Subject: EH/876/GF - DELAY IN IAD PASSWORD RESET IMPLEMENTATION

Dear colleague,

As you will be aware xoserve is currently preparing for the introduction of new functionality to the IAD system, with the go live date initially planned for Monday 13th October. As a precaution we have had to delay this implementation because of performance issues encountered during testing. Therefore the password reset functionality will not be coming in on Monday 13th October. So if you are an LSO managed organisation your users passwords will not change on this date. As a user managed organisation you will not be prompted to change your password either.

In order for us to work through the issues we still require the planned outages on the weekends of 12/13th October and 18/19th October. In addition we wish to have one further outage on the weekend of 25th/26th October. The reasons for these outages are to enable us to undertake the testing of the new functionality in the live working environment during the outages rather than in the test environment. This will not cause any issues during the working week as we will turn off the functionality outside of the outages.

Once we have carried out this work we will be in a position after the weekend of the 18/19th October to tell you whether we are going for full implementation on the weekend of the 25th/26th October which will result in an industry go live for the password reset functionality on Monday 27th October.

I am sorry for any inconvenience this may cause your organisations in terms of rescheduling activities but we wanted to tell you of the change of plans as soon as possible. I trust you will appreciate that we have taken this precautionary approach as we wish to minimise any risk to this important industry system.

In the meantime if you have any questions please do not hesitate to give me or your customer representative a call.

Regards,

Graham Frankland

Customer Manager

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