

# Document Maintenance Process

Training for Technical Authors

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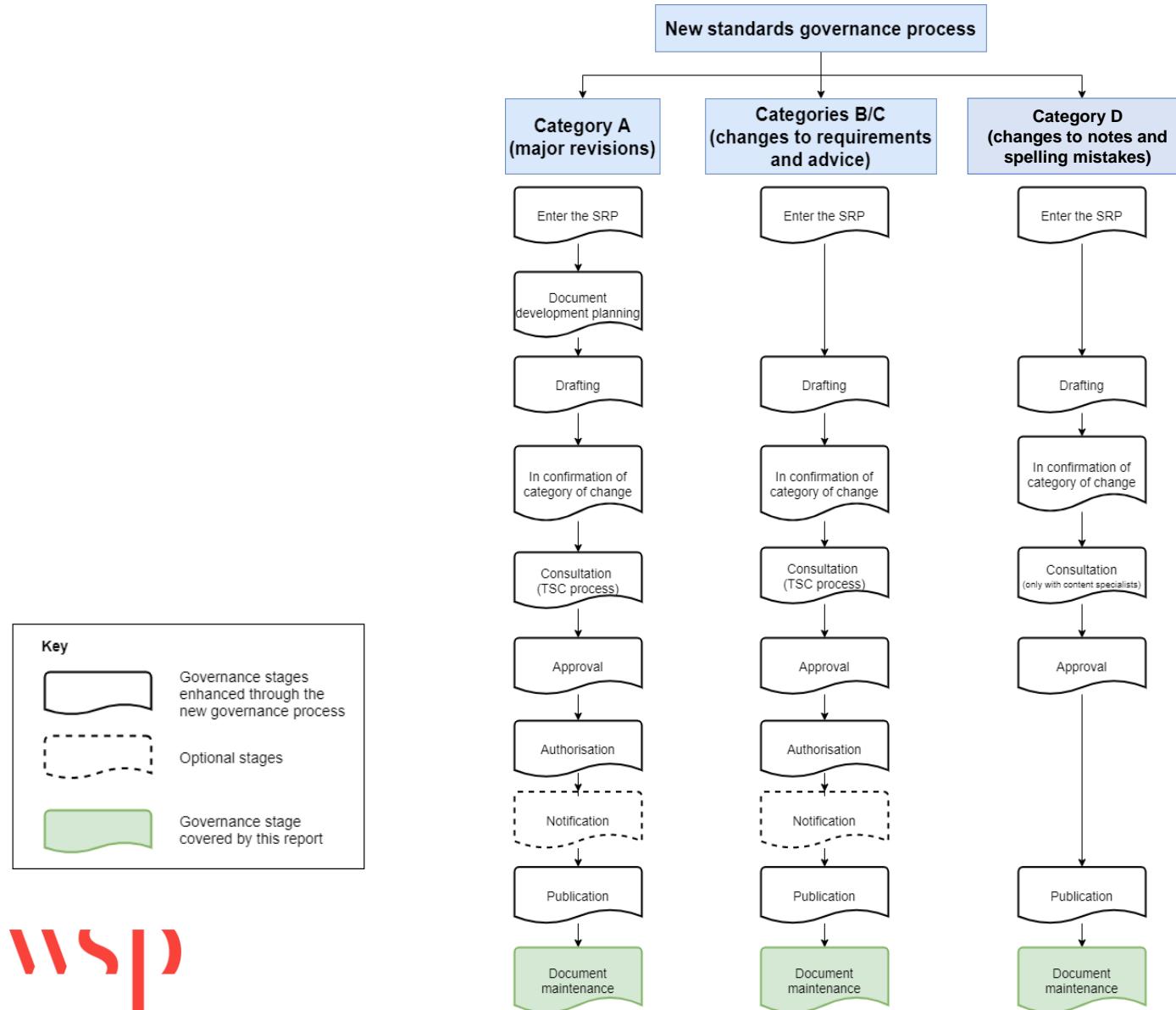
March 2022



# Objectives for today

- Provide training for the Document Maintenance Process, including:
  - Why we are doing this
  - Components of the process
  - Benefits
  - Key dates
  - Available support
- Enable visibility and early trials for tools that will be launched officially at the end of March this year

# Integration with Standards Governance



Document maintenance is the last stage in the governance process

# Agenda

- Why we are doing this
- Components of the process
- Benefits
- Key dates and available support
- Closing remarks

