Q (BPMS)
UK Link Committee
9-Dec-2010 Meeting Update

xoserve

Agenda

1. Email – IX Communications Options

2. Email Delivery Process Flow Diagram

3. Legal view on Security Data Issues

Email / IX
Communications Options

Email / IX Communications Options

Context:-

- Issued for UK Link representation following confirmation of approach at CEUG Seminar in June 2010

- One representation received requesting IX file due to unavailability to guarantee delivery via email

- The proposed changes as a result as detailed in following slides

- This does not change the communication flows proposed when contacts are raised via I'X (as shown in the 'To Be – I'X file' slides)

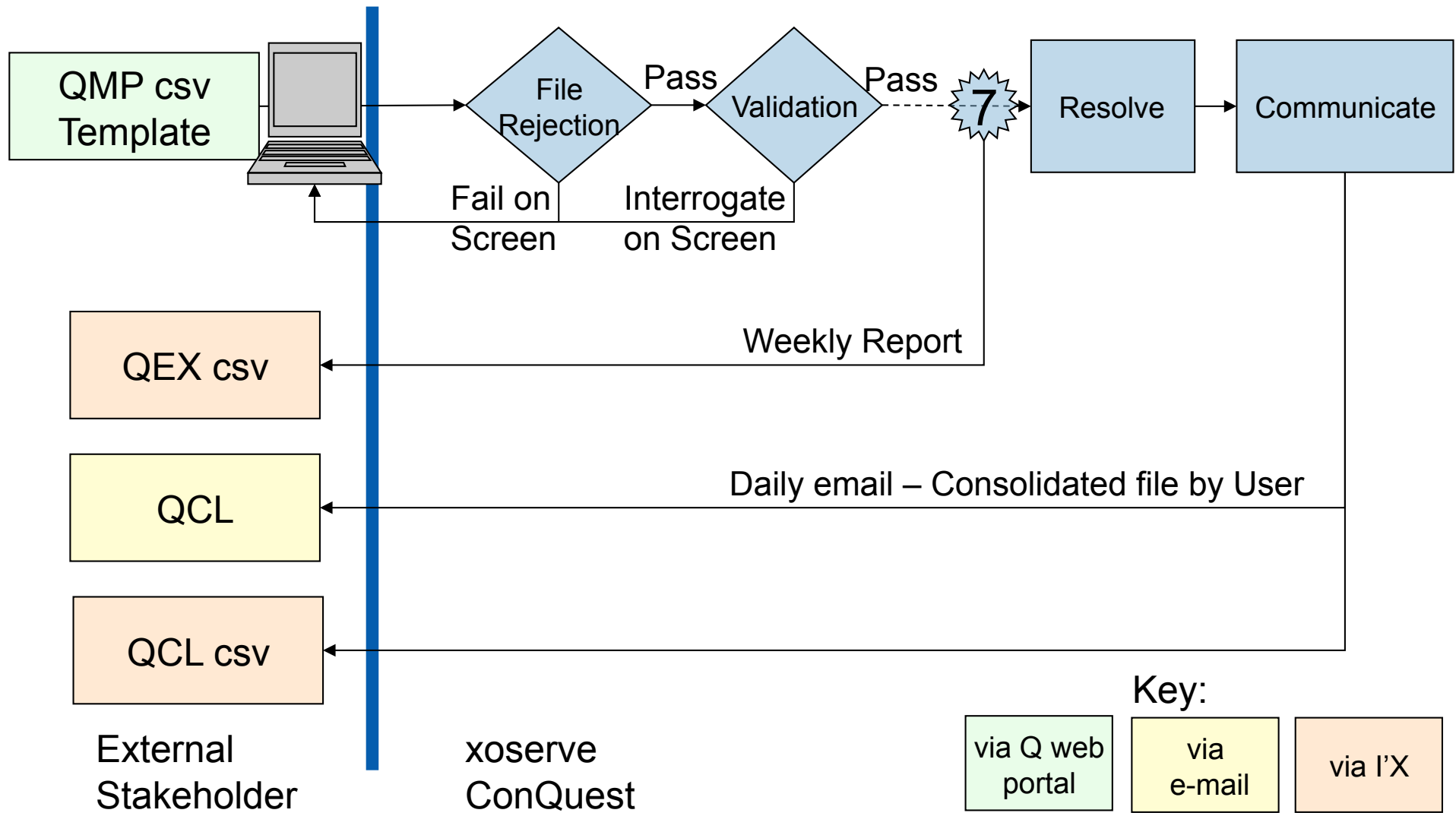# Q Operational Queries
To Be – I'X File

External
Stakeholder

xoserve
ConQuest

Key:

