



“Data Enquiry Service”

Background & Project Progress

Sat Kalsi

- Xoserve has been undertaking a project to replace the existing IAD service
- The change driver was a mixture of Xoserve's strategy to upgrade the service as part of its wider technology upgrade and a response to an industry challenge to the existing service
- Requirements gathering, analysis and challenge has given scope to develop solution

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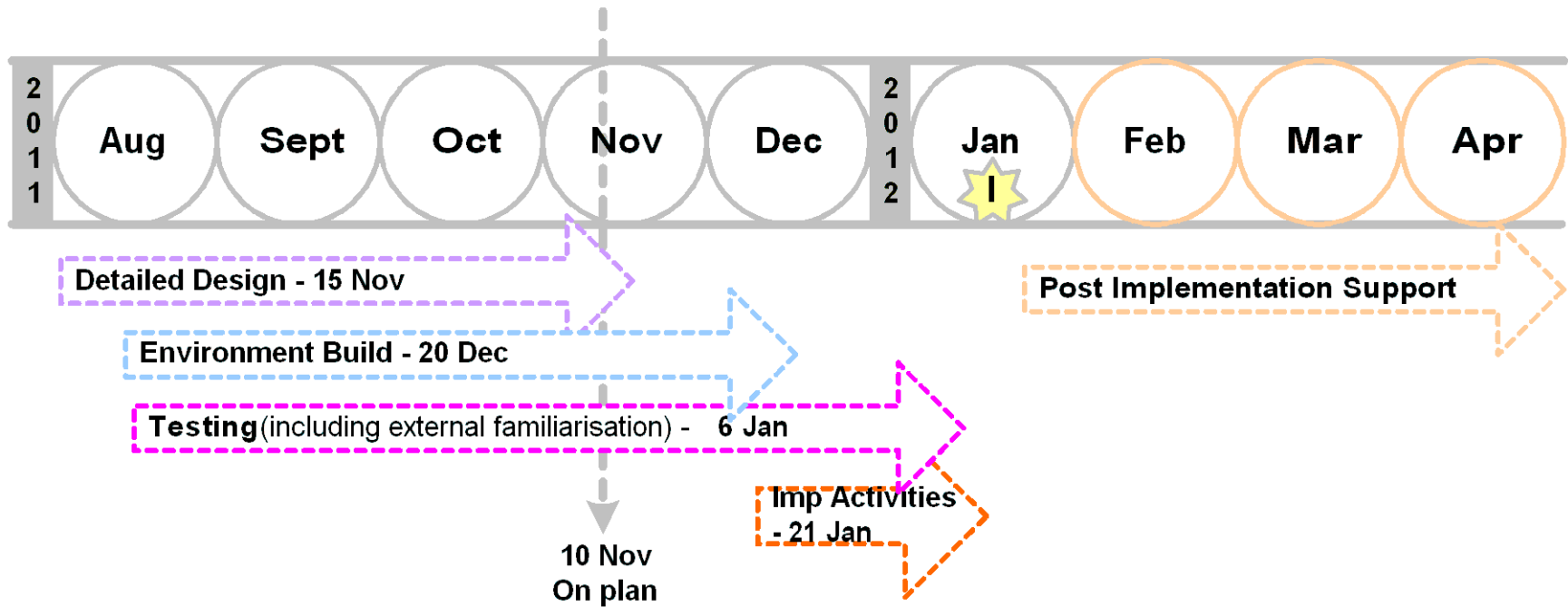
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- The project is being delivered using an agile / iterative approach, meaning;
 - The normal project cycle is compressed and phases overlap
 - Offers the opportunity for an accelerated delivery
- To achieve this we are using a single supplier for entire delivery and post implementation support
 - Our supplier is very knowledgeable on both the technology and Xoserve's technology architecture
- Since initiation progress has been positive and remains on track for Jan 2012 go live
- Commenced key test phases (performance, security and user acceptance)

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Requirements Recap

Requirements Origin

- The requirements were collated from various industry stakeholders / events;
 - SPAA Business Requirements Document
 - User Pays “IAD” work group
 - Customers / user feedback (Shipper, Network, Consumers)
 - Xoserve generated improvements
 - Performance & support requirements
 - Modifications & Changes
 - Industry best practices
- Data Enquiry has been designed with all these requirements in mind

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SPAA Requirements










- In terms of data source, content, volume and quality all the SPAA requirements will be met
- Data Enquiry will continue to provide daily updates of large GT data and offers future scope to include more / full iGT data if considered to be a requirement at a later stage
- All updates to the service will come from Xoserve's Information Provision (IP) data warehouse, providing scope to accept variable format updates (FTP, DVD etc..) in the future

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SPAA Requirements

Requirements	Delivered
Ensure large GT data are provided with D+2	
Complete daily system updates	
Provide scalability for above 21 million Meter Point records	
Only allow user to access data where they have permission / authority	
Offer copy / paste and print facility with service screens	
Provide full suite of company performance reports	  Xoserve
Empower users and enhance access controls feature	  RAWS

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Other Requirements

- In response to industry modifications Data Enquiry will provide access to more stakeholders
 - Supplier access
 - Meter Asset Managers
- It also offers provision to create further access groups should other industry parties be permitted access in the future

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Performance Requirements

- Maintain existing performance standards
 - Service availability remains as is, as per contract
 - It will be available outside core supported hours (Mon – Friday 08:00 – 18:00, Saturday 08:00 – 12:00)
- Data Enquiry will not be accessible between 00:00 – 03:00 daily
 - Routine maintenance and back ups run during this period
- For optimum performance try not to enter broad search criteria
- Service will maintain performance with 300 concurrent users
 - This is user actually invoking functions at the same second

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- Linkage between ConQuest and Data Enquiry
- Provision of direct access user reports i.e. online
- Immediate changes to access controls (PAWS)
- LSO management (PAWS)
- Maintenance of address amendments history
- Integration with stakeholders systems
- Direct external updates, FTP etc..

