XOserve

Communication Ref   : CB/1007/DA
Subject   : Q Communication for UKLink Committee

Colleague,

As part of Change Order 962 (referred to on the UKLink Implementation Plan as 'Query and Workflow Management System') it is proposed that Users may raise a contact in one of three ways – as an individual data entry via screen, via file using the existing I'X network, and also via file uploaded using the screens. The latter option is a new method of raising contacts – replacing provision of a file by Users and upload by xoserve resources.

During discussions regarding the transfer of input and output transaction data, members of the ConQuest External User Group (CEUG) requested that an alternative approach be considered for the new system. The proposal means that where input is received via the web screen (either by file or individually) the response files will primarily be transferred by email to the user who raised the contact, rather than I'X. This approach is being investigated, as this represents a change to the expected solution and requires detailed analysis as to how this would be provisioned and risks of such a solution. Whilst this analysis is being conducted, the UKLink Committee need to verify that the solution proposed would be acceptable given that this represents a departure from the existing ConQuest system and other UK Link systems which use I'X for all file transactions, and the requested solution does not provide a consolidated response file regardless of the method of entry. This represents a difference from the existing QCL which contains ALL contacts, regardless of the method that the contact was raised.

It has further proposed that the email solution provides a single consolidated closure mail to each user daily. This mail will contain csv data indicating the outcome of the contact(s) resolved since the last communication. The CEUG in September further requested that the rejected and accepted records are provided in separate attachments – views are invited on this approach.

Where contacts are input via an I'X file the response files are unchanged.

The attached presentation details the existing file transactions associated with each method of raising contacts, and the approach under analysis following the request by CEUG. The files mentioned in the presentation are for Operational contacts, but it is expected that this principle will be followed for the Filter Failure and Invoicing formats also.

Note: the content of the slide 9 differs from that presented at CEUG. The cells shaded in the mustard colour represent the change. Originally this column contained 'QMR / QCL'. This cannot be provided because for single records the QMR will not be generated as the rejections at this level will be performed at the point of screen entry. The QCL record cannot be downloaded for Web (Single or File) load as this will be provided via email, and the content of this email will not be maintained as a file. Where files are received via I'X these will not be available to download due to the potential size of these files and the risk of breaching network bandwidth. We are expecting to limit the size of file upload and download to 100 – 200 records. This issue has previously been discussed at CEUG and UKLC.

In previous communications to the UKLink Committee I have highlighted the changes to individual process data items. These changes will need to be consolidated into a single consolidated record. Views have been sought through the CEUG and UKLC about the approach to be taken. The proposed approach is:

- Additional Fields – fields may be added. These will added in a logical order, not just added at the end of the record.
- Redundant Fields – these will be removed, and not reused.
- Amended Field Context – where alternative contexts for existing fields are identified, these can be used in a different context per contact (rather than having multiple of the same data items but in different contexts – e.g. Current / Proposed / Site Visit Addresses)
- Amended Data Structures – where data structure changes are identified, these will be allowed.

Representations are invited as to the approach – in particular, comments are invited upon the response which changes the population of the existing QCL file, i.e. the file received via I'X will no longer be all records raised, and will be replaced with a mixture of information provided by I'X and email responses dependant upon the method that the contact was raised. Views are also invited to confirm the approach detailed for the consolidated record. Comments are invited by 24th September 2010 to uklink@xoserve.com.

Regards,

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If you have any comments, concerns or issues with this email, please contact uklink@xoserve.com

