



## Advice to LAs Migrating Transport v3 to v4

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Migration Notes



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# 01 / Overview

## Introduction

This overview document summarises the factors that should be considered when migrating from One Transport v3 to One Transport v4. It is not a step by step guide, as the precise steps to take depend upon the way One Transport is used in an authority, and how that authority wishes to implement its own processes in One Transport v4.

One Transport v4 operates on an extended version of the One Transport v3 database, so the concepts and data will be familiar to anyone who has used the previous system. Although there are some technical steps that have to be undertaken to install One Transport v4 (described in the *Technical Guide – Deploying and Configuring Transport v4 For Local Authorities* document), once installed, migrating an authority's data from One Transport v3 to One Transport v4 is quite simple.

The *Other Documents* section lists the other documents that should be read prior to implementing Capita One Transport v4.

The *Migration* section summarises how to migrate Transport data, turn off One Transport v3 and turn on One Transport v4.

The *Functionality* chapter describes the concepts in One Transport v4 that differ from related concepts in One Transport v3.

## Other Documents

The following is a list of documents that should be read before migrating to One Transport v4. All are available from [www.onepublications.com](http://www.onepublications.com) and SupportNet:

- **Technical Guide – Deploying And Configuring Transport v4 For Local Authorities**  
This technical guide helps with the deployment of One Transport v4. It also explains how to run the migration routine when you want to migrate your data and turn One Transport v4 on.
- **Technical Guide – Deploying GIS Services**  
A guide to GIS v4 deployment, required for the GIS facilities in One Transport v4.
- **Transport Back Office handbook**  
This handbook explains how to operate One Transport v4. It describes the processes behind the product and shows how the commands can be used.
- **Transport Online handbook**  
This handbook provides information on how to set up and configure the Transport application pathway in the One Citizen Portal.

## Migration

This section provides some pointers to bear in mind when migrating.

One Transport v3 and One Transport v4 cannot be run concurrently, as the two versions cannot operate together in the same database instance.

It is advisable to test the migration from v3 to v4 using a test instance. Testing should be undertaken in conjunction with the information in this document in order to construct a migration plan for the live system. This plan should include testing the operation of all key business procedures on the test system prior to migration.

This approach is particularly important as there is no defined mechanism for returning from One Transport v4 to One Transport v3. To do so would be time consuming and difficult.

To migrate an instance of One Transport v3 to v4:

- Install the One Transport v4 web server on the desired machine. See the *Deploying and Configuring Transport v4 for Local Authorities* technical guide for further information.
- Implement GIS v4 (if used), including maps, road networks and catchments, ready for the migration of One Transport. See the *Deploying GIS Services* technical guide for further information.
- Enter the One Transport v4 licences into the One v3 licence utility.
- Review and set the parameters in the **Admin** section of One Transport v4.
- Execute the migration routine, as described in the *Deploying and Configuring Transport v4 for Local Authorities* technical guide, in report mode. Review and take action on any reported messages as necessary.
- Execute the migration routine in live mode to migrate the data in the database to v4 configuration and enable the v4 facilities.
- Remove the licences for One Transport v3 from the One v3 licence utility, thereby preventing users from mistakenly using Transport v3.

**WARNING!** Using One Transport v3 with a database that has been migrated to version 4 can corrupt data.

One Transport v4 will then be ready for use.

**NOTE:** One Transport v4 requires Internet Explorer version 9 or above. Other browsers are not supported.

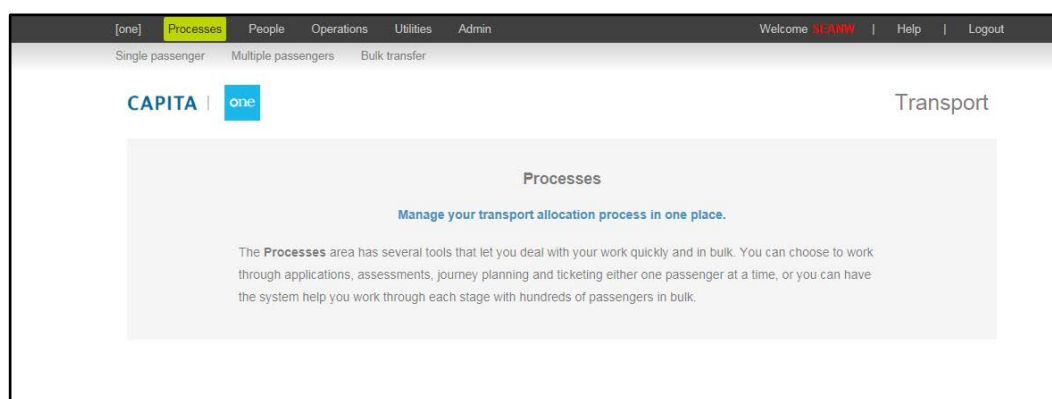
# 02 / Functionality of One Transport v4

