

RailCorp – Centralised System Administration

Design, develop and implement a system to provide CityRail NSW with the ability to support and administer the DVA system across all stations in the CityRail network from centralised locations



Project

Centralised System Administration

Client

RailCorp

Location

NSW, Australia

Contract Period

10 months

Award Date

June 2002

Project Overview

As part of a CityRail initiative to provide commuters with a comprehensive passenger information solution, CityRail required enhancements to the DVA system to allow system administration and support staff to administer the system from centralised locations.

The Solution

Enhancements to the Open Access Digital Voice Announcement (DVA) system were developed that provided centralised operators with a range of system administration functions – allowing a rapid response to reported faults and upgrade requests.

A new Centralised Administration Server was introduced to provide a central repository for system data and act as an NTP time server in order to provide time synchronisation across the DVA network. Central administration GUI console applications were also introduced – providing operators with access to a number of new system features including real time device status information, the ability to connect to remote DVA devices, scheduling of administration tasks, the ability to backup and restore remote DVA devices, central monitoring of system alarms and logs, and the ability to centrally update the system software on remote devices.

The Result

The Open Access DVA system was successfully rolled out across the CityRail network stations in 2003 – encompassing more than 300 stations utilising the RAC fibre optic ATM WAN for inter-station communications. The features offered by the system allow system administration and support staff to provide rapid and comprehensive responses to issues – helping deliver a high quality passenger information solution.