via Q web portal

via e-mail

via I'X
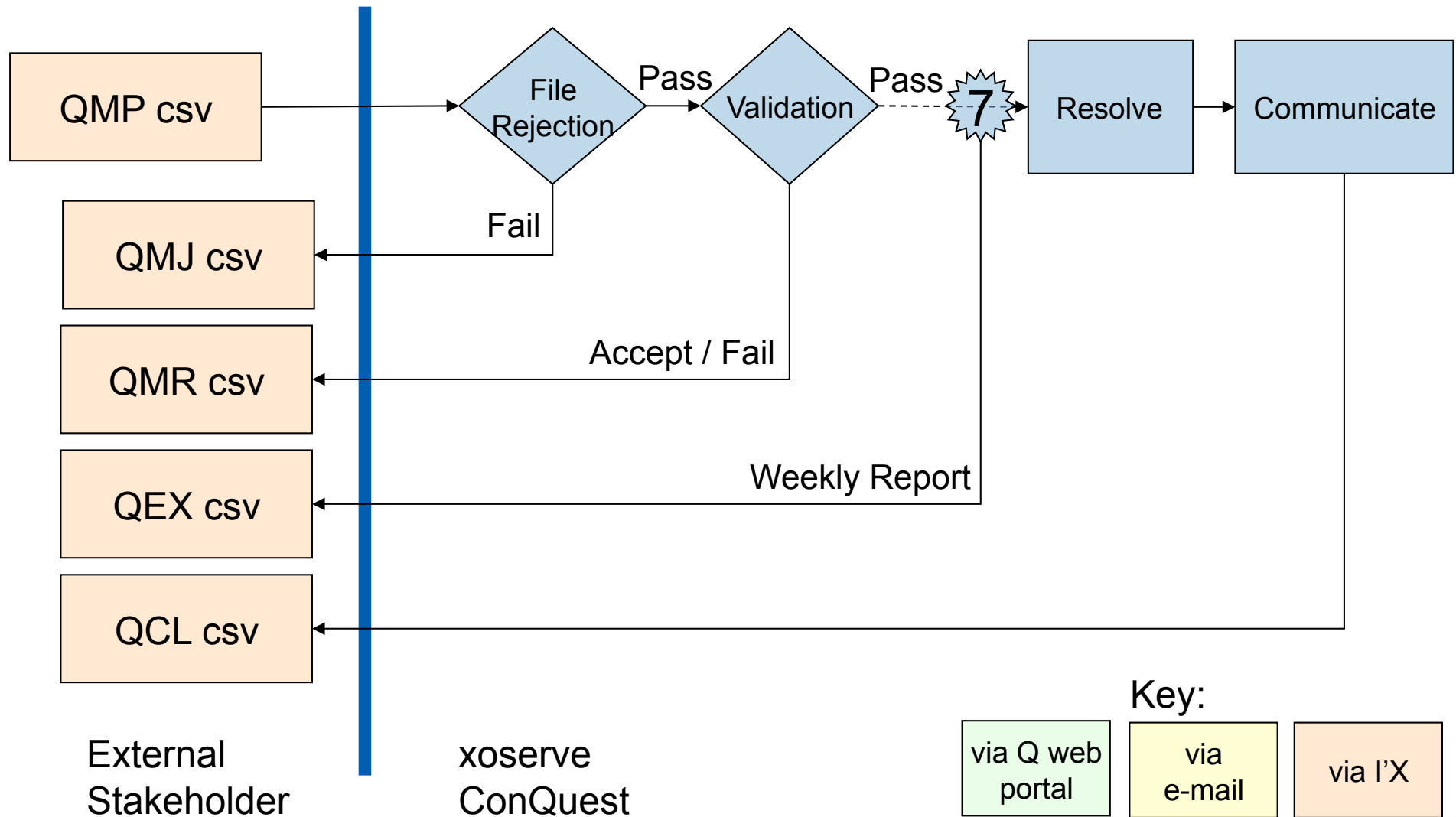
