kainos ®

DIGITALLY TRANSFORMING
AN 85 YEAR OLD DRIVING TEST PROCESS

About the Driver and Vehicle Standards Agency (DVSA)

An executive agency of the Department for Transport in the UK, the DVSA is responsible for practical and theory driving tests, the MOT scheme, heavy vehicle testing, roadside checks on drivers and vehicles, and vehicle safety recalls.

Kainos and DVSA have been in partnership for over five years and have developed multi-award-winning solutions together, encompassing cloud, digital transformation and Artificial Intelligence across the MOT scheme, the driving test and the driving theory test.

The challenge

The DVSA conducts almost two million driving and riding tests every year, employing a network of 174 local driving test managers, 1,900 Driver Examiners (DEs) and 400 driving test centres.

Previously, DEs would collect a printed journal with their daily schedule and then hand-write candidate details from the journal onto paper test forms. The ever increasing volume of driving tests over-burdened the back-office administration; the paper-based report was no longer fit for purpose and was identified as a key priority for transformation.

The DVSA engaged Kainos alongside another digital partner to fully digitise the driving test process. The teams were tasked with updating the heavily manual, paper-based process with a user-centric, fully automated system to help improve service, reliability, performance and efficiency.

The solution

The goal was to build a fully digital service that would be embraced by the network of 1900 Driver Examiners.

- Fully cloud based app built on AWS

- User interface resembled the paper test reports and journals that DEs were familiar with – to help increase adoption of the service

- Innovative hybrid mobile app enables DEs to check their diary when it suits them, get candidates to sign the iPad, mark faults and use the timer to time examinations

- Automatically calculates a pass or fail, has an anti-glare screen, auto-lock and suppresses notifications during a live test to minimise distraction

- Integrates and utilises existing digital systems within DVSA. Test results are submitted automatically to the DVSA's back-end system (TARS) for processing resulting in a quicker license turn around

- Utilises existing iPads currently being used by the DEs
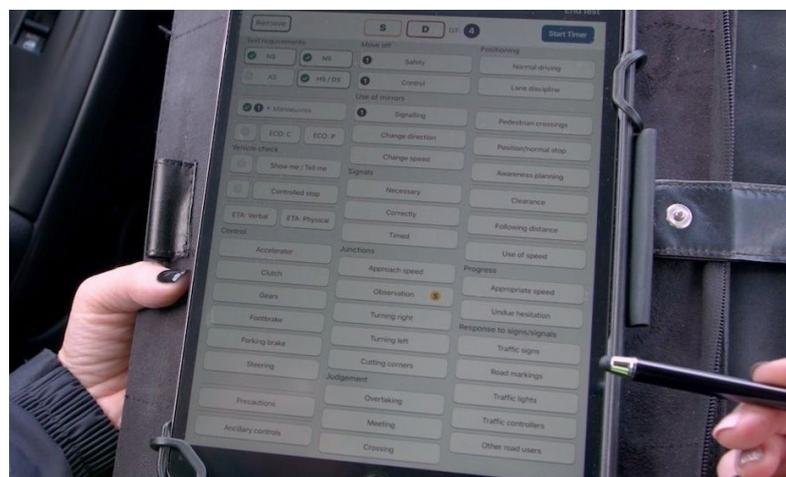
How we did it

User pain points and needs were placed at the heart of this project. The team visited multiple test centres across the UK to meet key stakeholders involved in the testing process – from DVSA staff right through to the test candidates. The team spent time shadowing DEs on real tests and across the working day to identify the problems and understand the context and impact of the solution.

We assembled a user cohort of DEs with varying levels of digital literacy who would provide rapid feedback at each stage of the prototype's development and revision. This team of early adopters was mapped against the Digital Inclusion scale allowing the team to quickly see if there were any gaps in their participant recruitment ensuring that all levels of digital capabilities were included.

Through a series of ongoing workshops and user interviews, we iteratively developed and improved the solution while ensuring that it always catered towards an audience of varying levels of technical confidence. This process resulted in the rapid development of a Minimum Viable Product, which was improved iteratively towards the delivery of the full production system.

The approach of the team throughout the project was recognised at the UK IT awards by winning the title of IT Project Team of the Year 2020.

Outcomes

Cost savings: Printing of the DL25 and other reports has been eliminated resulting in 100% cost savings

Efficiency: Daily handwritten reports and manual checking eliminated saving 1560 hours a week

Accuracy: Data errors have been reduced resulting in improved quality assurance

Sustainability: Paper usage has been reduced by approx. 8 million sheets

Service improvements: Licence received in approx. 3 days compared to 3 weeks

Staff enablement : Internal project team and Continuous Improvement team upskilled in agile ways of working and new technologies allowing for independent roll out of additional categories

Business continuity: Essential tests could still be carried out during COVID–19 and licenses issued with limited resources

Futureproof: Service is robust and scalable, allowing the DVSA to meet changing business needs

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" We were delighted to have Kainos on board as one of the digital partners for this project. Over the past 5 years of our partnership they have delivered to the highest of standards and their expertise in digital transformation and agile ways of working proved invaluable to the success of this project.

Gordon Witherspoon
Deputy Chief Driving Examiner/Head of Driver and Driver Training Policy, DVSA

UK IT 2020 Award Winner - IT Project Team Of The Year

Smarter Working Live 2020 Award Winner - Paperless Award

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