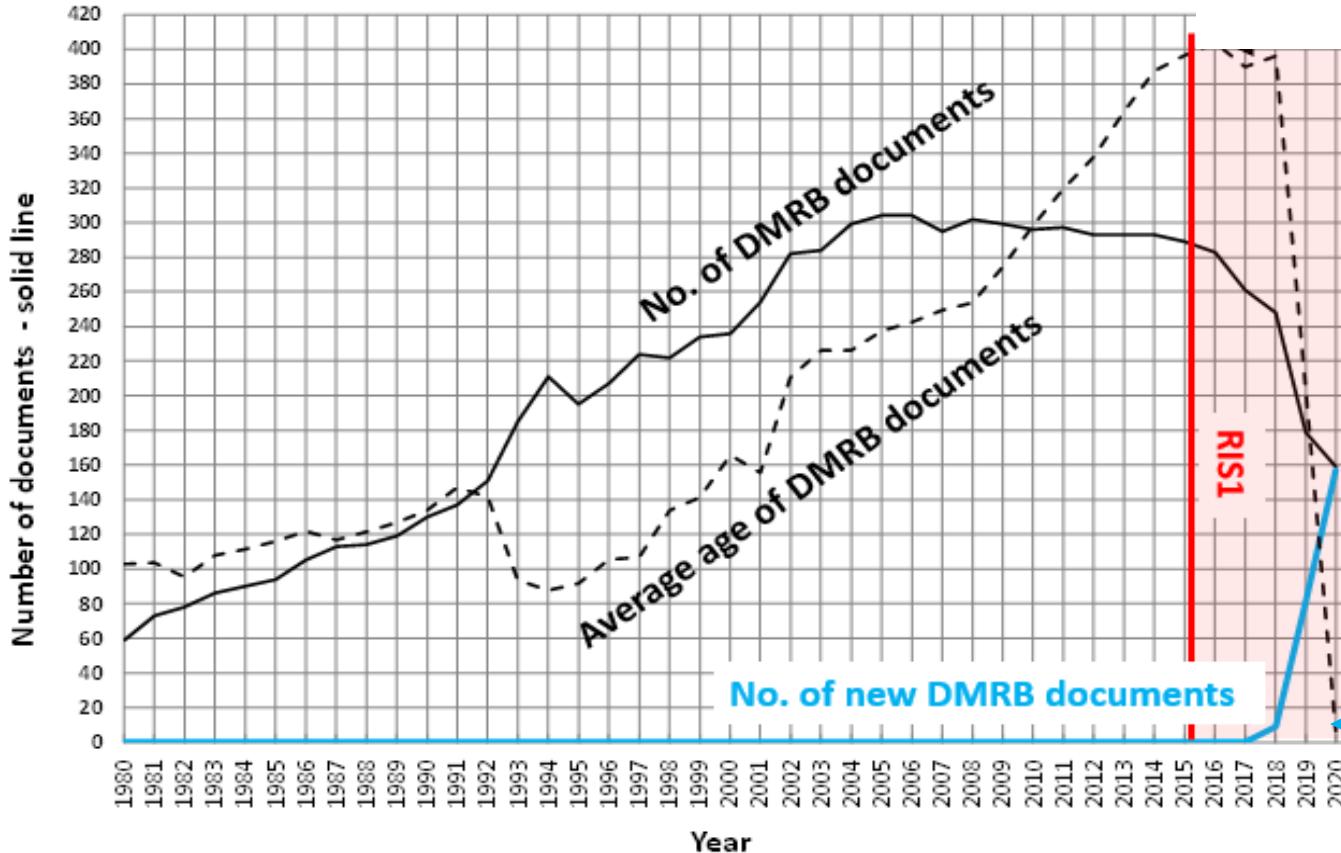


# Agenda

- Why we are doing this
- Components of the process
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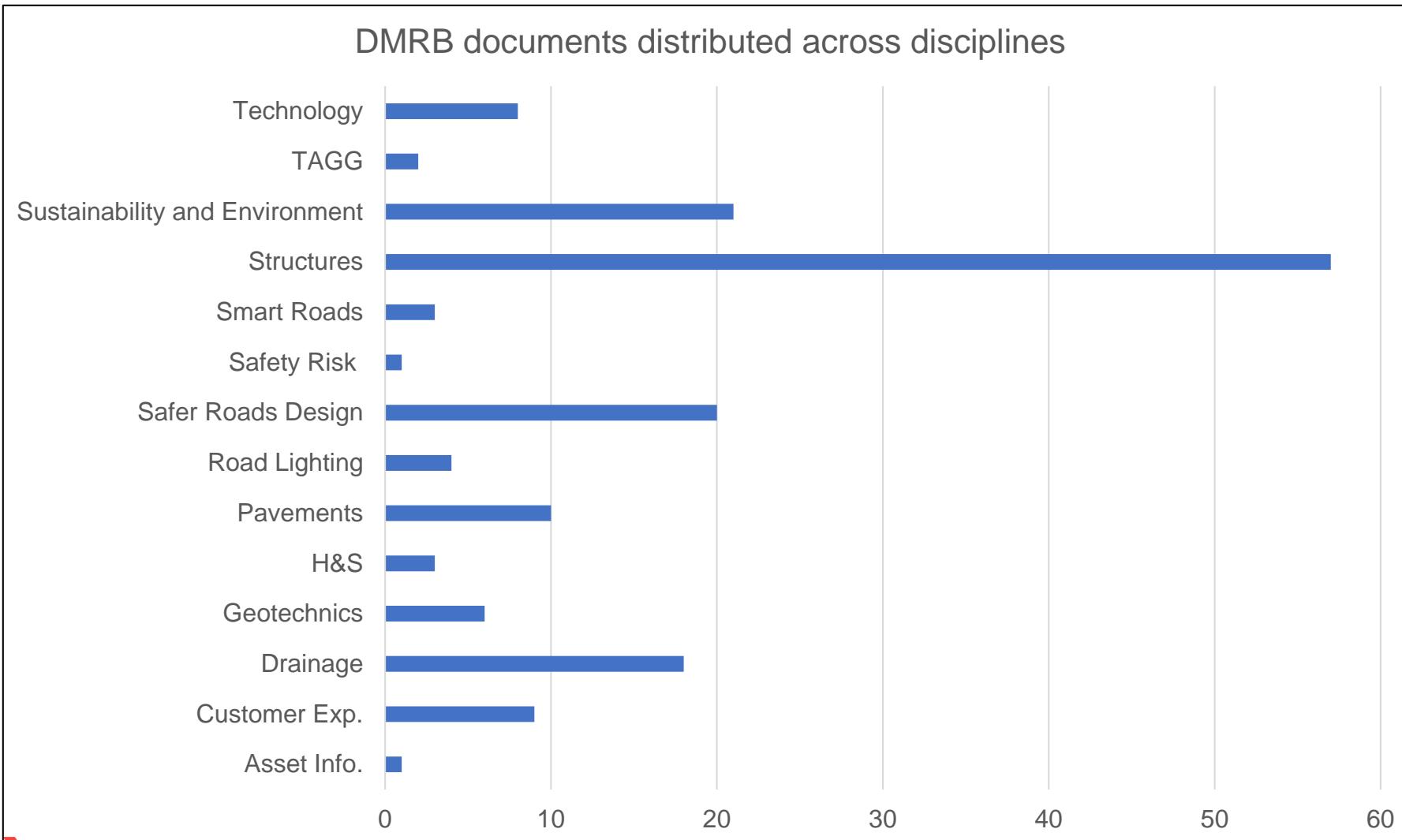
# Where we were in March 2020



**RIS2 obligation:**  
**Keep the DMRB up to date**

Average age:  
3 months in  
March 2020

# Current situation: no. of DMRB documents



## Current situation: feedback received

We received feedback from:

- training sessions on the standards governance process in March / April 2021
- survey circulated in September 2021
- lean exercise to see areas for improvement

## Current gaps:

No structured process in place to undertake and record document reviews

- If documents are not regularly reviewed, they become out of date, and it can become necessary to rewrite entire documents.
- Effective document review management:
  - helps maintain stability and continuity
  - leads to small incremental updates and corrections to specific clauses

## Current gaps:

No formal process and tools in place to collect and manage feedback

- Quality of information, issue of tracking feedback, timeliness of addressing feedback
- If feedback is not managed and addressed, errors can go unchecked and the consequences could be serious.

## Current gaps:

### No cohesive document maintenance process in place

- No structured document maintenance process in place that links document reviews, feedback management and routine changes
- A cohesive process needs to be in place to provide the information needed to prioritise and plan document maintenance actions so that documents remain up to date.

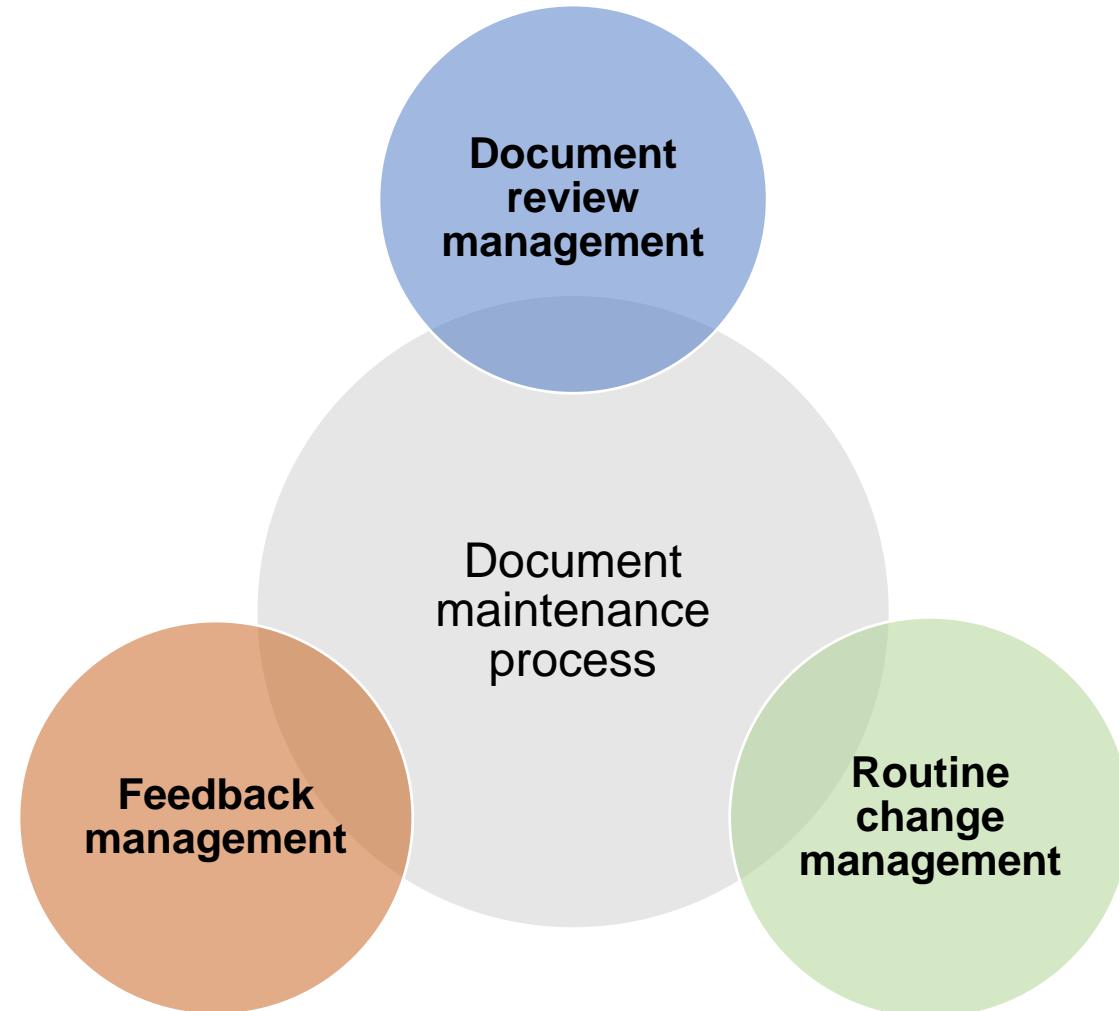
# Agenda

- Why we are doing this
- **Components of the process**
- Benefits
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# Components of the Document Maintenance Process