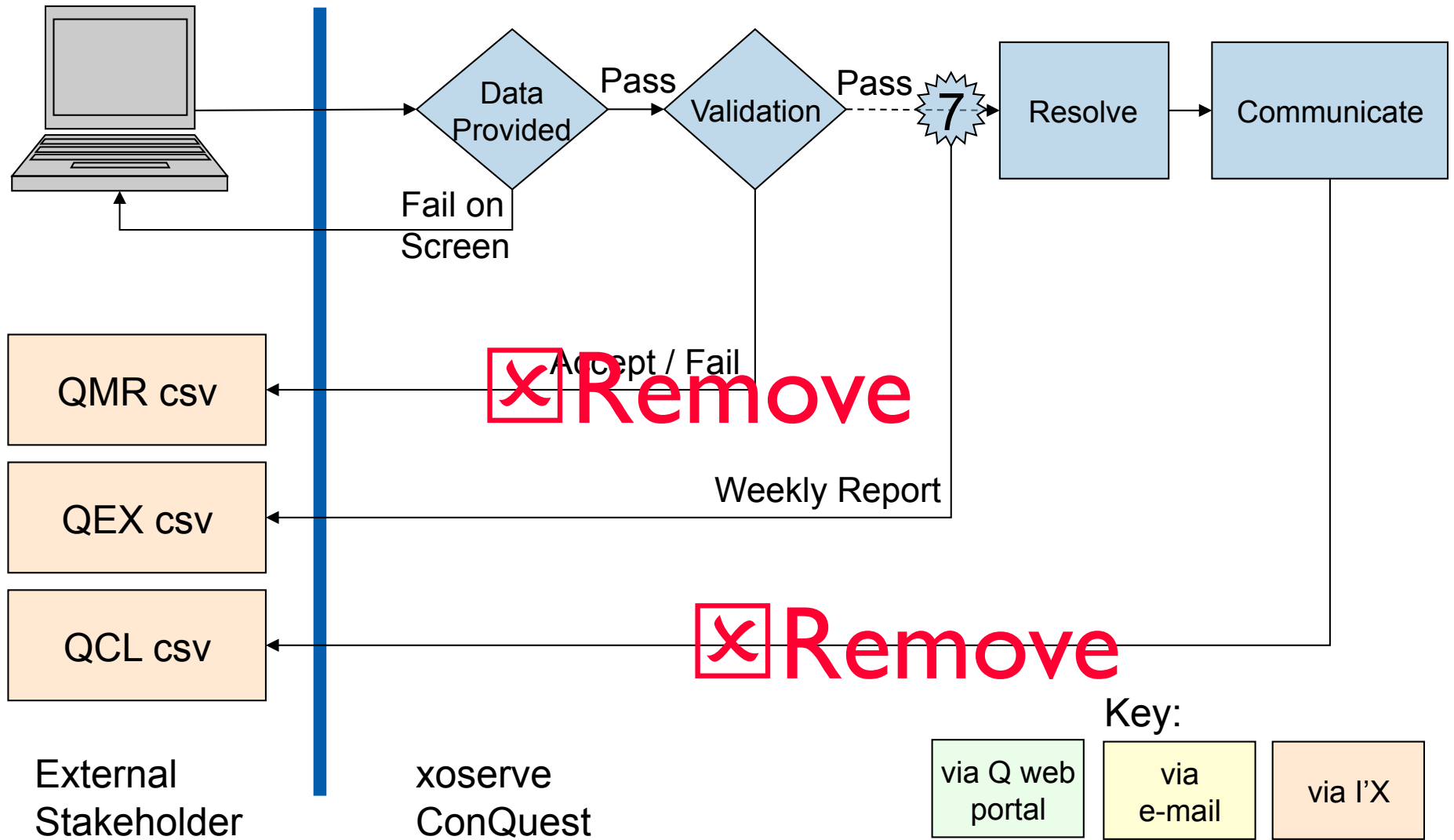# Q Operational Queries
To Be Web Upload - Proposed June 2010
