

From: **Information Access**  
**inform@vosa.gov.uk**

Room G9  
Berkeley House  
Croydon Street  
Bristol  
BS5 0DA

Tel: 0117 954 2545  
Fax: 0117 954 2546

Date: 24<sup>th</sup> May 2006  
Your ref:  
Our ref: F0000342

Dear

## **FREEDOM OF INFORMATION ACT 2000**

I refer to your recent request for information relating to the computerised MOT testing system. The answers are below, in the same order as the questions raised.

Q1) How many tests have been carried out on computer?

A1) As at 23 May 2006, the results of 21,011,249 MOT tests have been recorded onto the MOT database since the roll-out of the system began in April 2005

Q2) How many incidents have been recorded?

Q3) How many complaints have been recorded?

A2 & 3) Clarification on these points was requested on 11 May 2006. To date no response has been received, and the case is now being treated as closed. Should you still wish to receive any relevant information we may hold, this will be treated as a new request when it is received.

Q4) The nature of the current failure, what has been done to rectify and could it happen again?

A4) The disruption to the MOT system at the end of April was caused by an automated overnight batch job starting. This batch took longer to run than anticipated and was still running when garages began logging onto the system first thing the next morning. This resulted in greater throughput and increased workload on the server which in turn resulted in the loss/partial functionality of the MOT Computerised system. Emergency Testing was invoked at around 9.20 when it became clear that a significant number of users were affected.

Siemens have now put procedures in place to ensure that all batch jobs are ended prior to the start of the garage day and experts from Siemens parent company in Germany have been involved in identifying areas where further improvements to the system can potentially be made. In view of the lessons learned from this particular incident it is to be hoped that a similar occurrence would be avoided in future.

Q5) How many staff during a normal shift man the service desk and the fallback test?

A5) This information is not held by VOSA, or on its behalf. Under the terms of the VOSA/Siemens contract, there are no provisions for VOSA to be given any information on the number of staff manning the Service Desk at any given time. Service performance is assessed on an outcome basis (ie. against Service Levels) and, as such, there is no requirement that Siemens meets, or reports on, resource levels.

Q6) Is compensation available for the lost time waiting for calls to be answered by Service Desk or fallback (timed one call to fallback at five minutes to get answer). If compensation available please supply relevant paperwork

A6) VOSA has already written to all MOT garages apologising for the disruption to the service and confirming that any garage who feels it has suffered financial loss as a consequence of the disruption should write with full details of the loss, including any supporting evidence where available, to the Service Management Team at:-

Private Vehicles Directorate,  
Vehicle & Operator Services Agency,  
Unit 8, Woodlands Court,  
Almondsbury Business Park,  
Bristol  
BS32 4LB.

If you are unhappy with the decisions made in relation to your request from VOSA you may ask for an internal review. You should contact VOSA Corporate Office (e-mail [www.vosa.corporateoffice@vosa.gsi.gov.uk](mailto:www.vosa.corporateoffice@vosa.gsi.gov.uk)) Berkeley House, Croydon Street Bristol BS5 0DA if you wish to complain.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

If you have any queries about this letter, please contact me. Please remember to quote the reference number above in any future communications.

Yours sincerely

VOSA Information Access