One Transport v4 is a development of One Transport v3. As such, the operation of One Transport v4 should feel familiar to anyone with experience of the earlier system. The rest of this document gives a summary of the functionality available, concentrating on differences from v3. For more information on the operation of One Transport v4, see the *Transport Back Office* handbook and the *Transport Online* handbook.

## Navigation

### Menus

One Transport v3's functionality was presented in a small group of larger focuses and a set of routines concentrating on recording information. Version 4's functionality has been organised differently. Below is a summary, which does not list every function, but gives a broad picture.



The functions used as part of the core transport process have been grouped together under the **Processes** sub menu. These functions are organised into operations on a single passenger, and operations on multiple passengers (batch jobs). Available operations include:

- Applications
- Statutory assessment
- Journey management
- Tickets
- Passenger invoicing
- Payments to passengers.

The **People** menu contains functions to manage all people, including passengers (students and clients in One Transport v3), carers, drivers and passenger assistants (escorts in One Transport v3).

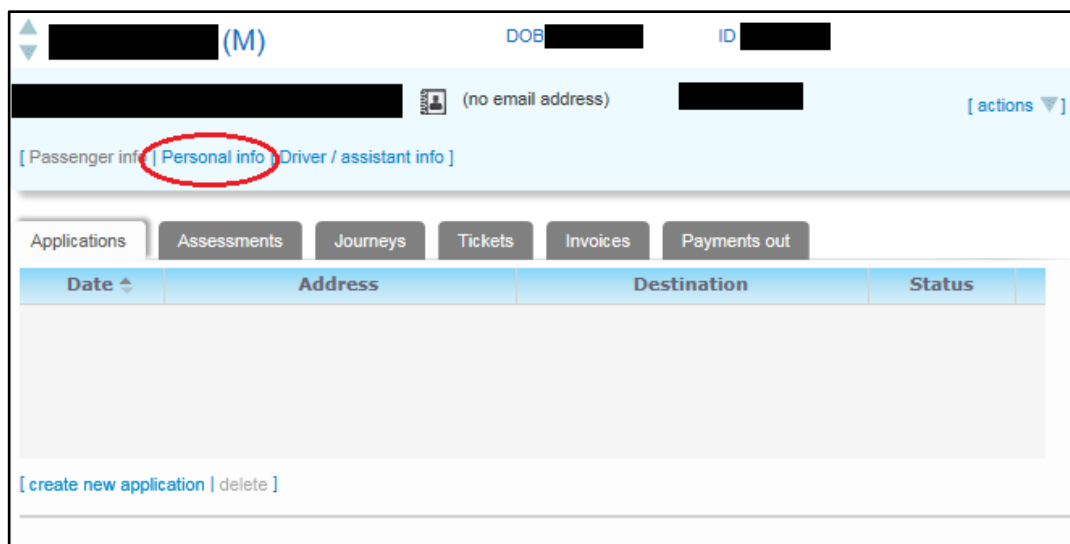
The **Operations** menu contains functions to manage bus stops, bus routes, contractors and contracts.

**Utilities** contains standalone functions and operational batch jobs, including address management, searching for the nearest school to an address, printing, and job management.

**Admin** contains configuration parameters that control the behaviour of One Transport v4.

### Hyperlinks

Many areas of One Transport v4 feature hyperlinks that enable users to move from one page to another without having to use the menu system.



Clicking on a hyperlink opens a new tab or browser window (depending upon your browser settings) with the destination page displayed. One Transport enables you to manage the information in the new tab, then close that tab and return to the original when finished.

If required, you can open any of the focuses from the menu in a new tab by right-clicking on the menu item and selecting **Open in new tab**.

