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23/10/2008 17:43

Subject: CB/881/DA - IAD Implementation Deferred

Dear Colleague,

THE PLANNED IMPLEMENTATION OF THE I.A.D. CHANGES HAS BEEN DEFERRED

In Communication 10, sent Friday 17th October, it was stated that this week was a pivotal stage in the lead up to the decision to proceed or otherwise with the planned changes to the IAD system. As you will appreciate, we required a positive result from all the tests performed on the new functionality in order to have the confidence to progress with the implementation. Whilst many elements of the testing performed as designed, there remained the same performance issue that was encountered two weeks ago. Because of these performance issues we have deferred this weekends implementation.

A great deal of effort has been put into this by so many and I recognise that this also includes your time in preparing everybody within your respective organisations. It is therefore very disappointing that we are not able to go ahead with the implementation this weekend but at the same time we have an obligation to ensure we will only proceed if all risks have been mitigated. Please accept my apologies for any inconvenience that this deferral has caused and reassurance that any preparatory work that you have undertaken is not in vain.

In brief :

- the planned outage from 22.00 on Friday 24th through to 06.00 on Monday 27th October is no longer required.
- the user passwords, on Monday 27th will continue to be the ones that Users are using today.
- the User Guides (published on www.xoserve.com) will be withdrawn until further notice.
- at this stage I am not able to provide you with a revised timetable for a future implementation of this functionality.

At the earliest opportunity I will update you on any further developments but in the meantime if you have any questions please contact either myself or your Customer Representative.

Regards,

Dave

Dave Ackers

Customer Operations Manager

Service Delivery

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