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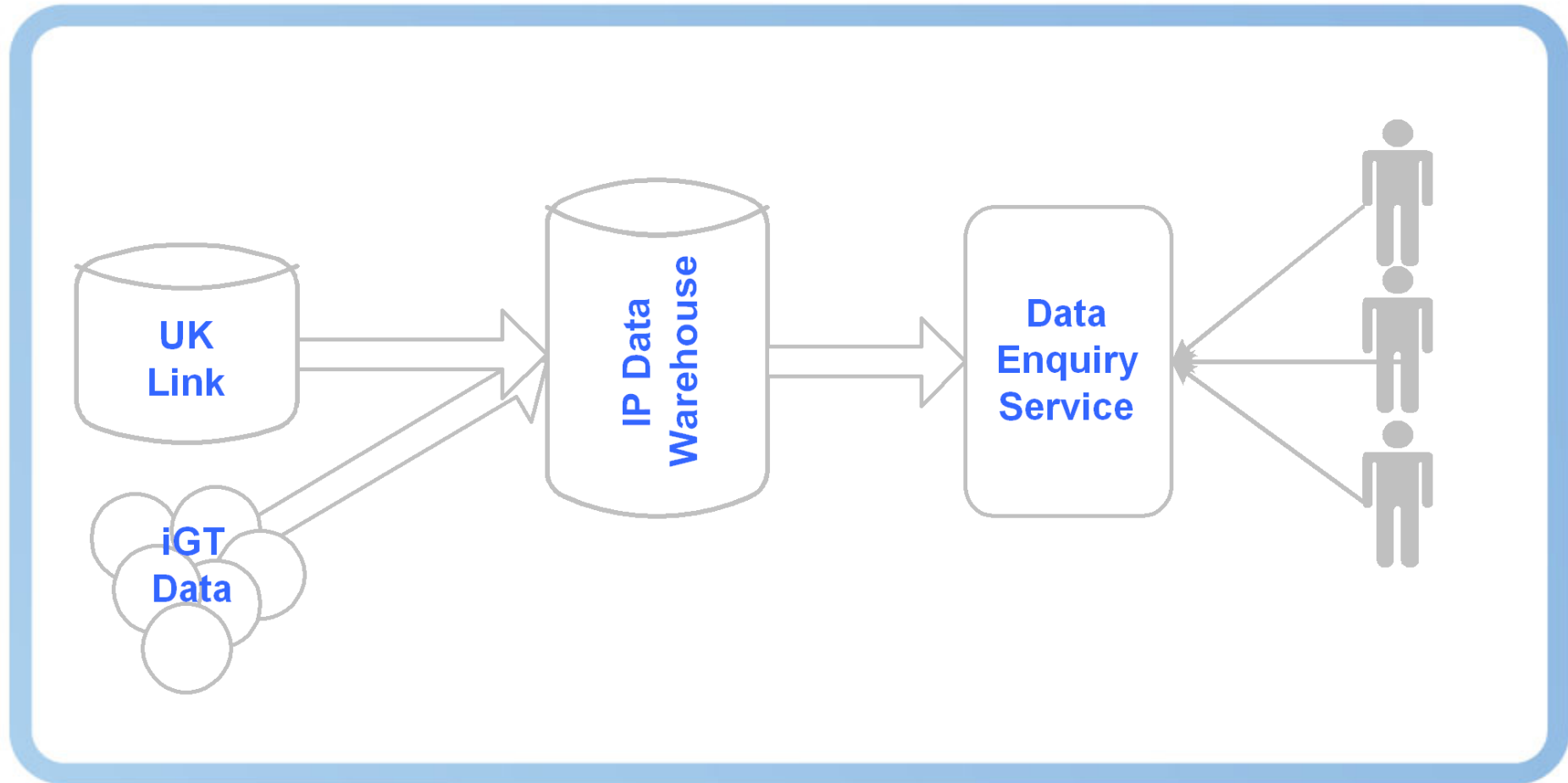
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The New Service

Iain Monksfield



- The solution offers the flexibility to add / remove data items efficiently, subject to change governance

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New Features - Search

- Enhanced search parameters
 - Address, including single string postcode field
 - Confirmation numbers
 - Supply Point Ids
- Intelligent search facility
 - Input fields will dynamically grey out to ease usage
 - Tool tip provided for immediate guidance
- Single search and results function
 - Enabling searching to take place within your own portfolio
 - Seamless viewing of portfolio and community data

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- iGT update dates provided on homepage
- More data will be available to users, including;
 - Meter exchange details
 - Full Network Names (or iGT if applicable)
 - Historic asset information*
 - Historic meter reads*
 - 3 years previous reads
 - Last 40 reads
 - Historic Supply Point information*
- A complete list of data items will be published in the new user guide once service is implemented

**Historic data is subject to ownership periods and permission*

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- Data Enquiry has the ability to capture transactional user data
 - Xoserve can report on this information and offers the opportunity to move to alternative charging mechanism (subject to appropriate change governance)
- The service is also planned to integrate with Xoserve Single Sign on security (PAWS) during next year
 - This will provide users with 1 account for both Data Enquiry and ConQuest replacement services
 - Further communications will be provided once plans for integration are finalised

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“Data Enquiry Service” Screen Walkthrough

Iain Monksfield