## Licensing

Different levels of licence are available for One Transport v4.

Licence Type	Description
Transport Lite	Provides statutory transport assessment.
Transport Mainstream	Provides Transport Lite plus passenger management and operations for mainstream passengers under the age of 26.
Transport Special Needs	Provides Transport Mainstream and Transport Lite plus the recording of special transport needs and door to door transport.
Transport Adult	Provides Transport Special Needs, Transport Mainstream and Transport Lite, plus the management of passengers for all ages.

Additionally, a GIS licence is available in order for One Transport to work with a GIS and routing system.

## GIS

One Transport v4 uses GIS to display maps, manage catchments, calculate routes through the road network, and determine nearest schools and bus stops. GIS v4 is used to provide these facilities and must therefore be migrated from version 3 to version 4 as part of the Transport migration. See the *Deploying GIS Services* technical guide for further information on migrating GIS.



GIS v4 provides the same functions as version 3, but is server based rather than client based. This means that GIS facilities can be made available to all Transport users without the need for specific software on each user's desktop machine.

## People

One Transport v3 used different types of people, including students, clients, escorts and carers.

In One Transport v4, people are managed under the **People** menu. Students and clients have been merged into "people", matching the other modules in One v4. Thus, the types of people in One Transport v4 are:

- **People:** All people.
- **Passengers:** People with an application, assessment, journey or ticket.
- **Passenger Assistants:** Formerly escorts.
- **Carers:** Formerly guardians.

## Communications and Complaints

One Transport v4 features the communication log that exists in other One v4 modules. For Transport, the communication log is also used to manage complaints. All complaints from One Transport v3 are migrated into the communication log in One Transport v4.

Only Transport has visibility of the extra complaint fields shown in the communication log. However, an ACL can be set for sensitive complaints so that visibility of the entire communication by other Transport users is restricted. For more information on how to use the communication log, see the Transport Back Office handbook.

## Bus Stops and Routes

Bus stops and routes are managed under **Operations** in One Transport v4.

Bus stops are the only place in Transport v4 where the distinction between students and clients has been maintained. This distinction allows backward compatibility with information from Transport v3.

**Start** and **End** dates can be specified for bus stops in One Transport v4. These dates are used in routes and journeys to determine if the bus stop is available for use. Hence, it is now possible to create a stop that will not be available to use in bus routes until later in the year.

All bus stops from One Transport v3 are migrated to One Transport v4 with null start dates and end dates. Transport v4 treats the stops as if they have always existed and will always exist, unless the dates are updated manually.

The screenshot shows the 'Bletsoe, The Falcon' bus stop edit form. The 'Start date' and 'End date' fields are circled in red. The form includes tabs for 'Details', 'Boarding & alighting', 'Routes', and 'Map'. The 'Start date' and 'End date' fields are currently empty, showing the placeholder 'dd/mm/yyyy'.

Bus routes also have start and end dates in One Transport v4, as they did in Transport v3. However, the steps on a bus route now have their own start and end dates. As such, a step can be added to a route but not activated until later in the year. For example, you might add a step that will be active in the next academic year but not in the current one.

Bus route steps from One Transport v3 default to null start and end dates.

The screenshot shows the 'SWRT1 - test route' edit form. The 'Valid from' and 'Valid to' columns in the steps table are circled in red. The table has columns for 'Step', 'Time', 'Description', 'Valid from', and 'Valid to'. The 'Step active between' field is set to '14/01/2015' and 'dd/mm/yyyy'.

Step	Time	Description	Valid from	Valid to
<input type="checkbox"/>	1	08:00	(Home Address)	
<input type="checkbox"/>	2	08:30	Biddenham Upper School	
<input type="checkbox"/>	3	15:15	Biddenham Upper School	
<input type="checkbox"/>	4	15:45	(Home Address)	

Standard and Network routes from One Transport v3 appear in Transport v4. The new Door to Door route type represents journeys in taxis or minibuses. For Door to Door journeys, the route map is taken from the addresses of the passengers travelling on the vehicle. No stops are added to these routes within the **Routes** focus.

## Contractors and Contracts

Contracts have been moved from the route focus to a standalone focus, located within **Operations**. In One Transport v4, revisions are recorded against contracts, rather than against routes as they were in Transport v3.

