

Case study - Office of the Rail Regulator

The Office of the Rail Regulator is the statutory body responsible for the effective and independent regulation of the UK railways. Since its inception in 1993, its principal responsibility has been the regulation of the monopoly and dominant elements of the railways with particular focus on the rail network infrastructure operator, formerly Railtrack and now Network Rail.

The Office of the Rail Regulator has a legal responsibility to review any new Track Access agreements or amendments to existing agreements - contracts between the owner of the track infrastructure and the train operating company.

In any year up to one hundred and fifty Track Access agreements may require review - the review taking anywhere from one to five months. The process of reviewing a Track Access agreement being essentially a project containing upwards of 75 discrete tasks and utilising the skills of a number of case officers and advisors. The ORR sought a solution that would enable them to effectively manage their review of Track Access agreements.

Key requirements

The ORR had a number of key requirements that had to be addressed:

Task Allocation and Management - to provide case officers with visibility of their workload and forthcoming schedule.

Knowledge Base - to allow case officers to access a database of lessons learned, best practice and precedents.

Issue Management - to provide case officers with a mechanism to log, allocate and progress issues arising from the review of agreements.

Template Management - to provide case officers with standardised processes for use when reviewing new agreements.

Accountability - clear delegation of responsibilities and an audit trail of decisions reached.

Visibility - to provide managers and directors with access to information on the current status of projects and tasks within the projects.

Portfolio Management - to support case officers and managers when managing simultaneous applications.

The Office of the Rail Regulator is the statutory body that aims, through independent, fair and effective regulation, to achieve the continuous improvement of a safe, well-maintained and efficient railway which meets the needs of its users and to facilitate investment in capacity to satisfy the demands of growth in passenger and freight traffic at the time it is needed.

The Regulator's principal function is to regulate Network Rail's stewardship of the national rail network infrastructure (track, signalling, bridges, tunnels, stations and depots).



OFFICE of the
RAIL REGULATOR
www.rail-reg.gov.uk

Simplified management of tasks and resources

After investigating approximately one hundred potential solutions and evaluating three in detail, the ORR found that only MJI TeamWorks met all their requirements. When combined with its ease of use, winning feature set and rapid implementation, MJI TeamWorks was the logical choice.

Today, the ORR are using MJI TeamWorks to manage all of their Track Access cases and are benefiting from increased efficiency, reduced duplication of effort and improved sharing of information around the organisation. The ORR have over 30 staff using MJI TeamWorks on a daily basis.

MJI TeamWorks provided the ORR with improved visibility of their activities - ensuring managers and executives have access to the same status information. Teams are provided with a central environment for collaboration and work management. Standard processes are adhered to, providing efficiencies and ensuring the ORR operate within their legal framework.

"The MJI Teamworks product was selected as the 'best-of-breed' project, task, issue management and collaboration tool from a range of over 100 products we investigated during an in-depth business analysis phase.

During the process of addressing the functionality gap between our requirements and the 'out-of-the-box' MJI Teamworks product the MJI staff really came into their own. They were incredibly responsive, thorough and efficient in their development, training and support. Working within strict Governmental guidelines for procurement I am so pleased we selected the MJI Teamworks solution.

We now have an industry leading project and collaboration management tool and our aim is to eventually deploy this across other internal functions to extend the real benefits we are already seeing on a day-to-day basis."

Michael Cooch, Business Analyst, Office of the Rail Regulator

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