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## Q Project Update to UK- Link 13<sup>th</sup> October 2011

# Project Update (1)

March through to October

- What has happened during the last 7 months?
  - March : technical issues have been fully resolved
  - March to June : we were in a ‘Detailed Design’ phase which was proving impracticable and prolonged
  - July : we revised the adopted approach
  - July : the implementation approach was revisited
  - July : the resourcing model was adjusted / increased
  - August & September : we have been working on the Design activities for Phase 1 set of processes

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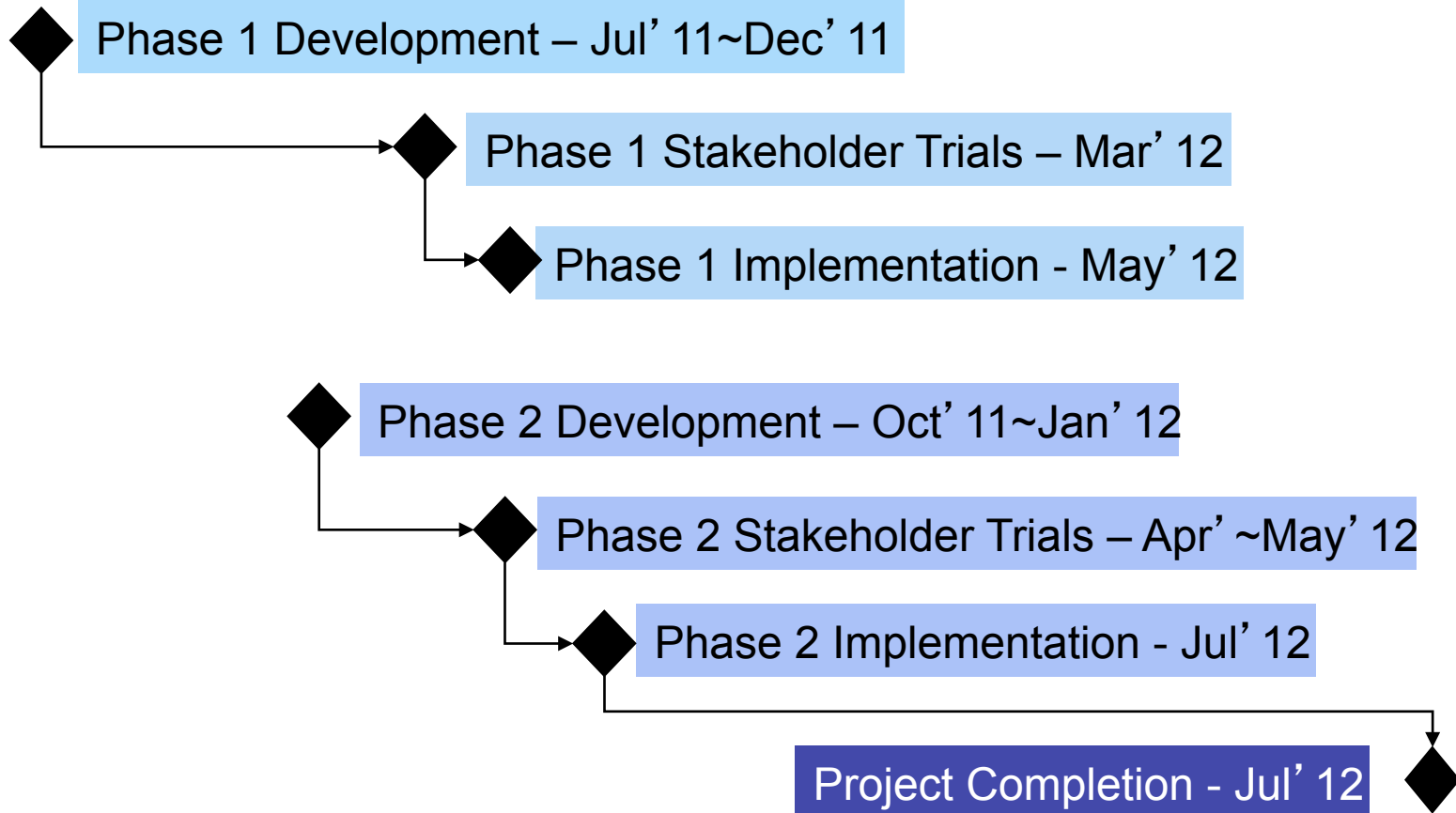
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# Project Update (2)