Set of activities to keep documents up to date and compatible with the policies and objectives of the Overseeing Organisations, comprising:



# What is a Document Review?

Document review management

Document name	Click or tap here to enter text.
Discipline	Choose an item.
Life-cycle stage	Choose an item.
Document reference e.g. "123" in CD 123	Click or tap here to enter text.
Technical author: Email address:	Click or tap here to enter text. Click or tap here to enter text.
TSC chair: Email address:	Click or tap here to enter text. Click or tap here to enter text.

**Checklist with drivers for change**

Please complete the following checklist containing drivers for change.

Drivers for change	Answer	Changes needed to the document to address relevant driver
A1. Are there any changes in strategic approach, needs and objectives which affect this document?	Choose an item.	
A2. Are there any changes to European, UK and national legislation which affect this document?	Choose an item.	
A3. Are there any changes to standards and the implementation or revision of harmonised European Standards (HENS) which affect this document?	Choose an item.	
A4. Are there any changes to documents other than legislation and standards (e.g. guidance documents developed by professional institutions and industry bodies) which affect this document?	Choose an item.	

**Outcome from document review**

I confirm that all clauses and references are up to date and that this document needs no changes

I confirm that this document needs some specific incremental changes

I confirm that this document needs a major revision, e.g. due to a policy change

**Date of completion** Click or tap here to enter text.

Normally completed by NH Technical Author or delegated to authoring team

Checklist containing drivers and opportunities for change

Record the outcome

Document Reviews do not include the drafting and governance of routine changes needed as a result of the review.

# When are Document Reviews carried out?

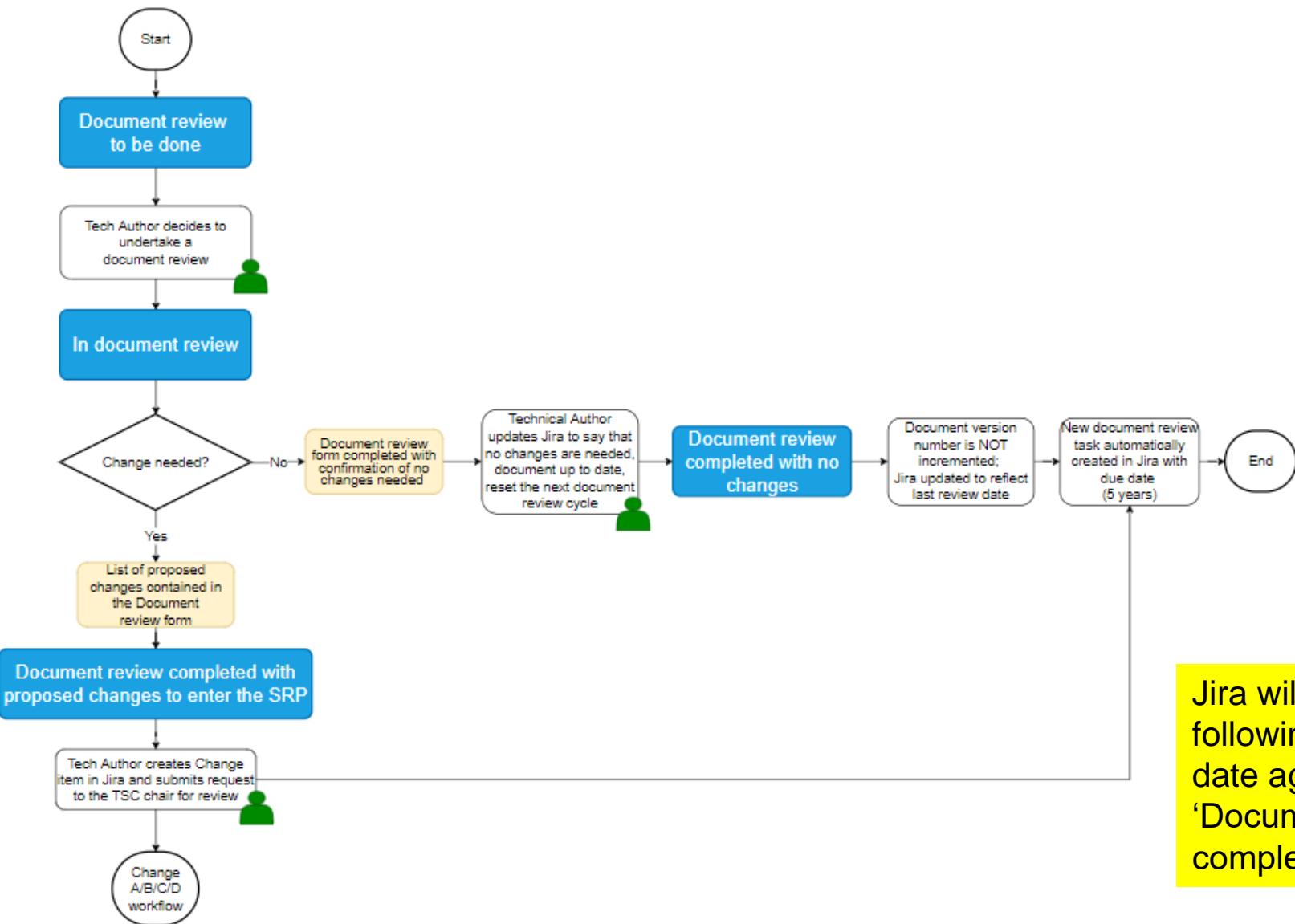
Document  
review  
management

- There is a maximum of **5 years** between successive Document Reviews
- For *new* documents, the first Document Review is to be completed a maximum of **4 years** after first publication

Document Reviews may be carried out at any time before the required deadline.