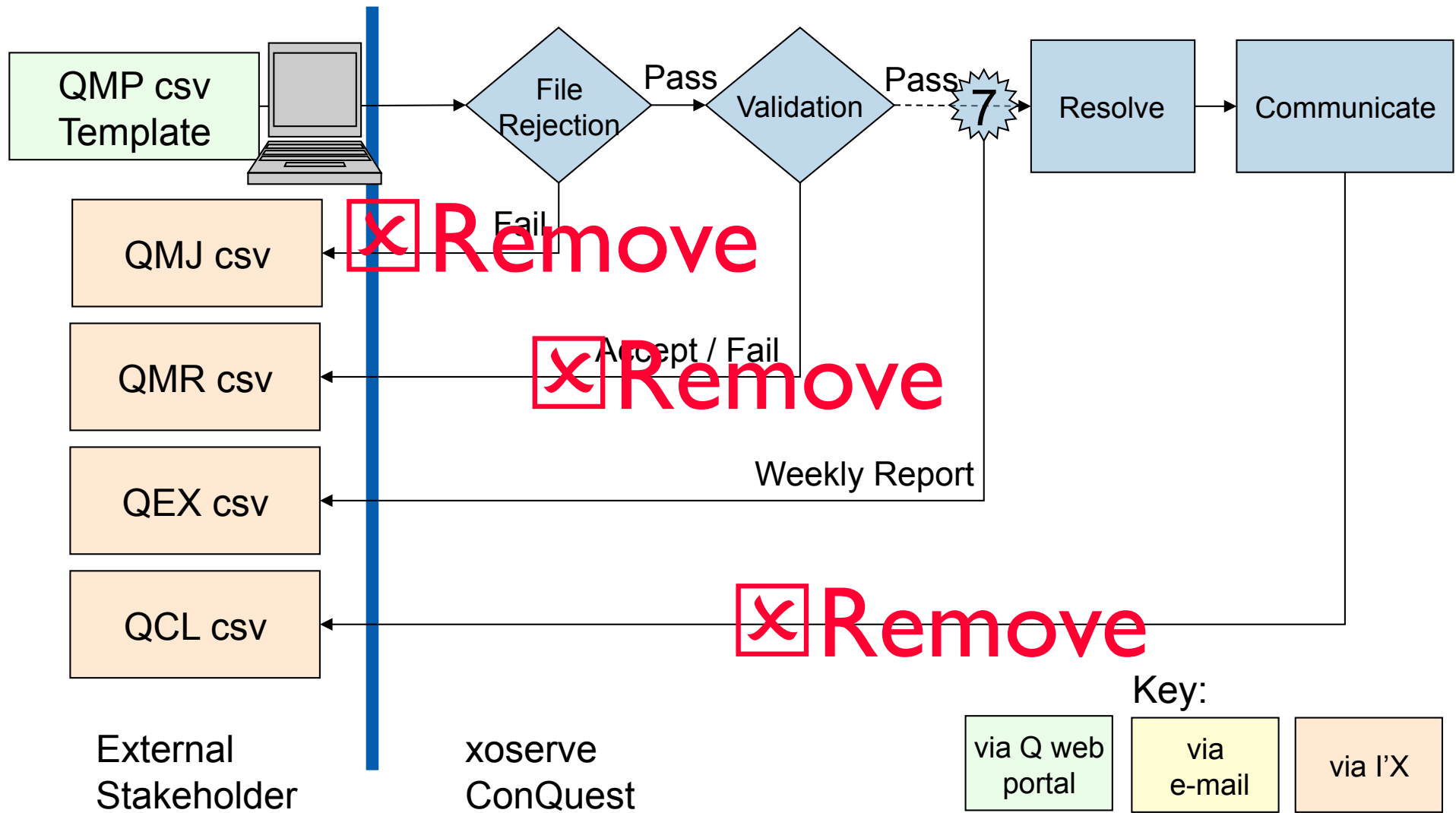
Q Operational Queries
To Be Web Upload - Revised Approach for Confirmation

