



Association of Directors of  
Environment, Economy, Planning & Transport

## ADEPT President's Awards 2022

### Entry form

<b>Award category:</b>	Category 2: Digital innovation/technology
<b>Title:</b>	The Virtual Operations Hub
<b>Entrant:</b>	Hertfordshire County Council
<b>Main contact name:</b>	Chrissy Jacques
<b>Email address:</b>	Chrissy.Jacques@hertfordshire.gov.uk
<b>Partner/s (if applicable):</b>	WSP Arup and Ringway
<b>Headline summary (150 characters, c. 20-25 words)</b>  The Virtual Operations Hub is a GIS viewer that provides multiple layers of operational information to assist officers with effective and efficient works planning	

Please note we need **at least one supporting image** per award submission.  
Supporting images should be attached separately as jpg or png files.

Please paste links to any supporting video evidence here

Link 1	<a href="https://youtu.be/G5j7qJ2Eam0">https://youtu.be/G5j7qJ2Eam0</a>
Link 2	



Association of Directors of  
Environment, Economy, Planning & Transport

**500-word project outline** (please ensure you do not exceed the word count and address all the judges' criteria – for more info see [here](#))

The Virtual Operations Hub (VOH) is a common system for holding data in an easily accessible format. It is a simple yet effective solution, as prior to this no single tool existed and data was held in various places across the service. The information on the VOH is geo-located and time based so all teams can see the plans for a specific geographical area giving them the ability to plan for and react to both network issues and other works/projects, ensuring the best possible data is available to all.

The bringing together in one place historic, current and future data/information enables those planning works to consider all coordination opportunities, including incorporating additional works visible on the VOH that would have been unknown previously, resulting in more efficient and cost-effective works delivery.

This was accomplished by all partners: Ringway, WSP-Arup and HCC, using a common system (GIS Portal to overcome the firewall issues between organisations) and working collaboratively to gather many various datasets maintained by different parties, which includes amongst others:

- Future works programmes
- Planned works programmes
- Enquiries and defect data from HCC's Asset Management System
- Traffic flow data captured by sensors
- Weather data from external sources

With all parties contributing and using the system the Project and Delivery teams are all working with the same information and therefore contribute to improve works or scheme programmes as they are happening.

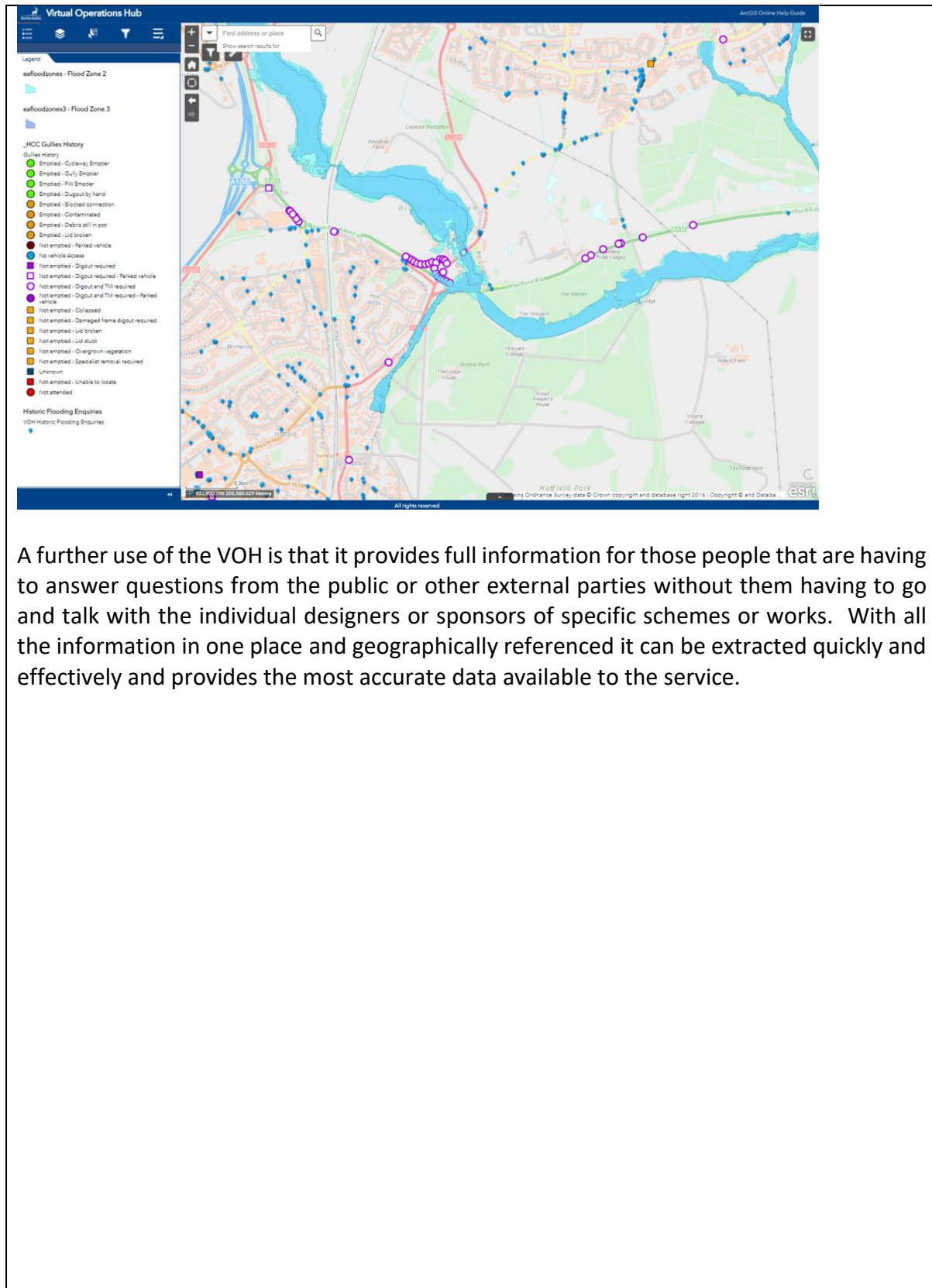
An example of how the VOH is used is demonstrated in the accompanying video which shows how the designer of a drainage scheme would review:

1. the Gully cleansing information
2. the history of any water on carriageway from:
  - a. inspections
  - b. public enquiries
  - c. digital video analysis from RoadAI
3. any other schemes in the area.

This would inform the decision maker of an improvement scheme so that a "one and done" approach can be taken. Dealing with all the issues as part of a single scheme is more cost effective and delivers a better product for our customers.

# ADEPT

Association of Directors of  
Environment, Economy, Planning & Transport



A further use of the VOH is that it provides full information for those people that are having to answer questions from the public or other external parties without them having to go and talk with the individual designers or sponsors of specific schemes or works. With all the information in one place and geographically referenced it can be extracted quickly and effectively and provides the most accurate data available to the service.