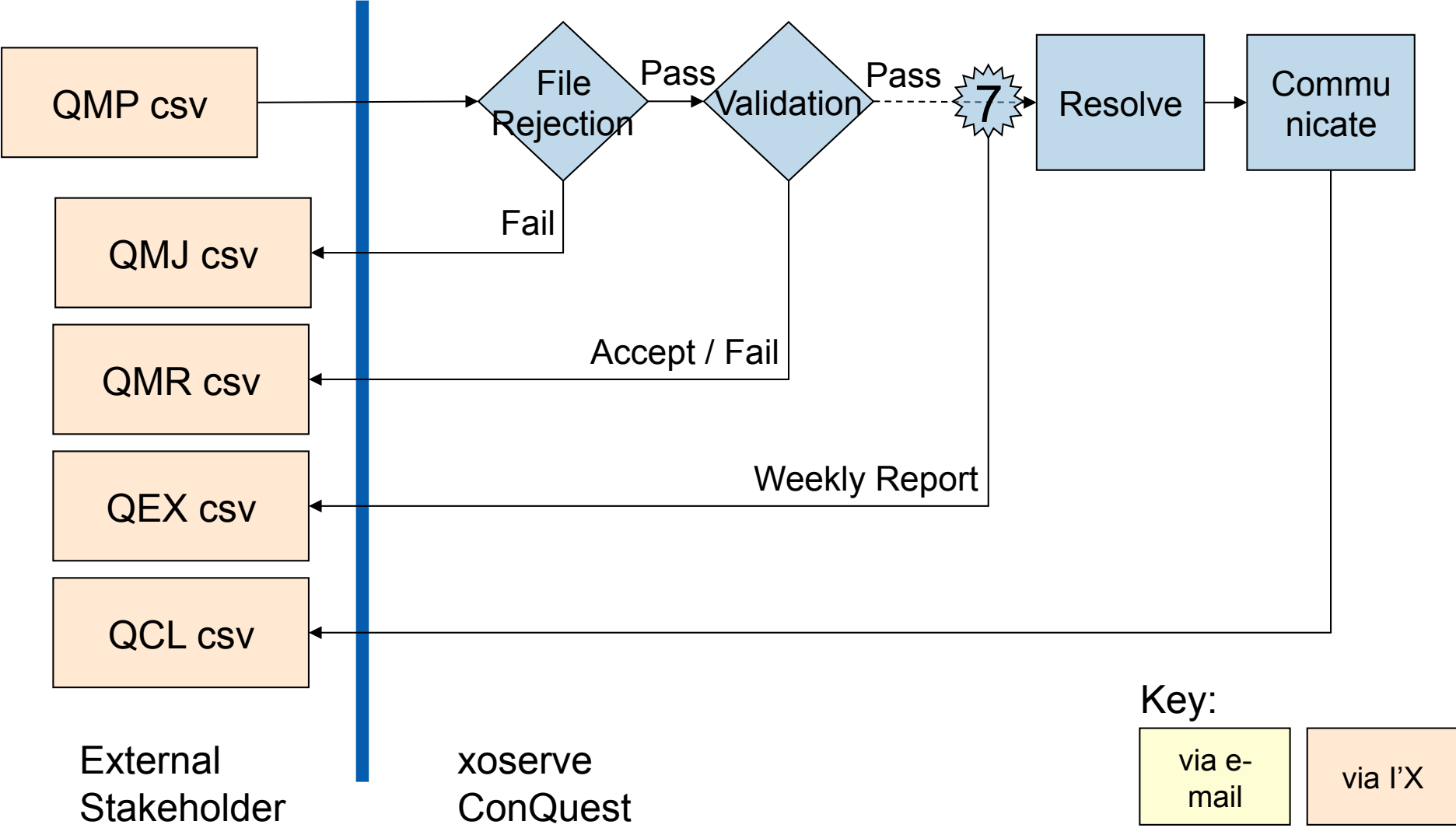P Save Paper – Do you really need to print this email?