The facility to record budget codes for a contract has been extended so that there is no limit on the number of codes that can be recorded.

The process of recording contractors is much the same in One Transport v4 as it was in v3. The only significant change is that the recording of complaints has been combined with the new (to Transport) communication log.

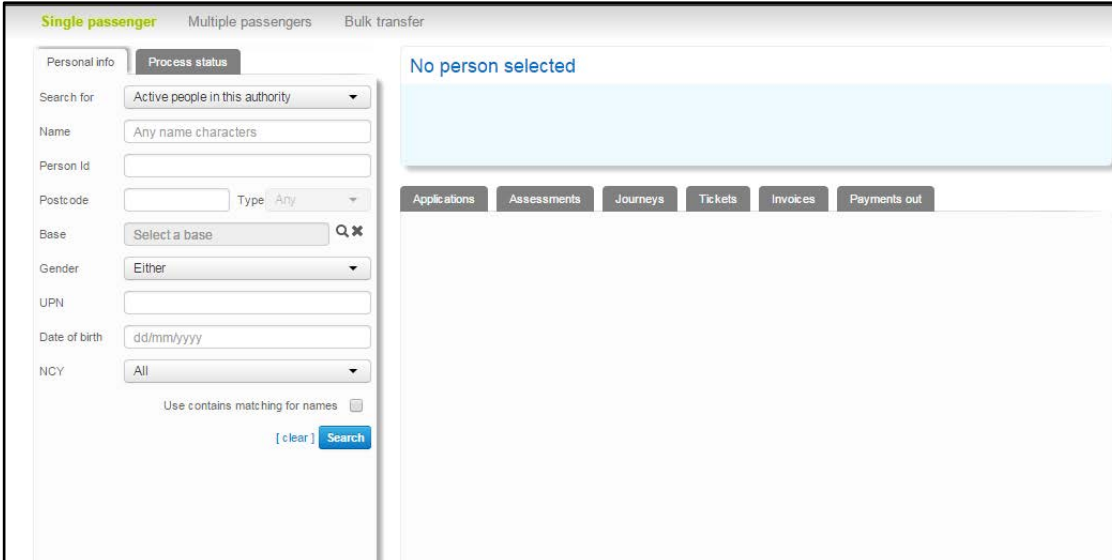
**Bulk contract renewal** uses existing contracts to create new contracts with revised pricing, much as the price rise routine did in One Transport v3.

## Processes – Single Passenger

The concept of a process is made more prominent in One Transport v4 than it was in Transport v3. The tabs of the single passenger focus are designed to mirror the transport process:

- Applications for transport.
- Assessing the applications for statutory entitlement.
- Creating journeys to allocate passengers to buses/trains.
- Issuing tickets.
- Invoicing discretionary passengers.
- Paying entitled passengers that make their own travel arrangements.

One will try to carry information forward from one tab to the next. Where there is more than one requirement to carry forward from, One provides a selection mechanism.



## Applications

Applications are new to Capita One Transport v4. They record the information supplied when passengers or carers apply for transport. Applications provide the metadata and core data for the received application, while extra information can be recorded with the use of User Defined Fields.

Applications can be recorded in the back office module. Applicants can also record applications directly using the Transport application part of the One Citizen Self Service portal. These applications are transferred into One Transport v4 and appear as applications in the back office.

There is a facility to link additional questions in the portal transport application with UDFs in the back office transport application.

See the Transport Online handbook for more information on creating Transport applications in the One Citizen Self Service portal, and how these applications can be linked to applications in the back office.

Applications can be approved or rejected in whole or in part. Pending applications provide defaults when assessing the passenger for statutory eligibility. Approved applications provide defaults when creating subsequent journeys.

### Assessments

Like One Transport v3, the behaviour of assessments in Transport v4 is controlled with parameters. These parameters are located in the **Admin** section.

Assessments are automatically populated with any pending applications for the passenger.

In addition to the statutory eligibility calculation, there is now an option (controlled by a new parameter in **Admin**) for a passenger to be eligible for transport if they are over 3 miles away from and in catchment for their school.

The choice of measurement points on the school is similar to that provided in One Admissions v4:

- Nearest gate.
- Nearest site.
- Nearest gate or site.
- Nearest gate, but if no gate use site.
- Named gate or site.