Major revisions to existing documents should include a Document Review

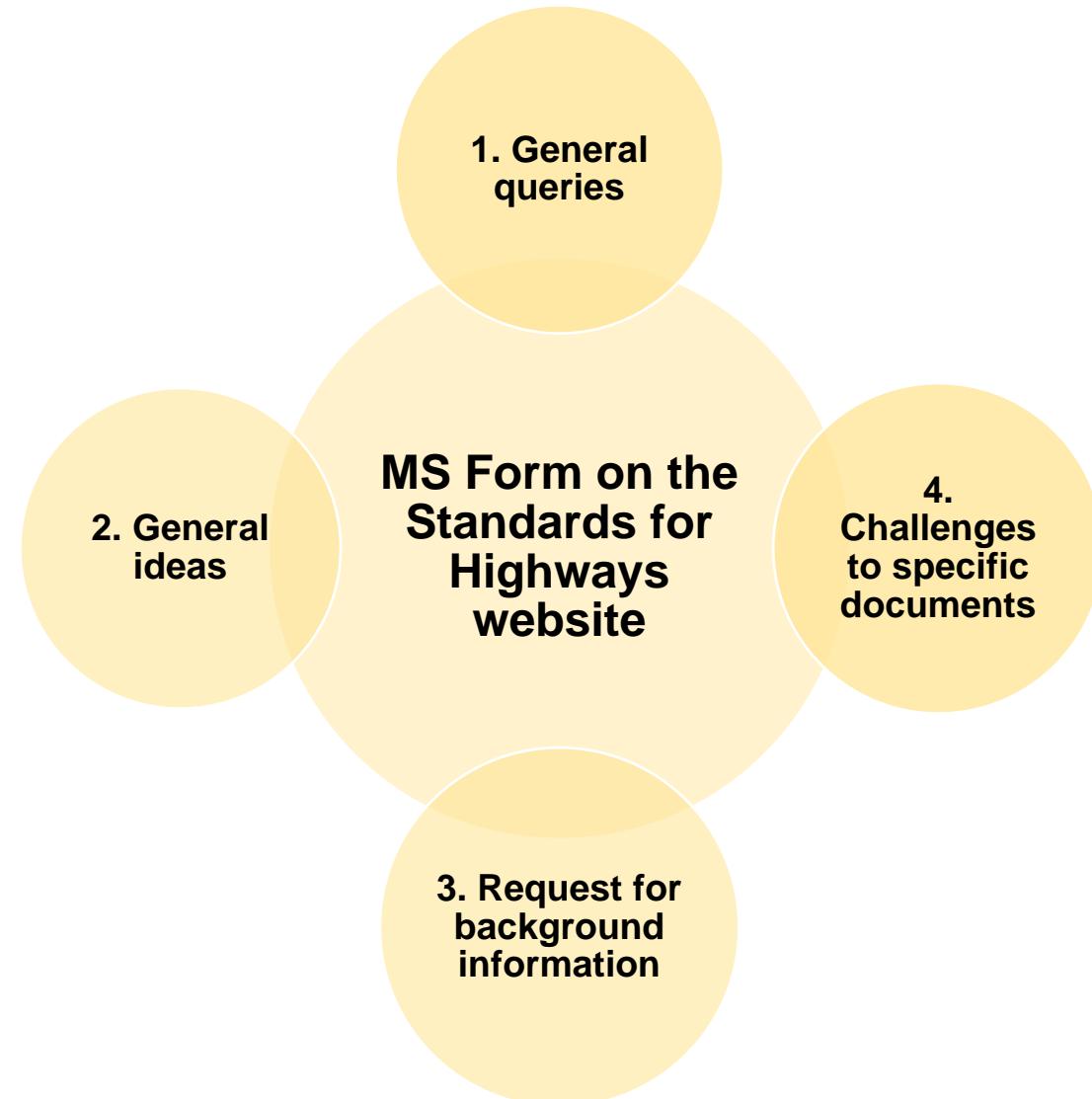
# Jira process for document reviews



Jira will reset the following 5-year review date against the 'Document review complete' date

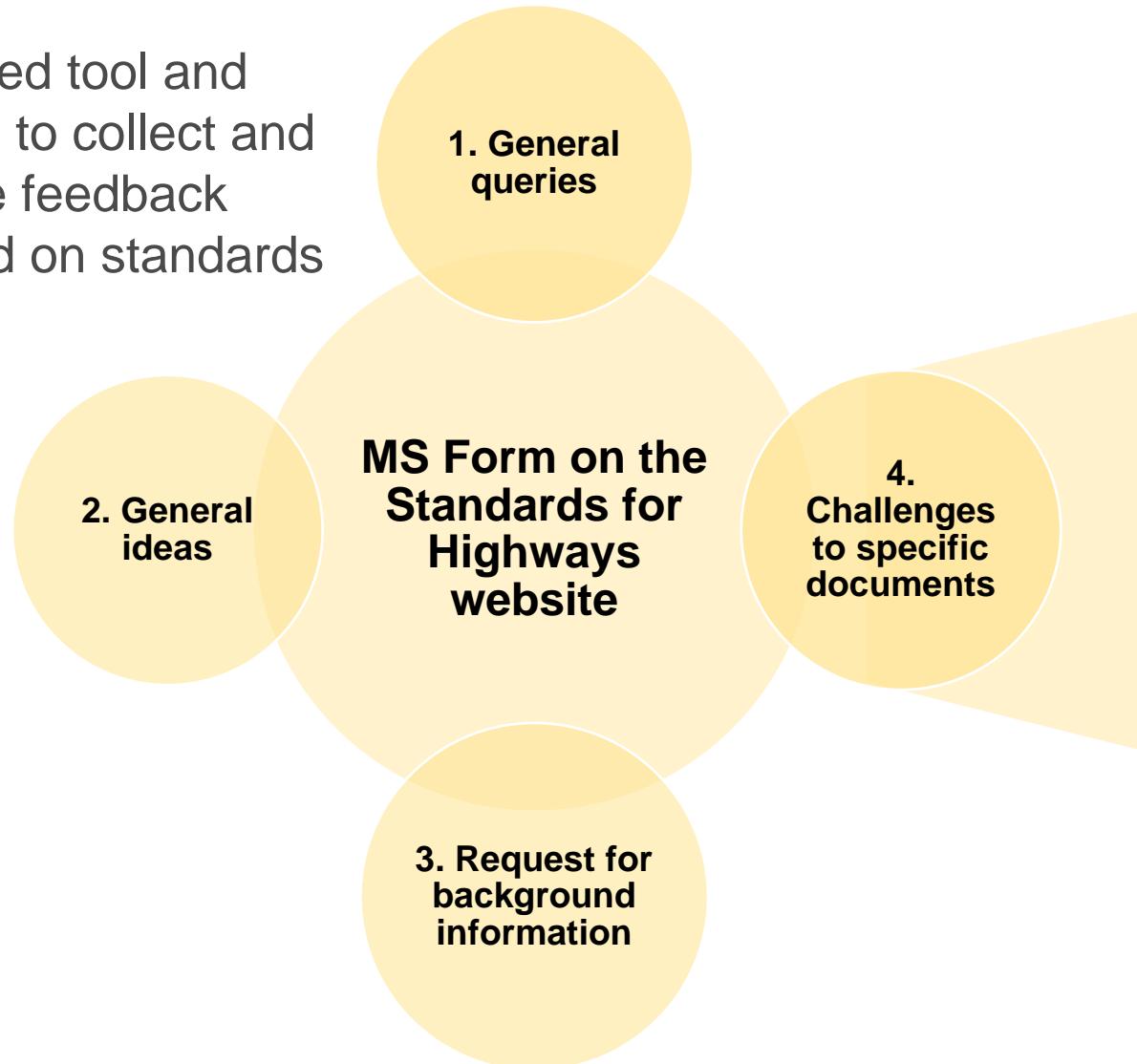
# Feedback channel

Enhanced tool and process to collect and manage feedback received on standards



# Feedback channel

Enhanced tool and process to collect and manage feedback received on standards



- Suspected error in a clause
- Gaps in the content
- Inconsistencies between documents
- Content does not reflect latest legislation or standards
- Content does not reflect latest practice
- Opportunities to harmonise content with other clients
- Opportunities to add outcomes from R&D
- Opportunities for innovation and improvement
- Opportunities to add alternative approaches