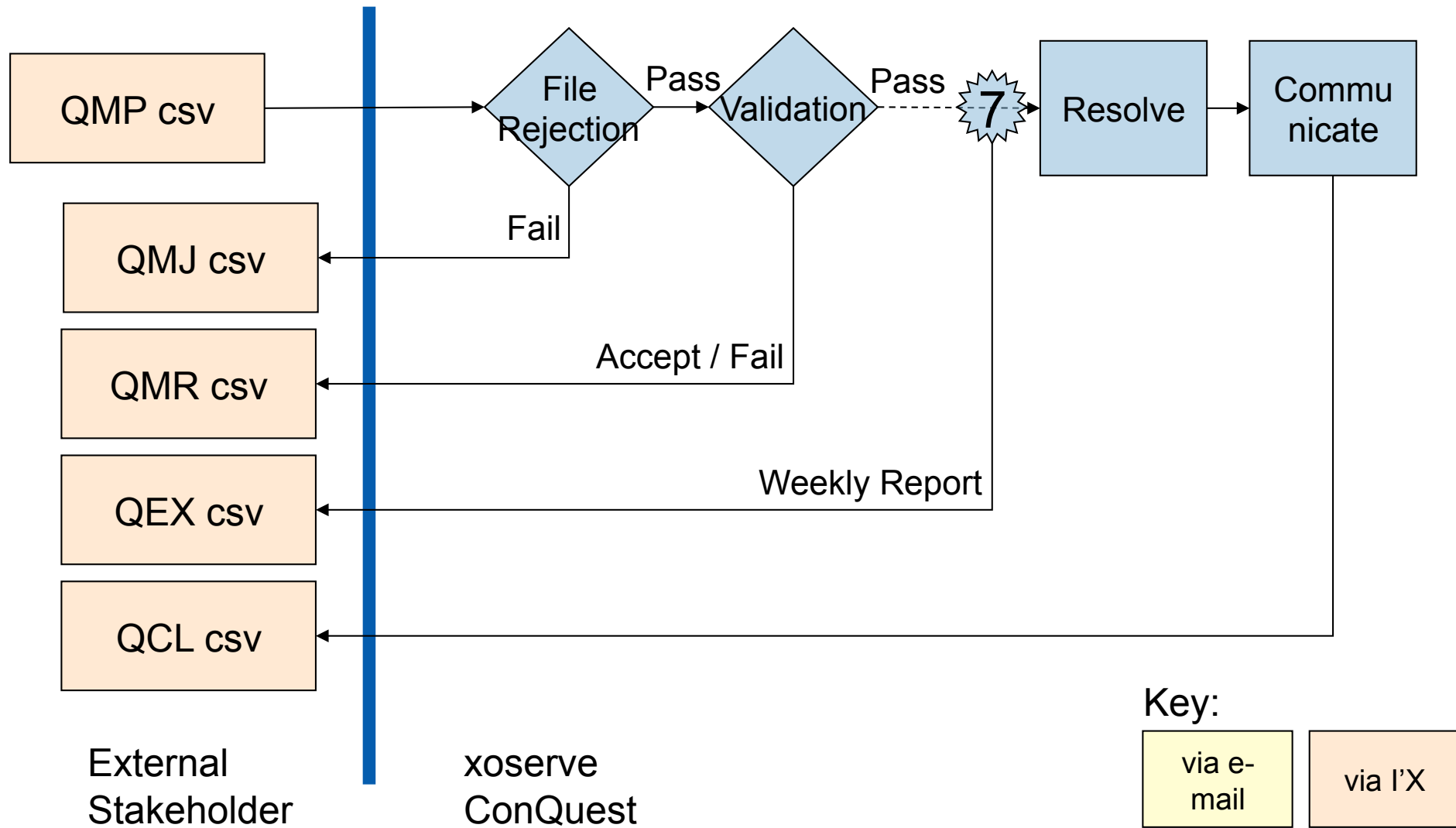
[61_ConQ Sh....ppt (169 KB)](#)