The assessment process calculates the five nearest schools to the supplied address. This information, and the routes used, are recorded and can subsequently be viewed with the assessment.

When an assessment is recorded as eligible, One offers to automatically approve any matching applications for the time of the assessment.

Assessments from One Transport v3 will appear in One Transport v4, but it is not possible to view the routes on the map due to the migration from GIS v3 to v4. It is possible to recalculate these assessments in order to be able to see the route on the map in GIS v4, but this recalculation will be performed using the current road network.

With the implementation of GIS v4, assessments and the **Nearest Schools** query are both evaluated against information in the One database. As such, there is no need for a **Generate Schools Map** facility, so this function has not been implemented in One Transport v4.

### Journeys

Journeys in One Transport v3 will appear in Transport v4 as Mainstream journeys. Moving forwards, the authority can phase in the use of Door to Door and Own Source journeys as required.

Journeys are automatically populated from approved applications or eligible assessments.

#### Mainstream Journeys

Mainstream journeys are journeys that take place on a mass transit system (such as a bus or train network). Mainstream journeys have a requirement section in One Transport v4, which is used to specify the entire desired journey of the passenger. Approved applications or eligible assessments provide defaults for the journey requirement.

The **Leaving from**, **going to**, **Returning from** and **back to** fields can be filled out once the requirements are complete. These fields can be completed manually, in which case the stops will default from the journey requirement if possible. If GIS v4 is in use, and stops and addresses are geocoded, the **Suggest** function can propose a route and stop for the passenger.

The **Suggest** function uses all routes that have a base stop for the required destination, and finds the shortest walking distance from the required starting address to a stop on one of the chosen routes. If the walking distance to the nearest stop is greater than a threshold distance (set by a parameter in **Admin**) One displays a warning so that the user is aware that the journey requires attention.

### Door to Door Journeys

Door to Door journeys are journeys that use a personal transportation system (such as a taxi or minibus). For these journeys, the steps on the route are at the passengers' addresses rather than route stops, so the route develops as journeys are added to it.

### Own Source Journeys

Own Source journeys are journeys that will be satisfied by means not tracked by One. They satisfy the requirement for a journey from an approved application or eligible assessment.

There is a mileage calculation facility, using the road network. This function can be used to aid in recording the journey cost if required.

## Tickets

Tickets from One Transport v3 appear in Transport v4. Version 4 uses a different ticket numbering scheme, so the v3 ticket number appears in the **Ticket ID** field. This number can be edited as needed. The new **Serial number** field has an editable prefix (that defaults from an **Admin** parameter), but the serial number itself cannot be modified.

The screenshot displays the 'Tickets' management interface. At the top, there's a header with user details: 'DOB ( ) ID ( )' and '(no email address)'. Below this is a navigation bar with tabs for 'Applications', 'Assessments', 'Journeys', 'Tickets', 'Invoices', and 'Payments out'. A dropdown menu shows 'Current & future tickets'. A table lists tickets with columns: 'Serial number', 'Ticket ID', 'Route / contractor', 'From', and 'Until'. Below the table are links for '[ issue new ticket | delete ticket ]'. The main form contains the following fields:

- Serial number:** Input field with value '660' and a note '(this unique number is automatically generated)'. Includes an '[ actions ]' dropdown.
- Ticket ID:** Input field with a note '(you can choose this 18-character ID)'. Includes a 'Memo +' icon.
- Valid from:** Date picker with '21/01/2015' and an asterisk.
- Valid until:** Date picker with '01/12/2015' and an asterisk. Includes a '[ Cancel ticket ]' link.
- Re-issue:** A checkbox 'This ticket is a re-issue because' followed by a 'choose reason' dropdown.
- Valid on:** Input field with 'just route' and a search icon 'Q x \*'.
- Entitlement:** Input field with 'entitlement code'.
- Ticket design:** Input field with 'transport\_pass\_letter' and an asterisk. Includes a checkbox 'This ticket has been recorded as printed'.
- Price (£):** Input field.

At the bottom, there's a note 'This ticket was not created from an associated journey' and buttons for '[ send for printing ] (Opens in a new browser tab)', '[ cancel ]', and 'Save'.

When you create a new ticket, One asks you if you want to create the ticket based on the details of a pre-existing journey. If you select this option, the ticket is directly linked to the journey.