# Have you got a idea, query or a challenge to our standards?

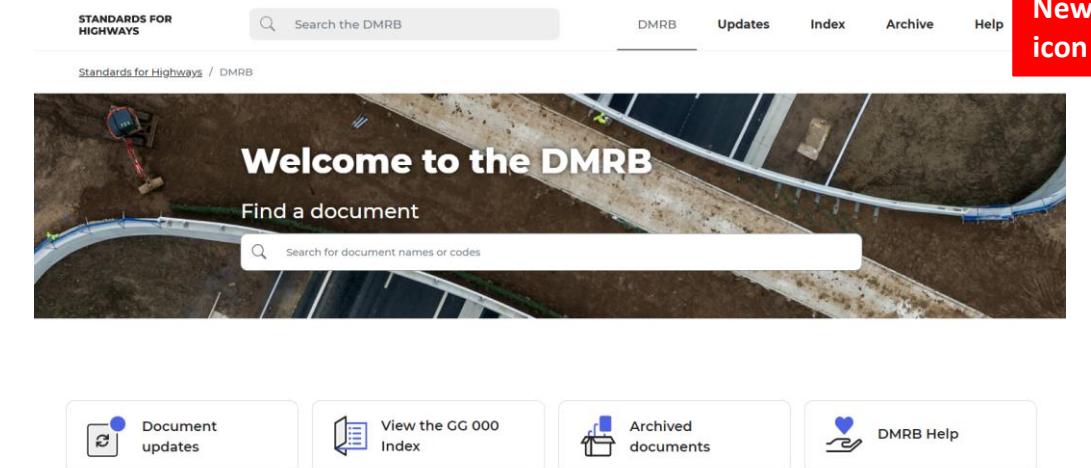
\* Required

1. Please select the type of feedback you are providing \*

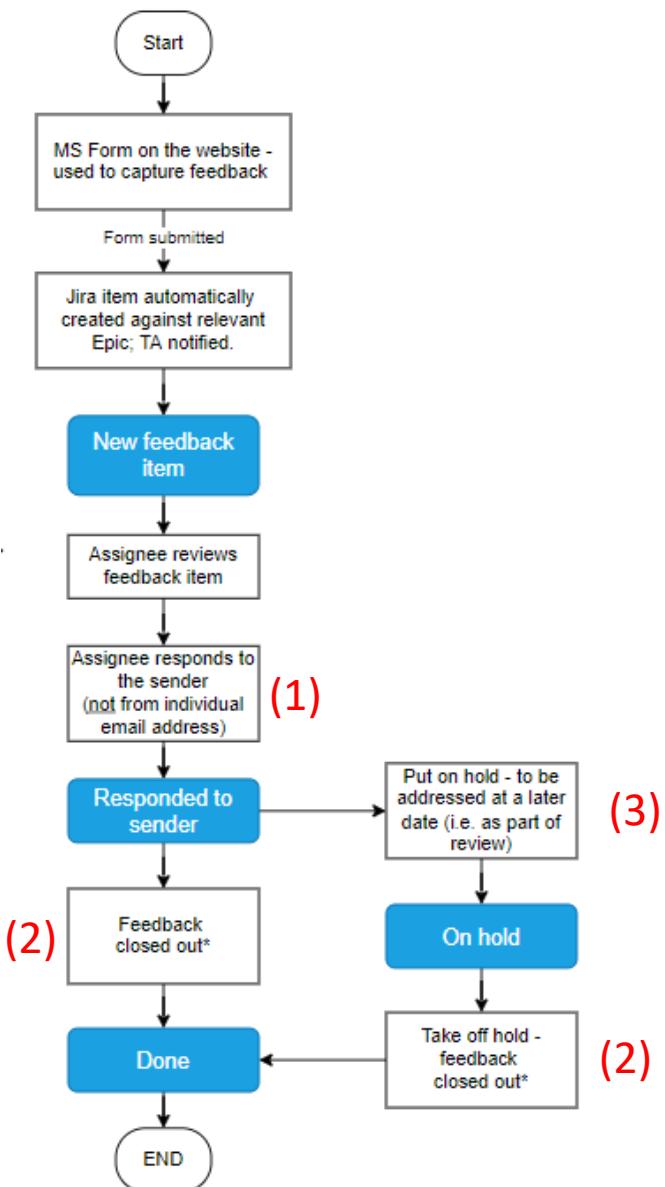
- General idea or opportunity for improvement
- General query about the suite of documents, website query, or publication related query
- Request for background information and / or clarification on interpretation of a clause
- Specific challenge(s) to a clause or clauses
- Follow up on previous feedback

2. Please provide details of the general idea you'd like to share \*

Enter your answer



# Jira process for feedback management



**(1)** Assignee are typically Technical Author for DMRB/MCHW documents, TAGG members for general queries/ideas. Email to be used tbc – will be released as part of the website launch in spring 2022

**(2)** Feedback items can be marked as closed:

- When no change is needed
- If changes are needed, they have to be incorporated into a future release of a document as a change item and actioned through the SGP (they do not need to wait until the document is published), need to record change number on Jira.

**(3)** Reasons for putting on hold:

- Requires major policy change - to be incorporated into a change
- Requires change to requirement(s) - to be incorporated into a change
- Requires change to advice / editorial - to be incorporated into a change
- To be covered as part of document review

The TSC should be used as a platform to share and discuss changes arising from feedback and opportunities for innovation



# Additional information on feedback management

- The new website will be launched in spring 2022.
- From now until the launch of the website:
  - The MS form won't be available yet.
  - However, TAGG will create relevant Jira items from feedback received through Standards\_Enquiries to allow you familiarising with the new system.
  - Senders will be informed that a new MS form will be available soon.
- From the launch of the website onwards:
  - Jira items automatically created for your use.
  - Automatic notification to senders to encourage use of new website.
  - New email address made available to reply to senders – individual emails no longer to be used.

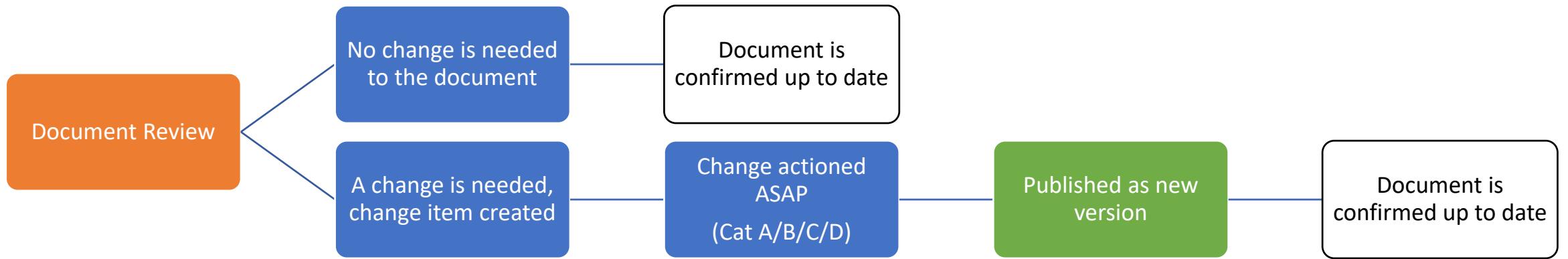
# Routine changes

Routine  
change  
management

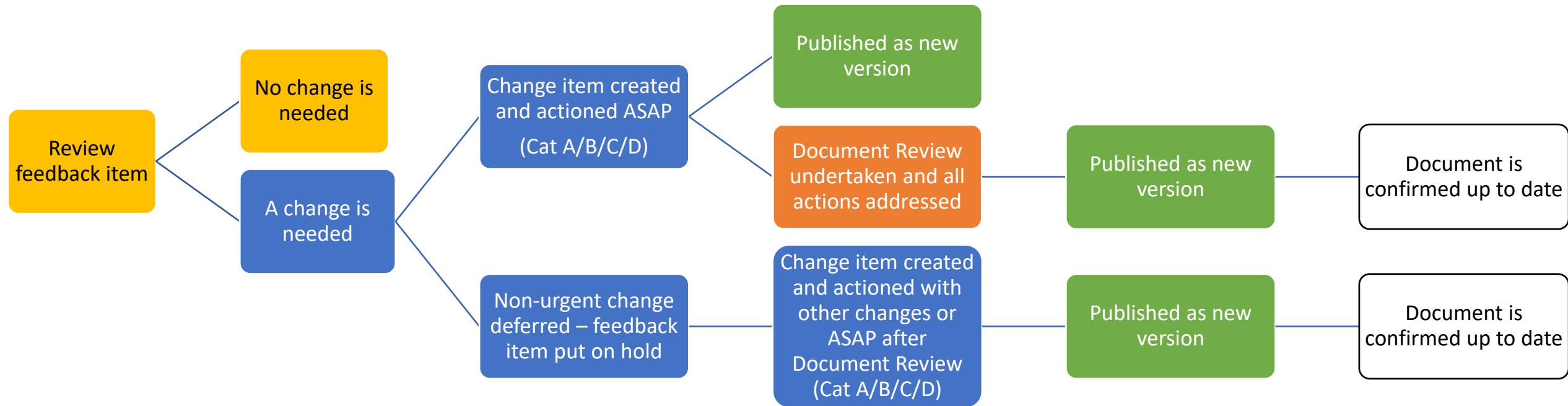
Major revision		Incremental change		
		Requirements (shall)	Advice (should, may)	Notes and editorial updates (i.e. changes that they do not affect requirements or advice content)
	<b>A. Policy Change / Rewrite / New document development</b>	<b>B. Change to requirement</b>	<b>C. Change to advice</b>	<b>D. Change to notes and spelling corrections</b>

