

Case Study

Rijkswaterstaat (The Netherlands)

Context

Partner Programme Infrastructure Management (PIM) is a Dutch public/private collaborative project. The partners are Rijkswaterstaat, Grontmij and Atkins. PIM aims to improve the processes and practices for infrastructure management and maintenance and thereby improve the service to the end user.

The PIM pilots are investigating the areas of public-orientated network management, optimal use of the market and working with innovative tender contracts.

International experiences and comparisons are brought to the partnership by the private sector partners. Through pilots at an operational level PIM gives options and makes recommendations to the Rijkswaterstaat organisation for the future.

Client Issues

One of the key projects, the Traffic Management Pilot, aims to limit traffic-hassle for road users as much as possible via optimal traffic management and the improved use of traffic information.

Atkins was commissioned to provide expertises in the areas of Contingency Planning and Business Continuity Management to enable Rijkswaterstaat to review its current emergency and continuity process at a Regional Traffic Control Centre.

The scope of works included the evaluation of control room procedures and the building environment and technology, with the development of recommendations to improve the resilience capability of the traffic control centre.

Atkins Solutions and Added Value

In this project, Atkins offered a wide range of professional services such as providing business continuity advice and conducting business impact analysis and risk workshops.

These enabled the Wijde Blik Traffic Control Centre, located in the province of Noord-Holland to understand the risk and impact of it's environment in providing a 24/7 service to the road user.

Based on these workshops the Wijde Blik Traffic Control Centre was able to understand the full implications of disruptions and incidents.

The key elements of this project encompassed:

- Understanding operational objectives
- Conducting business impact analysis
- Conducting risk assessments
- Identifying key resources to maintain critical operation
- Proposing recommendations to enhance the operational resilience of current working process of traffic management in the Netherlands

Atkins was able to develop a high-level of understanding of the requirements and as a result was able to provide consistency, continuity, value for money and continuous improvement to the client. In doing so, Atkins delivered economy and efficiency to the Rijkswaterstaat project.

Services Provided

- Critical analysis of emergency and continuity processes, procedures and ICT functionality.
- Identification and mitigation of failure zones.
- Cost benefit analysis to ensure recommendations made added service delivery value.

Key Benefits and Success Factors

- Development of client specific incident/emergency management strategies.
- Design of cost effective Business Continuity Management systems for specific Operational Arms of the Rijkswaterstaat.
- Increased protection of assets and the ability to meet business and customer needs.
- A tailored platform which allowed for the embedding of resilience management in the organisation's culture.

Contract Data

Completion date: 2006

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