Proposal for Input / Output

Standard ConQuest Operational Files
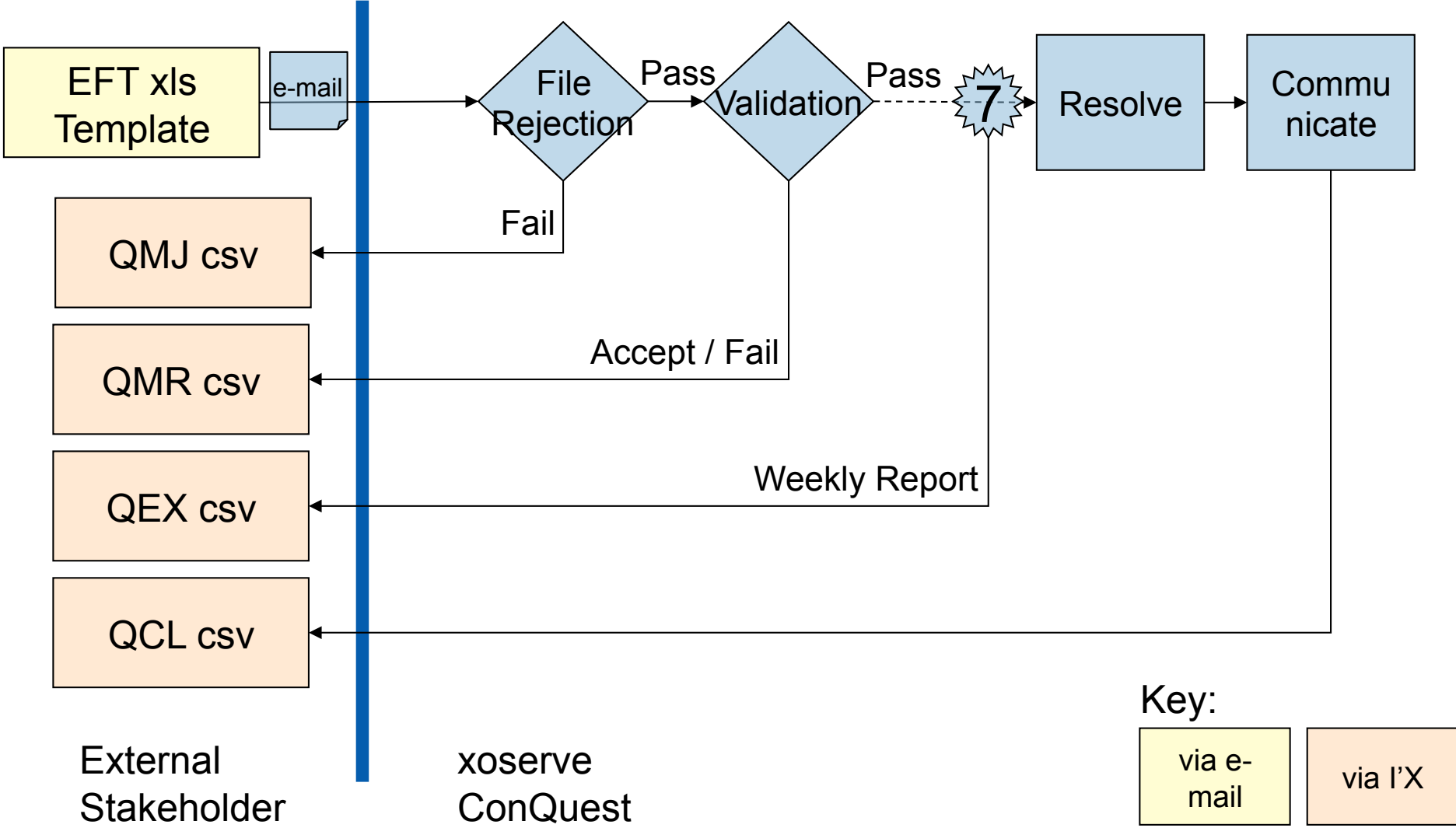# As Is – I'X File