# Changes arising from Document Review

Routine  
change  
management

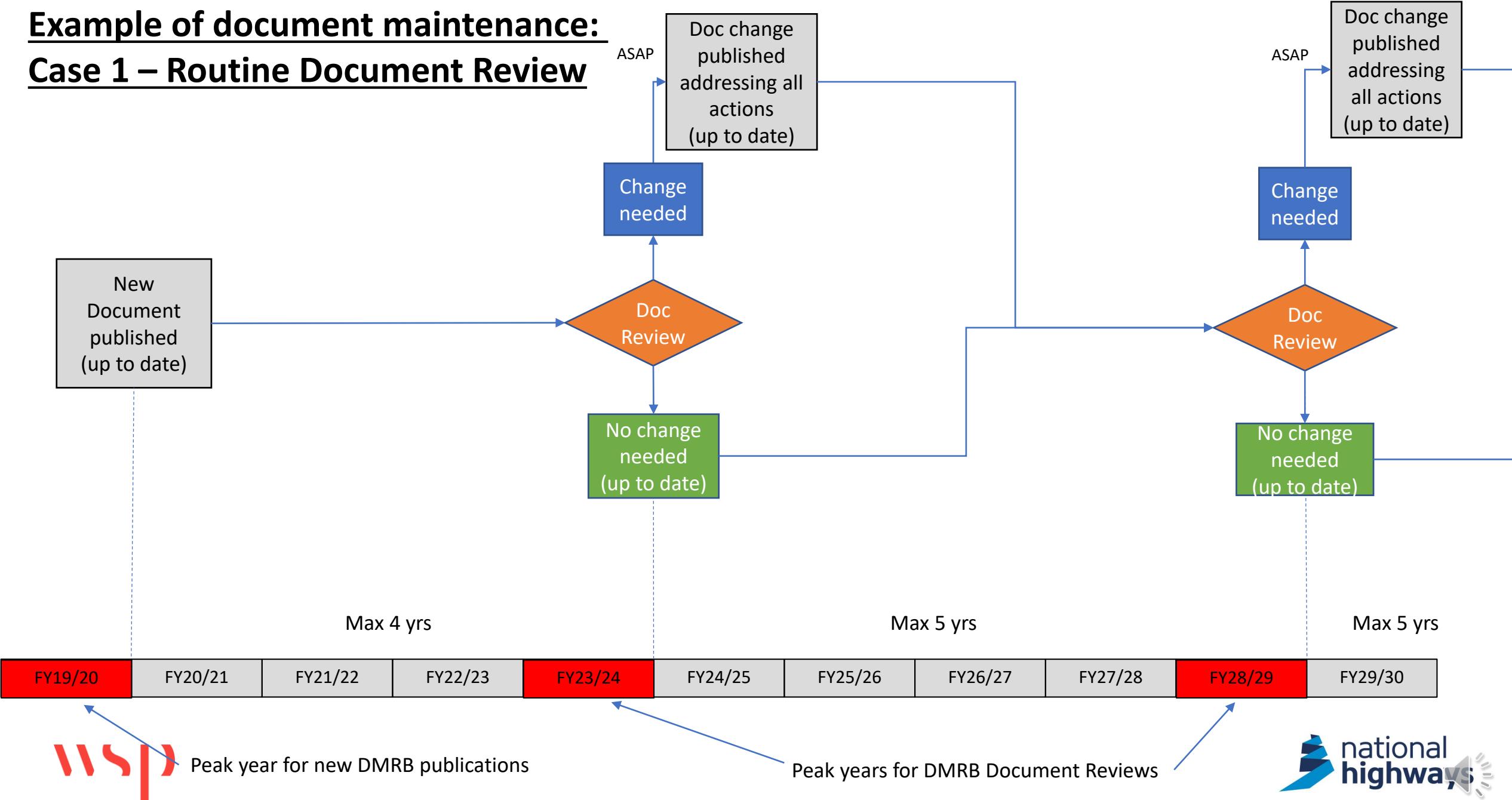


# Changes arising from feedback



# Example of document maintenance:

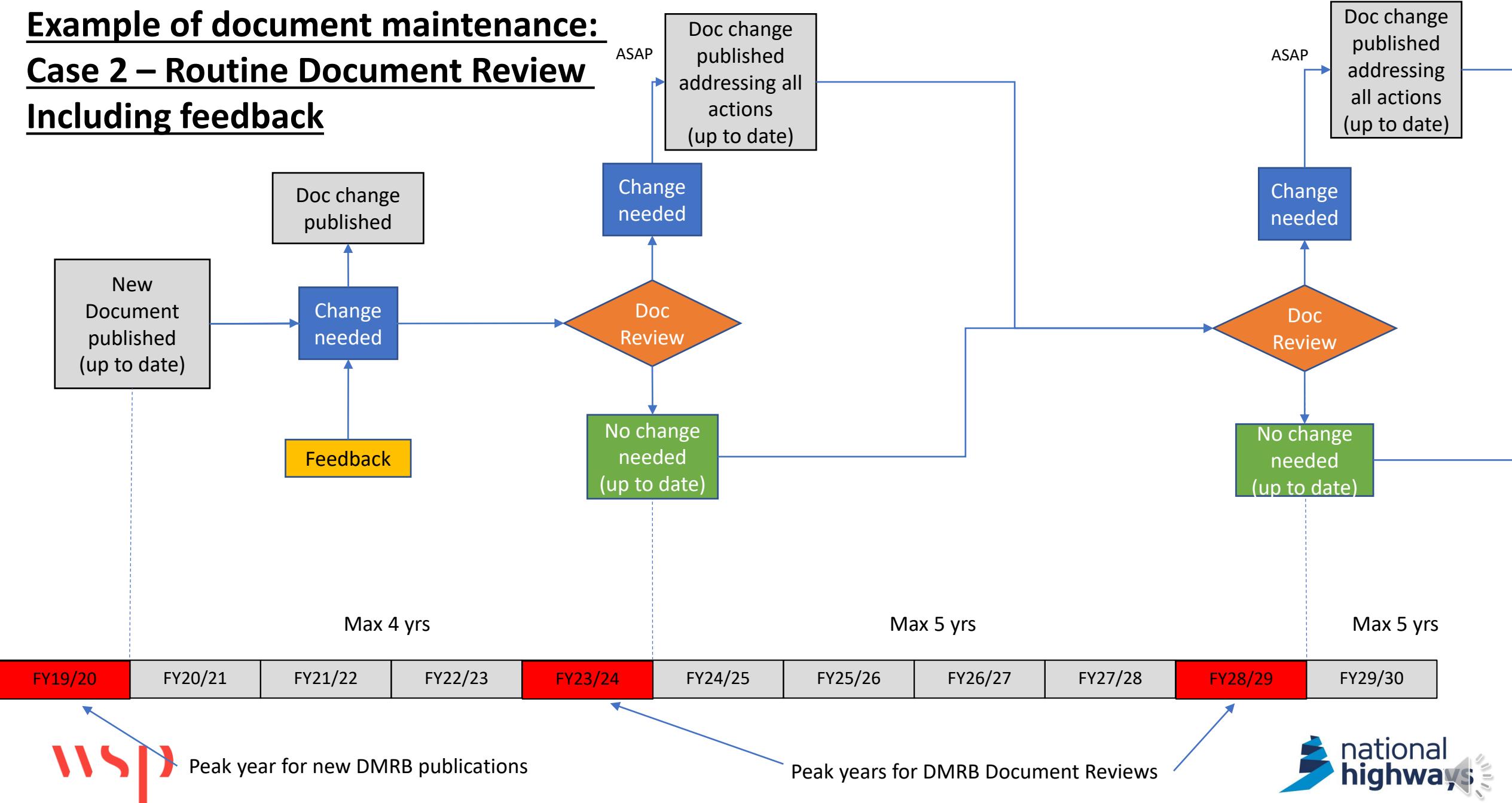
## Case 1 – Routine Document Review



## Example of document maintenance:

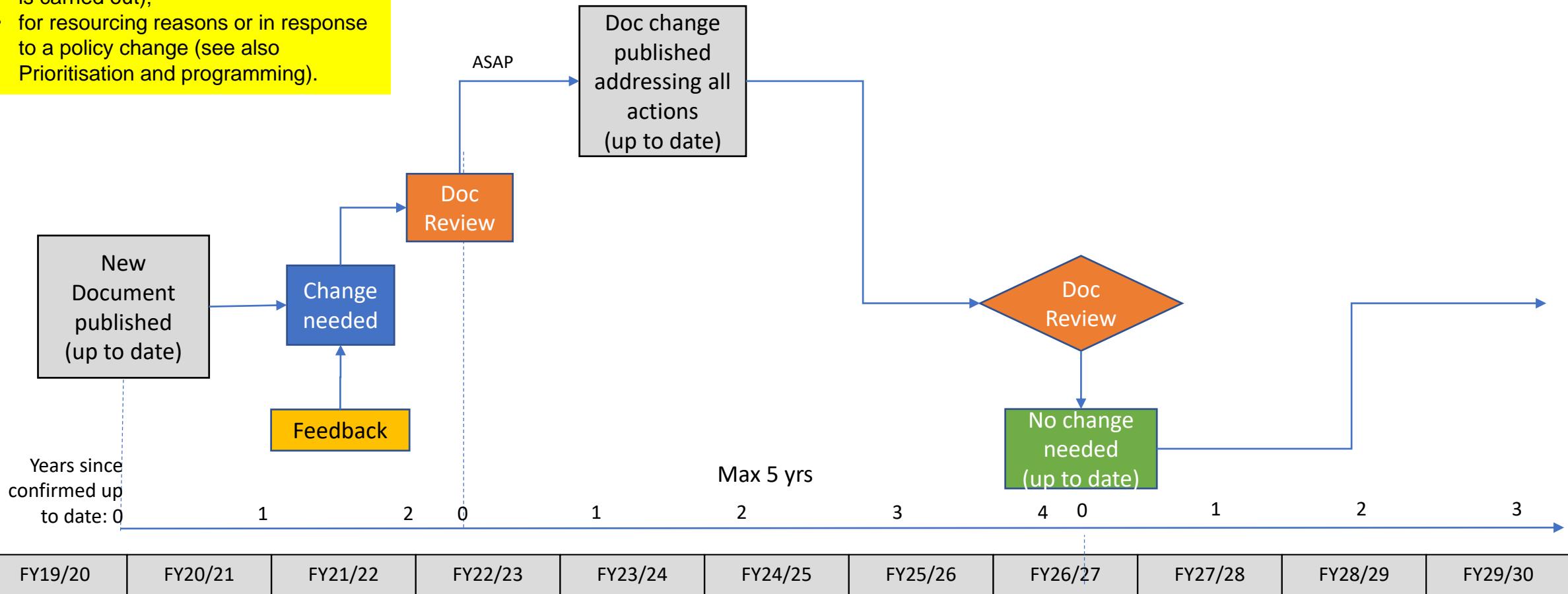
### Case 2 – Routine Document Review

#### Including feedback



## **Bringing Document Reviews forward:**

- short documents (where the document review can usually be done very rapidly and efficiently), or,
- major revisions (where a Document Development Plan is required and therefore a full review of the document is carried out);
- for resourcing reasons or in response to a policy change (see also Prioritisation and programming).



# Example of document maintenance:

## Case 3 – Feedback incorporating document review

## DMRB Performance Report

15 December 2021

Reporting period start

13 January 2022

Reporting period end

### Division, TSC

- Asset Management
- Asset Information
- Drainage
- Geotechnics
- Pavements
- Road Lighting
- Structures
- Customer Experience
- Environment
- Health, Safety and Wellbeing
- Innovation and Continuity
- Motorway Development
- Smart Roads
- Road Development
- Control and Communications
- Road Layout
- To be confirmed

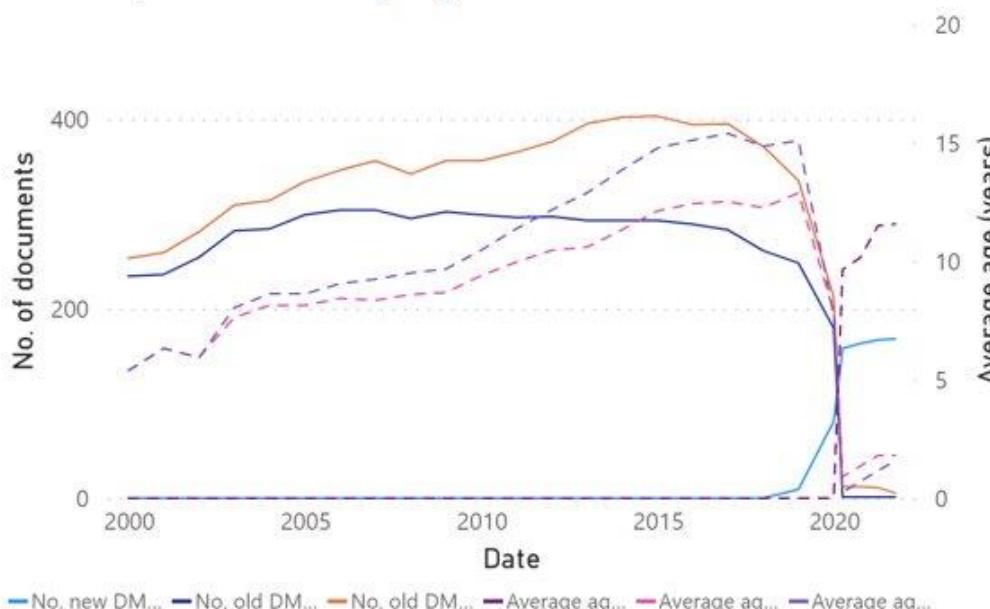
### Rolling 5 year summary of document reviews

● Count of reviews due ● Count of reviews forecast ● Actual Date



Timeline shows the last 6 months and the next 5 years

### Summary of DMRB average age (not filterable)



Documents currently published in the DMRB

**169**

Documents

Documents published in the reporting period

**3**

Documents

Average age of DMRB documents

**1.72**

Years

### Published DMRB document details

Document reference	Technical Author	Status	Next document review due date
