playbook: External Access

TfL Lane Rental Industry Publication

Introduction

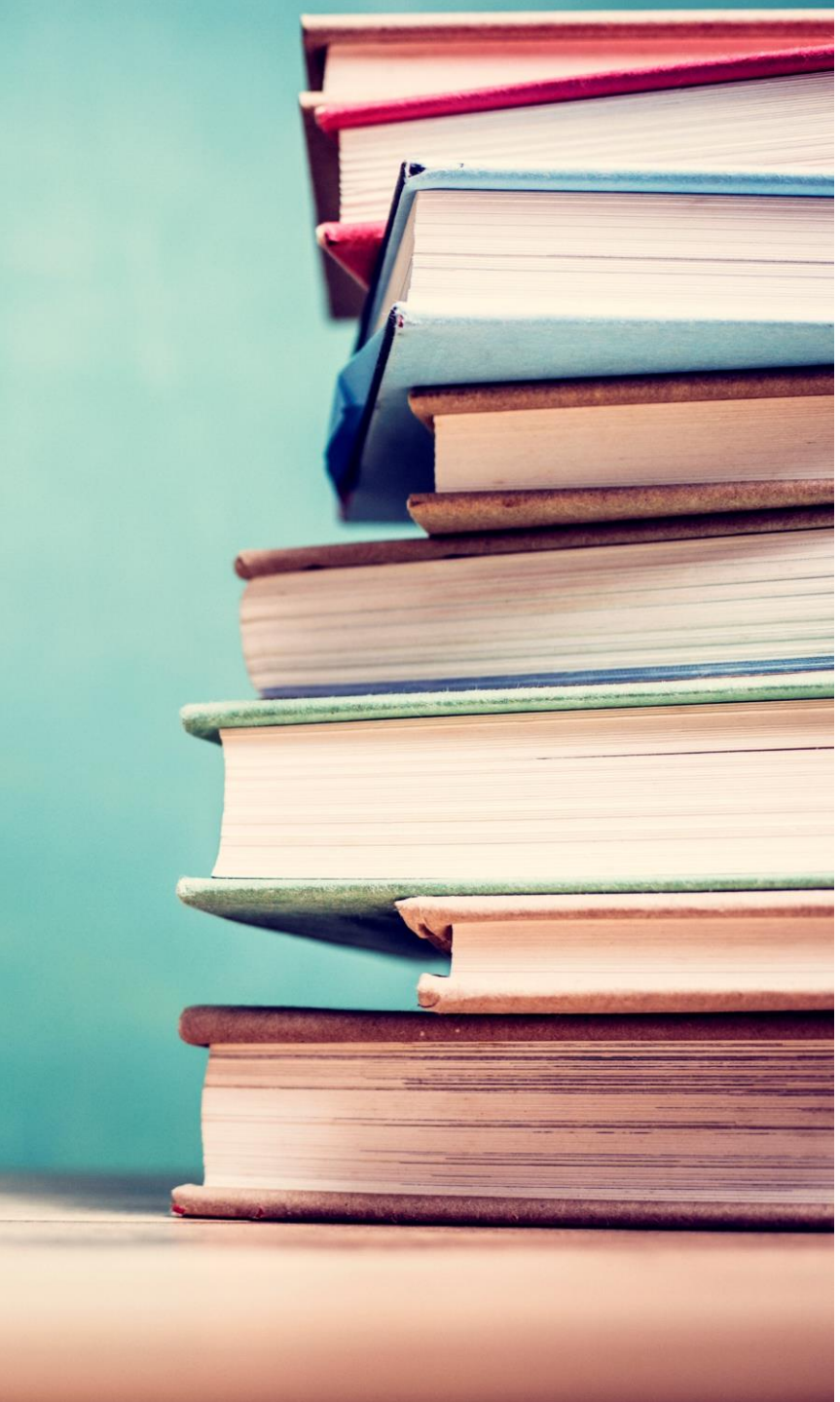
TfL's Road Modernisation Plan is investing £4bn in to transforming junctions, bridges, tunnels and public spaces. During this time of unprecedented activity on London's road network there is a need to keep stakeholders informed and provide clear visibility of roadworks, from inception through to delivery. In October 2014, the Playbook application was launched internally within TfL's Surface Transport division. This gave access to information relating to schemes and programmes, alongside operational data, to inform decision making from a centrally coordinated portal. With over 1500 internal users it has proved to be an invaluable tool for sharing data, facilitating collaboration, and enhancing communication between departments. Given the success of this technology, the natural progression was to widen the user base to external stakeholders so that they too could take advantage of the benefits offered by this software application. The main parties identified were London Boroughs, the GLA, utility companies, major developers and Highways England. An external Playbook trial was subsequently launched in July 2015, with 28 Boroughs participating and providing positive feedback, which confirmed the appetite to expand the customer base for Playbook.

The Project

In order to provision external access to Playbook the server and database architecture had to be scaled to accommodate the additional demand created by a further 500 users. The procurement of additional licenses was also necessary. External access penetration tests were undertaken to ensure the application did not pose a risk to TfL's wider IT infrastructure. A potential security weakness in the Portal software was identified, which was mitigated by requesting stakeholders to provide their public IP address range for authentication. This increased the duration of the project. Business as usual processes would need to be recast to incorporate the maintenance and ongoing promotion of Playbook to an externally facing user base, including improvement measures to ensure the application evolves as a useful tool for coordination, collaboration and communication of planned road investment activity 5-10 years ahead.

Outcomes

In order to provision external access to Playbook the server and database architecture had to be scaled to accommodate the additional demand created by a further 500 users. The procurement of additional licenses was also necessary. External access penetration tests were undertaken to ensure the application did not pose a risk to TfL's wider IT infrastructure. A potential security weakness in the Portal software was identified, which was mitigated by requesting stakeholders to provide their public IP address range for authentication. This increased the duration of the project. Business as usual processes would need to be recast to incorporate the maintenance and ongoing promotion of Playbook to an externally facing user base, including improvement measures to ensure the application evolves as a useful tool for coordination, collaboration and communication of planned road investment activity 5-10 years ahead.



Lessons Learnt

The following lessons have been learnt:

1. It was more cost effective to implement on the existing infrastructure rather than move to cloud technology.
2. An in-house team were more cost effective than using an external consultancy.
3. Use of specialist expert consultancy for architectural design was minimised to save money and allow technical knowledge to be retained in-house to enable ongoing application support.
4. It was more challenging than expected to identify the most appropriate users of external Playbook.

The external Playbook application usage will be monitored on a 3 monthly basis to ensure the named user licences are being capitalised effectively.

Conclusion/ Recommendations

Access to external Playbook has been delivered successfully, with further engagement required to embed external Playbook more widely across the industry.

Regular liaison with the GLA is in place to ensure their Infrastructure Mapping Application interfaces with Playbook and LondonWorks2 so that each software tool delivers its intended purpose to the relevant industry discipline it services, but critically displays the same version of data. .

Longer term, it is proposed to migrate Playbook to the cloud as part of a GIS upscale project, which will be delivered by TfL's Technology and Data department.

TfL Lane Rental Scheme

Optimising customer journeys through the delivery of safer, innovative and sustainable roadworks

Author

Transport for London

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Email: LaneRentalFunding@tfl.gov.uk