Q Operational Queries
To Be – I'X File

QMP csv

QMJ csv

QMR csv

QEX csv

QCL csv

File Rejection

Pass

Validation

Pass

7

Resolve

Communicate

Fail

Accept / Fail

Weekly Report

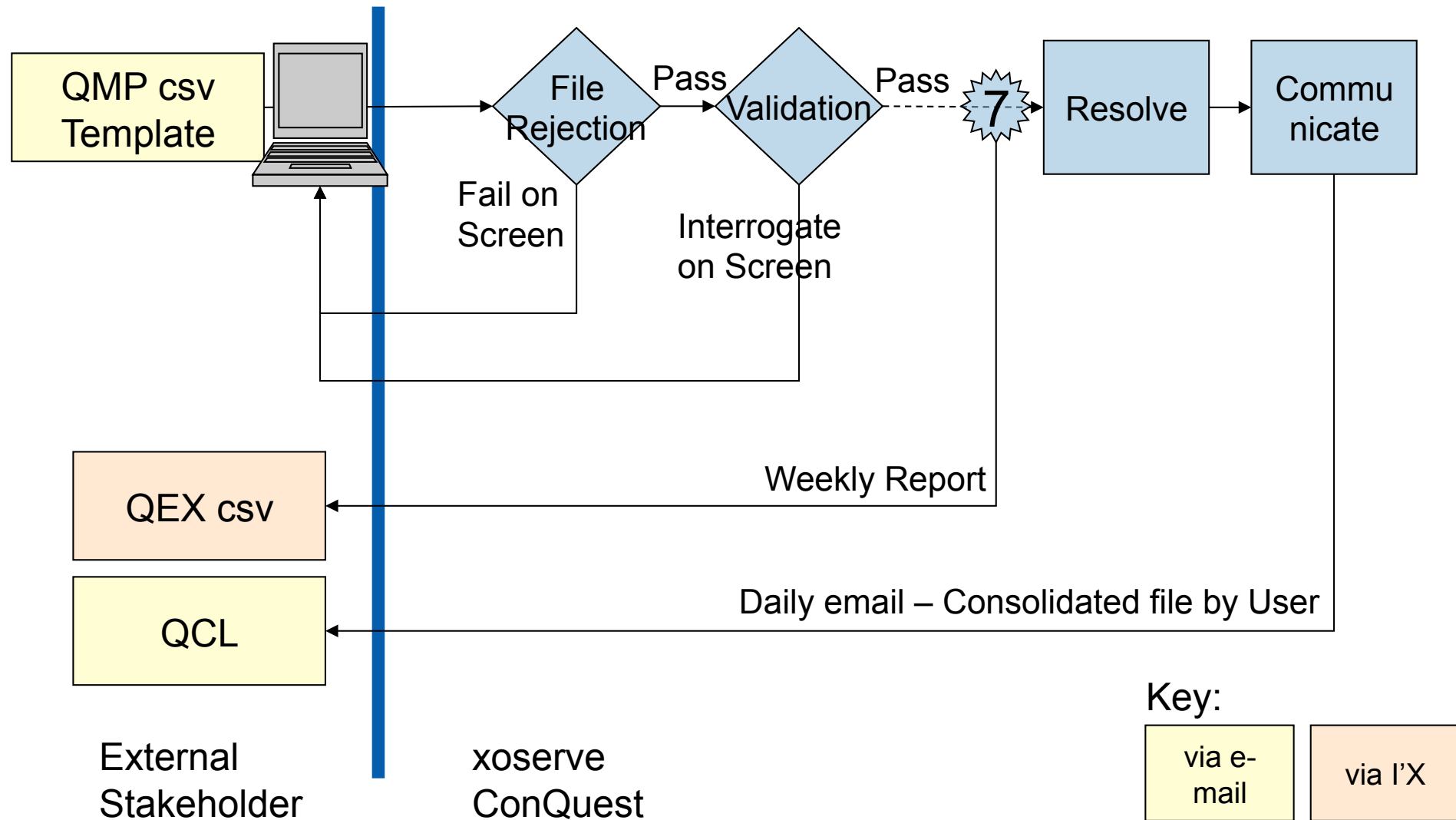External Stakeholder

xoserve ConQuest

Key:

