

“My Kent Highways On-Line”

Update 20th July 2009

When we launched the Parish Portal at the beginning of May, it was our intention to release the next phase of functionality by mid July.

The next phase is the on-line fault reporting tool that will enable parish representatives to report faults and issues and to track progress via the portal.

Regrettably, we have experienced a further delay in the development of the on-line reporting function for a number of unforeseen technical reasons and the revised date that we are now planning to make the site available for acceptance testing by the Parishes is at the beginning of September.

We are confident that this revised date will be met and wish to engage with a number of parishes to join us in an “acceptance test” of this function. What this means is that we would ask some of our parishes to join us for a day during which we will introduce the on-line reporting tool to you and ask you to use it as you would during the course of your duties.

The “acceptance test” will provide you with an opportunity to feedback to us face-to-face what you do or don’t like about the product and we can build your comments into the next phase of development. The test also ensures that the tool works as expected and provides the two way flow of information between you and Kent Highway Services. We will also use this as the opportunity to produce relevant and meaningful training and user guidelines to be communicated to all parishes.

We would therefore invite you to join us on one of the following dates;

- ~ Wednesday 2nd September in Maidstone
- ~ Thursday 3rd September in Ashford

Reserve Date

- ~ *Friday 4th September in Ashford or Maidstone (dependant on numbers available for first two dates)*

If you would like to participate, please contact your Community Liaison Officer with your preferred date and location. We will send out a detailed agenda nearer the time.

Thank you for your patience and we look forward to seeing you soon.

*Marcus Hobbs
Head of Business Performance and Communications
Kent Highway Services*