## Implementation in 2 parts

- The delivery will be in 2 phases:-
  - Phase1 – Portal sign-on, MOD565 processes and associated features and functionality
  - Phase2 – Remaining Conquest processes and associated features and functionality
- The estimated implementation for the Phases are:-
  - Phase 1: May 2012
  - Phase 2: July 2012

# Indicative Milestone Dates



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## ‘Headlines’ for UK-Link

# Headlines for UK-Link Committee

- The following are the headline topics that are being presented for early awareness
  - User Interface Screens
  - Security Controls
  - Access Permissions
  - File Formats
  - Exception messages
  - Interactive communication
  - Case Event Descriptions
  - Search ability
  - Revised Project Approach
  - Helpdesk arrangements
  - Transition Approach

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# User Interface Screens

- Screens are still at the prototype stage
- The suite of screens will include :-
  - The ‘landing page’
  - Individual screens for generating each Contact Type
  - Data Clarification Request (DC<sub>s</sub>) & Configuration Change Request (CC<sub>s</sub>) response screens
  - File Upload screen
  - File Transmission status screen

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# Security Controls

- The access permissions and the abilities to interact, rely on the Organisation & User details being registered
- How, What & Why this is required, will be primed to the UK-Link committee ....
  - Method of capturing User profile details
  - User I.D. & password conventions
  - Browser compatibility
  - LSO role and responsibilities
  - Time Out feature
  - Portal Access to service(s)

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# Access Permissions

- The interaction with the new Q system will be dependent on how Users are set up.
- This will need to be defined by you
- The concept of a Group – ‘Parent / Child’ set up will allow greater flexibility
- A User can reside at a Parent level (access to all parts of group) or Child level (access to sub-division)
- Those Shippers that this affects will be contacted directly

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# File Formats

- The suite of Inbound & Outbound files are....

<b>QMP</b>	File submitting new Contacts
<b>QMJ</b>	Rejection of whole file
<b>QMR</b>	Rejection of individual record(s)
<b>QCL</b>	Lists the closed Contacts – daily run
<b>QEX</b>	Lists the Contacts with changed status – weekly run

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# File Formats

<b>QMP</b>	Current file has 95 fields. There are some new fields, removed fields, renamed fields.
<b>QMJ</b>	This won't change
<b>QMR</b>	This will change in line with QMP
<b>QCL</b>	There is potential for the number of fields to reduce
<b>QEX</b>	There is potential for the number of fields to reduce

# Interactive communication

- This relates to ....
  - Data Clarifications (DCs)
  - Configuration Changes (CCs)
  - E-mail confirmation messages
- The essence of DCs and CCs remain the same but there are some subtle changes
- The e-mail communications are an additional dimension to give prompts

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# Search ability

- Extended search features
- In addition to having the ability to locate Open / Closed Contacts (as today) you will be able to ....
  - Locate Closed Contacts that migrate from ConQuest
  - Locate files sent in via IX or files uploaded via web

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# Transition Approach (1)

- From Day 1 of Implementation (May 2012):-
  - The Contacts Types identified on Slide 6 will be raised on the new system
  - These Contact Types will be deactivated on the ConQuest System
  - Existing open Contacts for these Contact Types will be actioned on ConQuest
  - Newly raised Contacts for these Contact Types will be actioned via the new system
  - ToG will continue to be raised via the ConQuest screen only

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# Transition Approach (2)

- The new set of file formats will be introduced for all Contacts regardless of system used
- We can better illustrate how this will work when we next meet

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‘Q’ – Will be known as.....



# Q no longer

- We have been referring to the replacement of ConQuest as the 'Q System' for 2 years
- A competition was launched to find a suitably descriptive system name for both Q and IAD
- Many entries were submitted but none were deemed appropriate
- Our preference is now to promote the service rather than a system brand
- This is consistent with other service provider web sites

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# Q no longer

- In choosing the service descriptor we considered....
  - The nature of the service that is being provided
  - A definition that best describes the service
  - If the definition related to all Stakeholders
- The Service name that best meets the above criteria is - Contact Management