CA 185	matthew.pilsbury	To Do	30 November 2023
CD 109	mark.howes	To Do	30 November 2023
CD 116	Richard Webster	To Do	31 July 2023
CD 122	matthew.pilsbury	To Do	31 August 2023
CD 123	matthew.pilsbury	To Do	31 August 2023
CD 127	Terry Carling	To Do	30 November 2023
CD 143	thomas.breakwell	To Do	30 November 2023
CD 146	Darren.Hawes	To Do	31 July 2023
CD 169	Terry Carling	To Do	30 September 2023
CD 192	matthew.youell	To Do	30 September 2023
CD 193	Graham.Harper	To Do	31 July 2023
CD 195	mark.howes	To Do	30 September 2023
CD 224	robin.hudson-griffiths	To Do	31 March 2024
CD 225	paul.sanders	To Do	31 March 2024
CD 226	robin.hudson-griffiths	To Do	31 March 2024



# Role of NH Technical Authors

- Responsible for ensuring Document Reviews are completed on time for their documents
- Responsible for reviewing and responding to feedback on their documents within required timescales
- Responsible for managing the changes needed to their documents
- Reports to TSC Chair regarding status of their documents as needed
- Engages with TSC regarding governance of changes
- Engages with TSC regarding technical discussions and opportunities for innovation relating to their documents

# Role of TSC Chair

- No changes to established responsibilities

- Plan and deliver TSC meetings and activities
  - Monitor status of the documents
  - Engage with Technical Authors and check that document maintenance actions are taken when needed
  - Take decisions relating to document maintenance
  - Manage changes to documents through the Standards Governance Process
  - Engage with Innovation team (consultee) regarding potential innovations



## Test on Document Review management (1/2)

Stop this webinar and take a minute to think about the answer. Then continue listening...



