#### ".Box.UKLINK.Manual" <uklink@xoserve.com>

06/11/2008 15:12

# Subject: EH/883/DA - PREPARING FOR THE IAD CHANGES – DECEMBER 2008 – Communication 11

## Dear Colleague,

## **Introduction**

Regular readers of these weekly communications will notice a subtle change to the title compared to the previous 10 communications - the month has changed from October to December. The last message, sent on 23<sup>rd</sup> October, informed you about the deferral of the IAD system changes that were planned for implementation on 27<sup>th</sup> October. At the time of writing I was not able to inform you of a revised date. This bulletin serves to notify you of the proposed dates.

## **Developments since the last communication**

The reasons as to why we experienced system performance issues during testing have been identified and remedial action has been taken. Initial signs are that this has been successful, but further and repeat testing is to be carried out. Subject to the positive outcome of these tests we are working towards introducing these changes with effect from 8<sup>th</sup> December.

## **System Outages**

# 29<sup>th</sup> November – 30<sup>th</sup> November

In order to undertake system performance testing, there is a need to reserve the weekend of 29<sup>th</sup> and 30<sup>th</sup> November for an outage of the IAD system. I appreciate that this may have operational impacts on Users who utilise the service over the weekend, but I hope that you will view this as prudent to give the required confidence for proceeding with the implementation on the following weekend.

## 5<sup>th</sup> December – 8<sup>th</sup> December

The next planned implementation is on the weekend of the  $6^{th}$  /  $7^{th}$  December. This will require and outage from 22.00 on Friday  $5^{th}$  December through to 06.00 on Monday  $8^{th}$  December.

Regards,

ONand

Dave Ackers Customer Operations Manager Service Delivery 0121 623 2492 dave.j.ackers@xoserve.com