via e-mail

via I'X

Standard ConQuest Operational Files
As Is – EFT via e-mail

Q Operational Queries
To Be – Web Upload – Requirements for Confirmation

QMP csv Template

File Rejection
Fail on Screen

Pass

Validation
Interrogate on Screen

Pass

7

Resolve

Communicate

QEX csv

Weekly Report

QCL

Daily email – Consolidated file by User
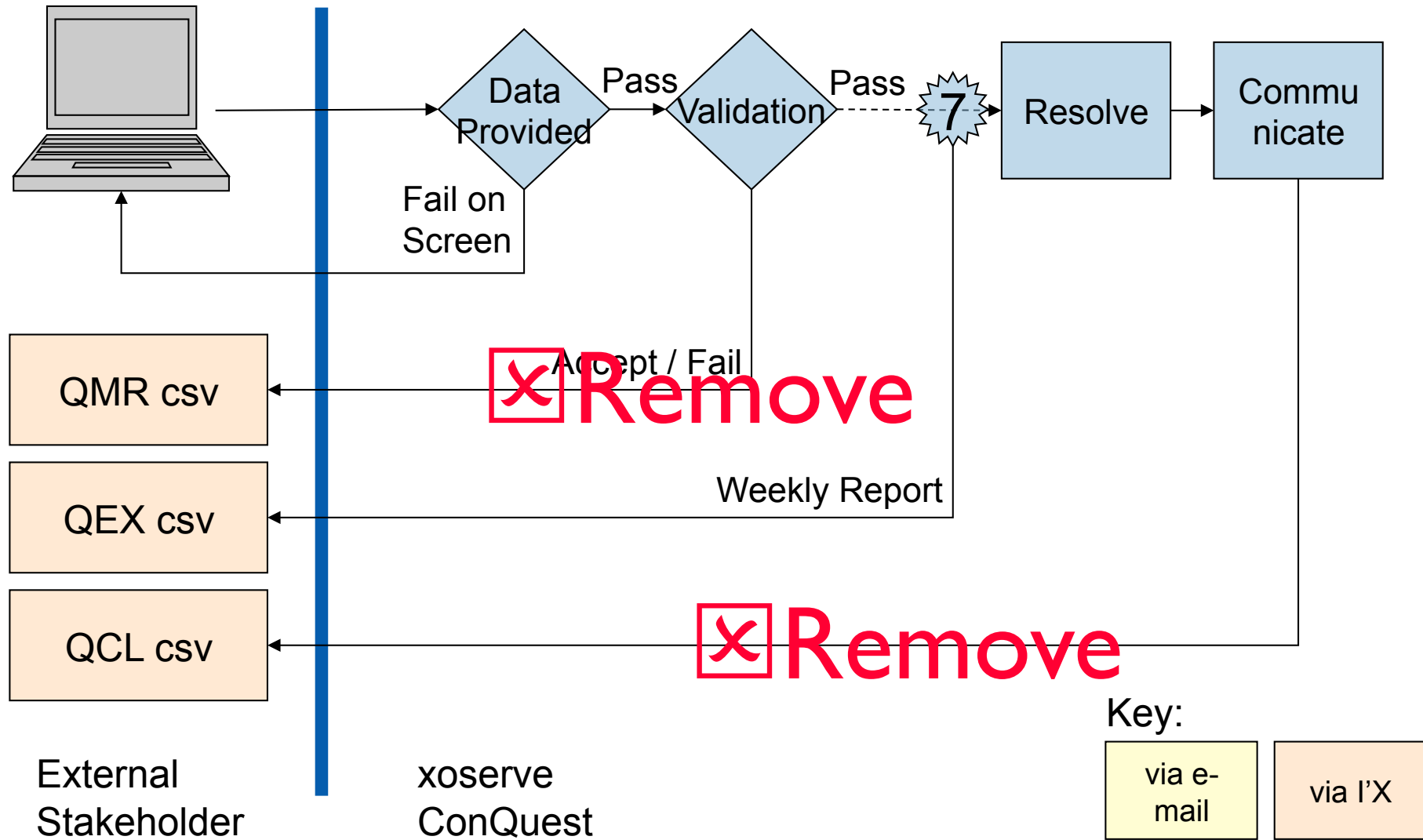
External Stakeholder

xoserve ConQuest

Key:

via e-mail

via I'X

Standard ConQuest Operational Files
As Is – Screen Entry
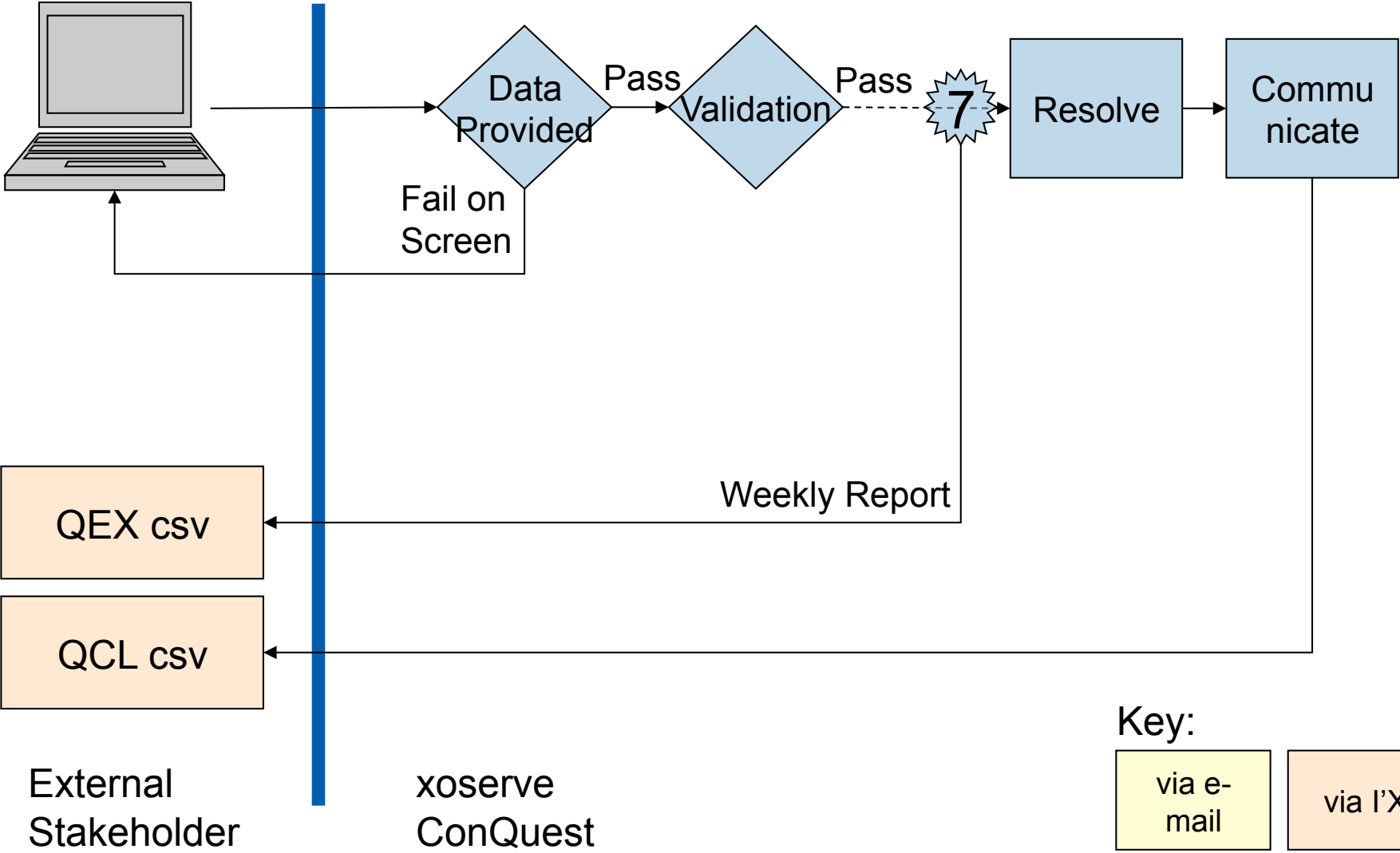
Q Operational Queries
To Be – Screen Entry – Proposed June 2010

Data Provided — Pass — Validation — Pass — 7 — Resolve — Commu nicate

Fail on Screen

Accept / Fail

☒ Remove

QMR csv

Weekly Report

QEX csv

☒ Remove

QCL csv

Key:

