



# “Data Enquiry Service”

## Implementation Arrangements

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- Confirmation of Go Live date will be issued to registered LSO's in advance
  - Wider communications will also be issued, but LSO's need to also pass message to their Users
  - The UPUC Contract managers will also receive advanced notice
- It can be accessed via [www.xoserve-search.com](http://www.xoserve-search.com) or [www.xoserve-search.co.uk](http://www.xoserve-search.co.uk)
- It will also be available by a hyperlink on Xoserve's homepage



# Account creation process

- The User Pays Service Request process will remain (as is) for all account creation and deletions
  - Xoserve will continue to manage all creations and deletions
- The SLAs will not change
- There may be some minor changes to the Service Request form to enable new User details to be obtained
  - Formal notification will be provided, if change required



## Security changes

- For the initial period Data Enquiry will operate through an individual security platform, which has some differences
  - There will no longer be an LSO managed approach
  - All password resets will be undertaken by Xoserve
- Following a password reset by Xoserve, Users will be forced (by the service) to enter a new password
- In the short term this is a reduction in functionality, but PAWS will deliver full user empowerment
  - This will then meet the industry's requirements for self service



## Stakeholder groups

- Data Enquiry will enable more industry groups to have access to view data

<b>Stakeholder Group</b>	<b>Access Type</b>
Xoserve	Full
Shippers	Read only
Suppliers	Read only
Distribution Networks	Read only
Meter Asset Managers	Read only
Major Energy Users	Portfolio update
Authorised Agency	Read only

- Users will only be able to see data in accordance with allowable permissions



## Data requirements / migration

- The mandatory requirements for users accounts within Data Enquiry are;
  - User Name / Id
  - Password
  - Organisation Type
  - Organisation Short Code
- All the data is available in IAD, can be extracted and therefore will be migrated into Data Enquiry
- This will ensure implementation is as seamless as possible for stakeholders



- Some User data requires cleansing before migration
  - Passwords
    - Available passwords will be migrated
    - Where passwords cannot be migrated Xoserve will set a default password
  - Locked Accounts
    - Where an account is locked it will be assigned a default password
- Individual organisation LSOs will be advised accordingly of the default passwords and can share with affected Users



## Changing your password

- If your account has been set to the default password, you will have to change it on 1<sup>st</sup> log on
- New passwords need to comply with the password policy;
  - Mixed characters i.e. at least 2 letters (upper and lower case) and / or number or special characters are required
  - Minimum 8 characters
  - Password change will be required every 49 days
- Additionally, if the wrong password is entered 3 times the account will lock
  - Only Xoserve will be able to unlock an account
  - This will be through resetting the password, when above process will require following





## Service Desk arrangements

- The Xoserve Service Desk number will now be published on the Data Enquiry login page
- This can be used to
  - Register any service faults or issues being experienced
  - For LSO's to request a password reset
  - For Users who are unable to locate an LSO within their own organisation
    - User will be required to raise a fault and Xoserve will then contact them and provide details of their LSO
- Xoserve will not reset passwords for Users who are not registered LSO's
  - This is the same process as currently in place



## Familiarisation

- There is an opportunity for users to experience the service before go live
- Between 16 Dec – 22 Dec 2011 will be the user familiarisation phase
- This will enable users to have secure access to the service and get used to the new look / feel. It is not a formal testing phase
- A number of organisations have already registered to take part, if you would like to participate please provide Xoserve with your details



## Future “Single Sign On” migration

- Xoserve is still planning to implement an enterprise security function within the Q Project (ConQuest replacement) - PAWS
- This provides our customers enhanced features
  - Single sign feature for Data Enquiry and Contact Management Services
  - Empower users to manage own accounts, at User and LSO level
  - Provide LSOs online management of account portfolio
  - Work flow management
  - Group accounts (parent / child hierarchies)
- When PAWS is delivered Data Enquiry will moved to new security functions and your support will be required to obtain the extra User details required.



## Key points summary

- Data Enquiry service will replace the current IAD system
- Users can experience the service during the familiarisation period (16 Dec – 22 Dec)
- Data Enquiry will be available in Jan 2012
- Users will be able to access the service using their existing Ids / passwords
  - Unless notified by their LSO of the default password



## Next Steps

- Provide a list of registered LSO's to User Pays Contract Managers for review
  - This reviewed list will then be used for all communications relating to user accounts and service updates
- Provide further updates to other industry forums and parties
  - User Pays group
  - ConQuest group
  - UK Link Committee
- Further communications will be provided confirming arrangements once finalised
  - Shipper E-news
  - Xoserve.com



## Questions..

- If you have no immediate questions then can always contact us at a later date;
- Please email your name and query to:-

[Internetcomm.spa@xoserve.com](mailto:Internetcomm.spa@xoserve.com)

- We will respond to your query as soon as possible

xserve



respect > commitment > teamwork

AOB