**1. Who is responsible for undertaking a Document Review?**

- a) Technical Author
- b) TSC chair

**2. What is the deadline for the first Document Review of a new document first published in March 2020?**

- a) March 2024
- b) March 2025

**3. What is the deadline for the second Document Review if the first Document Review is completed in March 2024?**

- a) March 2028
- b) March 2029

## Test on Document Review management (1/2)

1. Who is responsible for undertaking a Document Review?

- a) **Technical Author**
- b) TSC chair

2. What is the deadline for the first Document Review of a new document first published in March 2020?

- a) **March 2024**
- b) March 2025

3. What is the deadline for the second Document Review if the first Document Review is completed in March 2024?

- a) March 2028
- b) **March 2029**

## Test on Document Review management (2/2)

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**4. Can Document Reviews be completed before the deadline?**

- a) Yes
- b) No

**5. Does a Document Review have to include drafting and implementing the required changes?**

- a) Yes
- b) No

**6. Can the required changes from a Document Review be deferred?**

- a) Yes
- b) No

## Test on Document Review management (2/2)

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## Test on Feedback management (1/2)

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**1. Feedback items can be marked as closed when no change is needed:**

- a) True
- b) False

**2. When changes are needed, feedback items can be marked as closed if the changes have been incorporated into a change item (cat. ABCD) and the change number has been recorded on Jira:**

- a) True
- b) False

**3. I can put a feedback item on hold if (select all relevant):**

- a) It requires major policy change - to be incorporated into a change
- b) It requires change to requirement(s) - to be incorporated into a change
- c) It requires change to advice / editorial - to be incorporated into a change
- d) It is to be covered as part of document review
- e) It is about an error that impacts on safety

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## Test on Feedback management (2/2)

Stop this webinar and take a minute to think about the answer. Then continue listening...



- 4. A new MS Form will be available to collect feedback from the DMRB website:**
  - a) True
  - b) False
- 5. I will use my individual email address to reply to senders of feedback:**
  - a) True
  - b) False

## Test on Feedback management (2/2)

- 4. A new MS Form will be available to collect feedback from the DMRB website:**
  - a) **True**
  - b) False
- 5. I will use my individual email address to reply to senders of feedback:**
  - a) True
  - b) **False**

## Test on Routine changes (1/2)

Stop this webinar and take a minute to think about the answer. Then continue listening...



- 1. A change is needed to a recommendation clause in response to feedback, but the change is justified to be non-urgent. What category would the change be?**
  - a) Cat. A
  - b) Cat. B
  - c) Cat. C
  - d) Cat. D
  
- 2. An error is identified to a requirement clause that could affect safety. The document review deadline is in two years. May this change be deferred by 2 years and addressed with the Document Review?**
  - a) Yes, because it would be more efficient
  - b) No – because it could affect safety

## Test on Routine changes (1/2)

1. A change is needed to a recommendation clause in response to feedback, but the change is justified to be non-urgent. What category would the change be?
  - a) Cat. A
  - b) Cat. B
  - c) **Cat. C**
  - d) Cat. D
2. An error is identified to a requirement clause that could affect safety. The document review deadline is in two years. May this change be deferred by 2 years and addressed with the Document Review?
  - a) Yes, because it would be more efficient
  - b) **No – because it could affect safety**

## Test on Routine changes (2/2)

Stop this webinar and take a minute to think about the answer. Then continue listening...



- 3. A Cat D change is needed in response to feedback, but the change is justified to be non-urgent. May this change be deferred until the next change is needed or the next Document Review?**
  - a) Yes
  - b) No
- 4. A non-urgent change was identified a year ago and deferred. The Document Review deadline is 2 years away but it is decided to carry out the Document Review early. Following the completion of the Document Review, no other actions are identified. When should the change be made?**
  - a) As soon as possible after the Document Review
  - b) In 2 years
  - c) Never

## Test on Routine changes (2/2)

3. A Cat D change is needed in response to feedback, but the change is justified to be non-urgent. May this change be deferred until the next change is needed or the next Document Review?
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# Agenda

- Why we are doing this
- Components of the process
- **Benefits**
- Key dates and available support
- Closing remarks



# Benefits of the enhanced approach to document maintenance

- ✓ Better **visibility** of which documents are being well maintained
- ✓ Ability to **track** when documents were last reviewed
- ✓ Documentation of **decisions** about potential changes to documents and their timing
- ✓ Increased **engagement from users** in challenging standards and driving innovation
- ✓ Management of **risks** identified through feedback
- ✓ Ability to manage **resource** demand for maintaining documents

# Agenda

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# Key dates for roll out

- ✓ Awareness session for the DAs: **01 Nov 2021**
- ✓ Awareness session for TSC chairs and secretaries, GPCs and Group Managers: **23 Nov 2021**
- ✓ Trial period on document review template: **Nov 2021-Jan 2022**
- ✓ **Roll out of the new process** **14 Feb 2022**
  - MDD rules updated
  - Training to Technical Authors on governance rules (recorded video)
  - Training on the use of Jira (recorded video)
  - Leaflet for DAs staff
- ✓ Roll out of the new website **31 Mar 2022**
  - Website updated with the link to the MS form

# Support that will be provided for implementation

- MDD updated, including template developed for Document Reviews
- Key components of the TSES (JIRA, CARS, Index Manager and website) updated to support document maintenance
- Training material
- TAGG staff available to answer any queries
- Drop in sessions (Tuesday afternoon)
- TSC chair to inform TSC (including DA representatives) about prospective changes to documents in a timely manner
- Programme of updates will be shared with the DAs (*including which DMRB documents have NAAs*)

# Agenda

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# Objectives for today

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  - Key dates
  - Available support
- Enable visibility and early trials for tools that will be launched officially at the end of March this year

# Conclusions

1. The current document maintenance process has been reviewed and enhancements made to help NH Technical Authors keep documents up to date (*RIS 2 obligation*).
2. Key enhancements include:
  - Introduction of Document Reviews
  - Improved feedback management using the new website and Jira functionality
  - Integrated approach for managing routine changes
  - Updates to Jira to support the above enhancements
3. Technical Authors are responsible for keeping documents up to date.
4. TSC chairs (supported by secretaries) oversee the status, engagement, decisions and governance related to document maintenance.
5. TAGG supports the overall governance and provides assurance.

# Outcomes from today

1. Understand the key components of the enhanced document maintenance process
2. Understand your key role as technical authors
3. Be ready to process documents through the enhanced document maintenance process
4. Be ready to start familiarising with the new Jira items / issue types.

Please inform TAGG of any queries or issues

- Kirti Surti [Kirti.Surti@highwaysengland.co.uk](mailto:Kirti.Surti@highwaysengland.co.uk)
- Becky Ansell [Rebecca.Ansell@highwaysengland.co.uk](mailto:Rebecca.Ansell@highwaysengland.co.uk)

Thank you for you attention and support