

Audit of the key ICT project: 2010 data management (road licensing information system)

Federal Roads Office

Key facts

The launch of the 2010 data management project (road licensing information system) in 2010 saw the Federal Roads Office (FEDRO) replace the MOFAD data hub. Vehicle and driver registration data and federal administrative measures were centrally managed in MOFAD. This data was stored in three different systems (MOFIS, FABER, ADMAS). The systems reached the end of their life cycle and were replaced by the licensing information system. In 2015, the FEDRO had to postpone the introduction of the licensing information system because it lacked stability and its performance was insufficient. As a result, FEDRO suspended its collaboration with the supplier, Trivadis. At the end of 2016, both parties resumed work after FEDRO had analysed various options for the appropriate course of action based on an SFAO recommendation. Around CHF 48 million had been spent by the end of June 2017. The total cost of the project (including operating and internal costs) has been identified as CHF 73.6 million by the end of 2018.

Cantons' performance assessment pending, complex work still to take place

In collaboration with the Federal Office of Information Technology, Systems and Telecommunication (FOITT) and Trivadis, FEDRO was able to resolve three of the four main problems which prevented the launch in 2015. According to the unanimous response, the system is now running smoothly and cooperation is good. The errors identified which impeded operations were successfully resolved. However, the cantonal driver and vehicle licensing offices have yet to provide their assessment of the new improved performance.

FEDRO has had a modus operandi of maximum management involvement since 2015. It focuses its resources on content-related work which is why neither concepts nor schedules are fully updated or validated. It was therefore not possible for the SFAO to provide a final assessment on whether the Easter 2018 launch was realistic or not. At the time of audit, FEDRO considered itself to be on schedule. It still has to plan and implement various complex and personnel-intensive tasks before Easter 2018. A critical success factor for all parties involved is the constant availability of personnel resources. Absences of key people would have a major impact on the scheduling. FEDRO is aware of the risks and is monitoring this closely.

Confederation and cantons must tackle costly duplications together

Immediately after the introduction of the road traffic licensing information system, FEDRO plans to develop the system further and, at the same, reduce its complexity. In view of this subsequent action, the SFAO considers that it is essential that the Confederation and the cantons reassess the organisation of tasks and simplify processes. A joint strategy should highlight the objectives and measures, e.g. to avoid costly duplication. Only on this basis

should FEDRO invest in in-depth technical measures for the road traffic licensing information system, for example architectural adjustments.

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