via e-mail

via I'X

External Stakeholder

xoserve ConQuest

Q Operational Queries
To Be – Screen Entry – Requirements for Confirmation
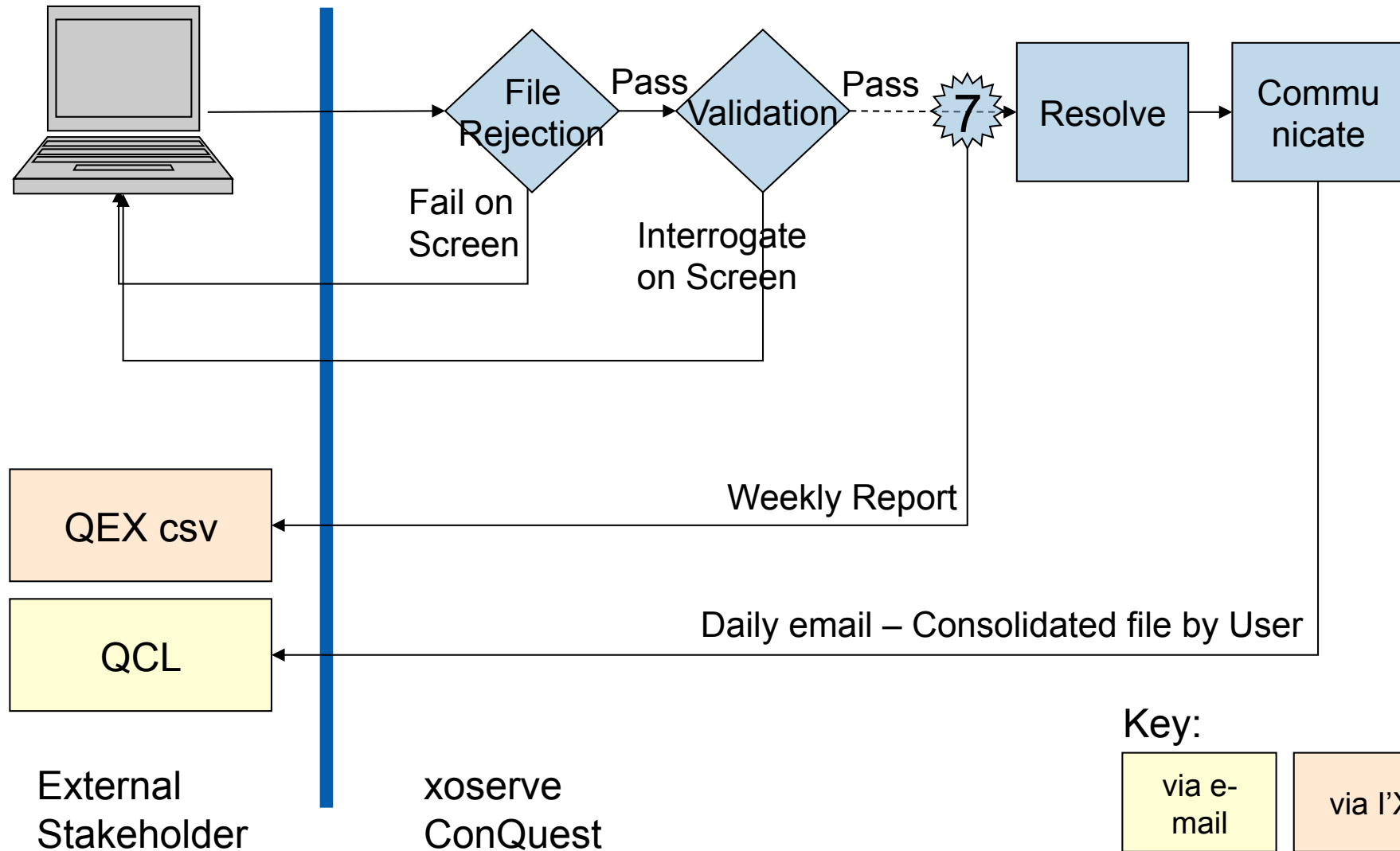
Response File Table

Mode	QMJ	QMR	QCL	QEX	Consolidated File	Update Web	Web Download	Web Search
Raised by Web Screen	No	No	No	Yes, once in a week via IX	Yes, once in a day via Email to users – based on email address capture from User Id logging query	Yes, contact status	QMR / QCL - Downloadable	Yes
Web Bulk Upload	No	No	No	Yes, once in a week via IX	Yes, once in a day via Email for file to users identified in records within file	Yes, contact & file status	QMR / QCL - Downloadable	Yes
File through IX	Yes, will be provided for each file rejection via IX	Yes, once in a day via IX	Yes, for each resolution via IX	Yes, once in a week via IX	No	Yes, contact and file status	QMR / QCL - Downloadable	Yes

Options for Record Structures

Alternative

Alternative Input File Record Structures

- **QMP is standard across all Operational Contact Types**
  - There will need to be change
    - Additional Fields
      - E.g. MNC added [Service_Type]
      - There will be more identified
    - Removed Fields
      - Remove these
    - Amended Field Context
      - Accepted
    - Amended Data Structures
      - Accepted

- **Views**

Filter Failure / Consumption Adjustment Contact Codes

- Input (Shipper to xoserve)
- .ABU (Approved Filter Failures)
- .CBU (Contacts with Cons Adjustment)

- Output (xoserve to Shipper)
- .APR (Rejection of whole .ABU file)
- .ACF (AC/RJ response to .ABU)
- .CCF (AC/RJ response to records in .CBU file)

- Under investigation