The ticket can subsequently be linked to a different journey, if required.

## Invoices

Like tickets, invoices in One Transport v4 have a new numbering system. The original invoice number is recorded in the **InvoiceID**, and the new serial number field is read-only.

Invoices have an optional budget code, because the income from invoices now appears on the budget report.

## Payments Out

**Payments Out** is a new facility, allowing passenger payments to be recorded. For example, payments can be made where passengers are funded to make their own travel arrangements.

## Processes – Multiple Passengers

This **Multiple Passengers** focus enables a single procedure to be carried out on a group of passengers. Some of these routines existed in One Transport v3, but in Transport v4 they have been gathered together as a process and updated. These bulk processes are:

- **Perform assessments:** This facility existed in Transport v3, but in Transport v4 it includes an extra option to assess a group of transport applications.
- **Approve applications:** New to Transport v4.
- **Allocate journeys:** New to Transport v4.
- **Issue tickets:** This facility existed in Transport v3.
- **Invoice passengers:** This facility existed in Transport v3.

For more information on how to use these bulk facilities, see the Transport Back Office handbook.

## Process Status Search

**Process Status Search** is a new facility, enabling you to search for passengers at a particular point in the transportation process. For example, you might search for those passengers with an approved application that do not have a corresponding journey. For more information on how to use this facility, see the Transport Back Office Handbook.

## Bulk Transfer

One Transport v3 enabled you to duplicate a route and then move passengers across from the original route. These two steps have been separated in One Transport v4. The **Routes** focus enables you to duplicate a route without transferring the passengers. The new route can be manipulated as needed before the **Bulk Transfer** function is used to move the passengers from the old route onto the new one. See the Transport Back Office handbook for more information on using **Bulk Transfer** to move passengers.

## Addresses

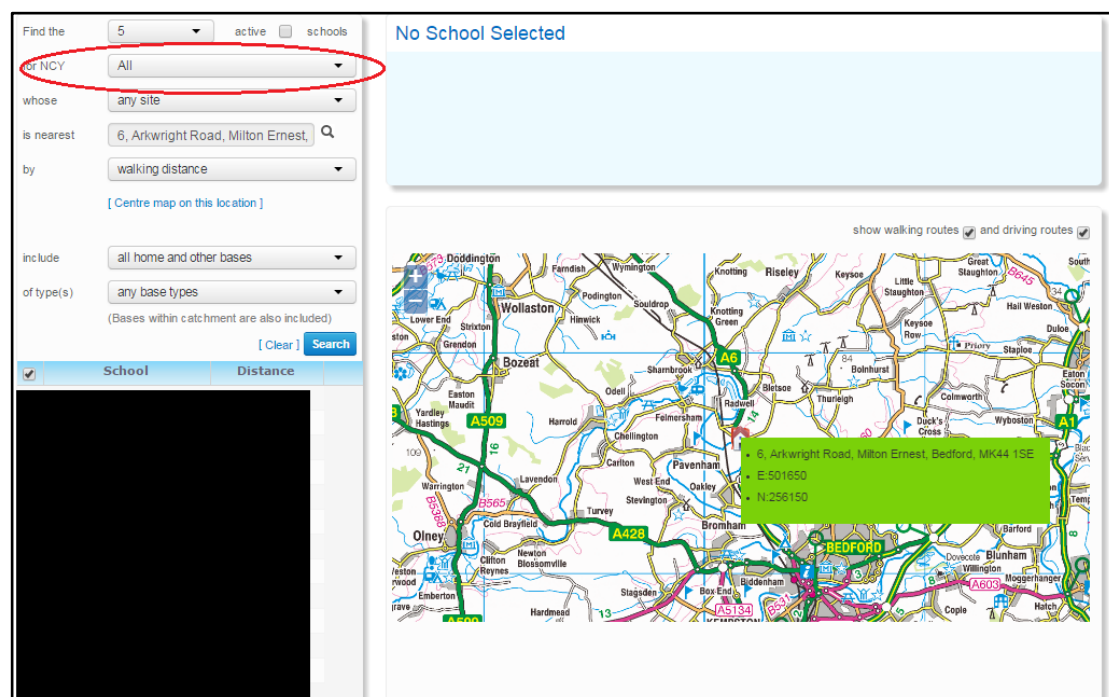
One Transport v4 has a new (to Transport) address management facility. Previously, address management could only be accessed from other entities, such as people or base sites. **Address Catalogue** (under **Utilities**) allows addresses to be created, modified or geocoded directly.

