

# Department for Transport - Post Brexit readiness programme



Department  
for Transport

## Business challenge

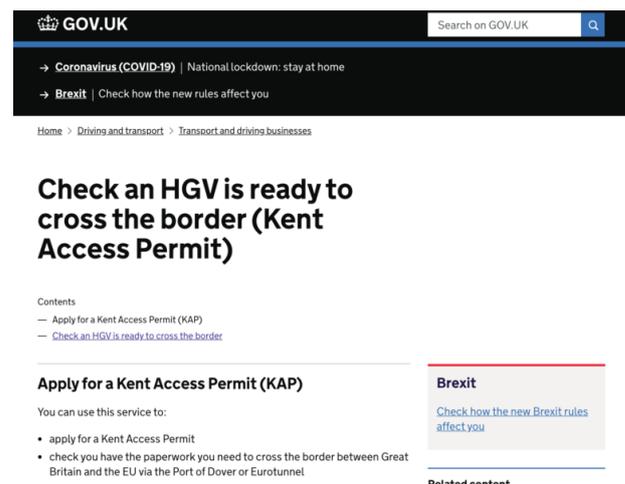
With EU exit confirmed, Level 5 and the Department for Transport collectively worked as a collaborative team to ensure that sites in Kent were ready to handle a large number of HGV vehicles preparing to cross the border post-Brexit.

The challenging timeframes faced, had required leadership to handle the wider post brexit programme, and has also worked with other suppliers and Government departments. The additional challenges surrounded COVID-19 restrictions, communications, strategies and roadmaps to go-live in a multi-vendor environment. Working remotely was a priority for safety, with visits to Lorry sites (Sevington) where customs checks and clearances will take place.

## Solution

In order to deliver within a very challenging timeframe and environment, a number of deliverables was required:

1. Connectivity (masts) - Working with mobile providers for failover support and for generating additional connectivity to Border readiness operators at sites. With a location that is expecting a vast amount of lorry drivers can cause a risk to connectivity in general (4G/5G), so having a failover approach for frontline staff to always have a sustainable connection is important for tablets/devices.
2. A project delivery of the “Check an HGV” and Survey applications is required to ensure Border checkers could verify that Hauliers has the correct paperwork in place.
3. Operations - ensuring that all operators devices (Tablets) were ready for the activities, and also hence the requirement for failover on connectivity.
4. Security Testing and Accessibility needs were met for the Hauliers informational website (working with the Head of Cyber Security at DfT and Government Digital Services).
5. Training to supervisors that are on the frontline
6. Assurance processes and sign off points with Scenario planning as part of the programme management, and creating an alignment across external/internal stakeholders.
7. Standard operating procedures and support processes.



## Results

- As a collaborative team, and programme lead, we created programme plan to cover all delivery areas such as; connectivity, network, applications, hardware, manual processes, standard operating procedures, support processes, Informational websites (including security and accessibility), training & induction of staff, assurance processes (ACB, CAB, Board sign off, GDS approvals), and Go-Live planning.
- We successfully conducted a discovery phase to understand and map out the several delivery work streams with both internal and external dependencies.
- Our consultants ensured that all areas of scenario planning and operational readiness were covered in the planning and delivery.
- We had defined the assurance processes and worked closely with GDS.
- We had worked closely with other suppliers such as; pen testing and accessibility testing companies (DAC).
- Successfully managed the delivery of systems and applications via external suppliers and other Government departments which would essentially perform the end-to-end checking.
- Our delivery lead had also captured and managed risks and issues, that were pro-actively managed effectively reported and escalated as necessary.
- All elements of the solution were delivered with sign off from various Delivery Boards and external bodies.
- The service had a “go live” confirmed for 23:00 on 31/12/20, ensuring that all Hauliers could be checked at the Kent Sites.



## Accomplishments

- ✓ All elements of the solution were successfully delivered on time
- ✓ Delivery within a challenging environment, and very tight timescales
- ✓ Alignment of departments and multiple suppliers