Addresses migrated from One Transport v3 are present in the address catalogue.

## Nearest Schools

The **Utilities | Nearest Schools** facility enables you to find the nearest schools to an address.

**Nearest Schools** is modelled on the **Nearest School Search** in One Admissions v4, in that it selects by NCY and not by phase. The chosen NCY is used to derive an academic age, which is compared with the age range of each base to see if that base should be considered in the query.



With the implementation of GIS v4, the **Nearest Schools** query and the eligibility assessment are both evaluated against information in the One database. Hence, there is no need for the **Generate Schools Map** facility, which has not been implemented in One Transport v4

See the Transport Back Office handbook for more information on how to use the **Nearest Schools** function.



## Other Utilities

Each utility is described in more detail in the Transport Back Office handbook.

### Bulk Print

**Bulk Print** enables you to print off issued tickets or unpaid invoices in batches.

### Job Manager

**Job Manager** controls the execution of batch jobs and displays the log of each job execution. It is principally used to manage those jobs initiated from the **Multiple Passengers** screen.

### RO Import

This facility is the same as the **RO Import** function in One Transport v3. It imports stops, routes and journeys from the SENVM and RAVA companion products.

### Budget Forecast

The **Budget Forecast** function in One Transport v4 includes income from invoices and payments to passengers (if those payments have budget codes recorded).

The budget report uses complex intermediate calculations in the database, but now uses Crystal reports for its formatting and output.

Note that the budget report appears in a pop-up window when run, so your browser must be configured to allow pop ups in order to display the report.

See the Transport Back Office handbook for more information on **Budget Forecast**.

## Other Supporting Facilities

The use of each facility in One Transport v4 is described in more detail in the Transport Back Office handbook.

### Alerts

Alerts have been implemented using the v4 alerting system. This is a different technology to the alerting system in v3, with different initiation mechanisms. Therefore, in common with other One modules, alerts from One Transport v3 cannot be migrated to Transport v4. As a result, new alerts must be created in Transport v4 where needed.

### UDFs

UDFs have been implemented using the v4 UDF system. As with v4 alerts, this is a different technology to that used in v3. However v3 and v4 UDFs share a common initiating mechanism, so the migration routine will migrate UDFs from One Transport v3 to Transport v4. It is advisable to review UDFs to ensure they match your authority's requirements once migration is complete.

### Linked Files

Linked files are uploaded to the database in order to align with the browser technology used for display in One Transport v4. Hence, uploaded linked files in Transport v3 can be migrated to Transport v4. However, linked files in Transport v3 that are not uploaded to the database will not appear in Transport v4.

### SQL Mail Merge

The **Mail Merge** facility has been implemented using the One v4 mail merge system. In common with other One modules, mail merges from One Transport v3 have not been migrated to Transport v4. As a result, new mail merges must be created in Transport v4 where needed.

## Reports

One Transport v4's report facility can run reports that were created for Transport v3.

The reports must be copied to the One v4 report server. Each focus or tab that can run a Crystal report has its own folder on the report server under **Transport | Reports | ReportStore**, as detailed in the Transport Back Office handbook.

However, it is advisable to review each report to see if it is still valid in the context of One Transport v4. For example, any report that is retrieves stops for a route should now be amended to select bases on the step start and end dates.

## Permissions

Permissions in One Transport v4 are implemented using the One v4 permissions system. This means that users from Transport v3 are present in Transport v4. However, their permissions must be configured in the new system.

## Personnel Control

Personnel controlled people are respected in One Transport v4, as they were in Transport v3.

## Respect for Access Control Lists

Access Control Lists are a concept in One v4 that did not exist in One v3. They are set by case owners on an individual entity (such as a person) in the case management modules of One v4. ACLs restrict access to the controlled person, preventing other users from accessing that person's data even if they have permissions.

One Transport v4 respects ACLs, so any person or passenger in the database that has a restrictive ACL may not be reported on, or may return limited information in Transport searches.

**NOTE:** *Transport officers can set ACLs on complaints in the communication log, so that other communication log users cannot see sensitive complaints.*