Q Operational Queries
To Be Screen Entry – Proposed June 2010

Data Provided

Pass

Validation

Pass

7

Resolve

Communicate

Fail on Screen

QMR csv

⊠ **Remove**

Accept / Fail

Weekly Report

QEX csv

QCL csv

⊠ **Remove**

Key:

via Q web portal

via e-mail

via I'X

External Stakeholder

xoserve ConQuest

xoserve

Q Operational Queries
To Be Screen Entry – Revised Approach for Confirmation
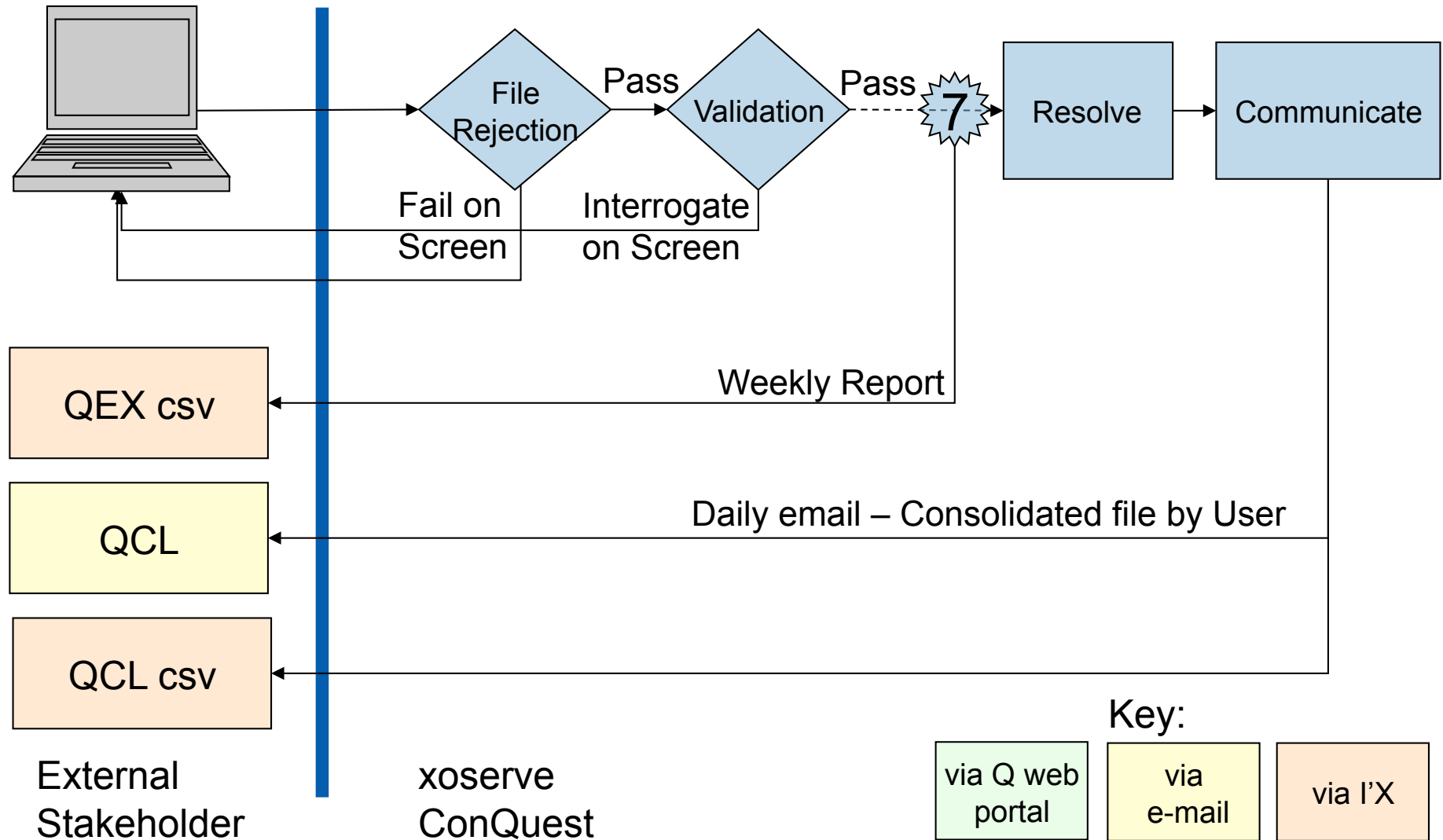
Response File Table

Mode	QMJ	QMR	QCL	QEX	Consolidated File	Update Web	Web Download	Web Search
Raised by Web Screen	No	No	Yes	Yes, once in a week via IX	Yes, once in a day via Email to users – based on email address capture from User Id logging query	Yes, contact status	QMR / QCL - downloadable	Yes
Web Bulk Upload	No	No	Yes	Yes, once in a week via IX	Yes, once in a day via Email for file to users identified in records within file	Yes, contact & file status	QMR / QCL - downloadable	Yes
File through IX	Yes, will be provided for each file rejection via IX	Yes, once in a day via IX	Yes, for each resolution via IX	Yes, once in a week via IX	No	Yes, contact and file status	QMR / QCL - downloadable	Yes

Email Delivery
Process Flow Diagram

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Email Delivery Process Flow Diagram

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Q System SMPT Server

xoserve Security Gateway

Internet

Security Gateway

User

User System

Unsecured Delivery Connection

Delivery of email not guaranteed by xoserve once it has left xoserve security gateway.
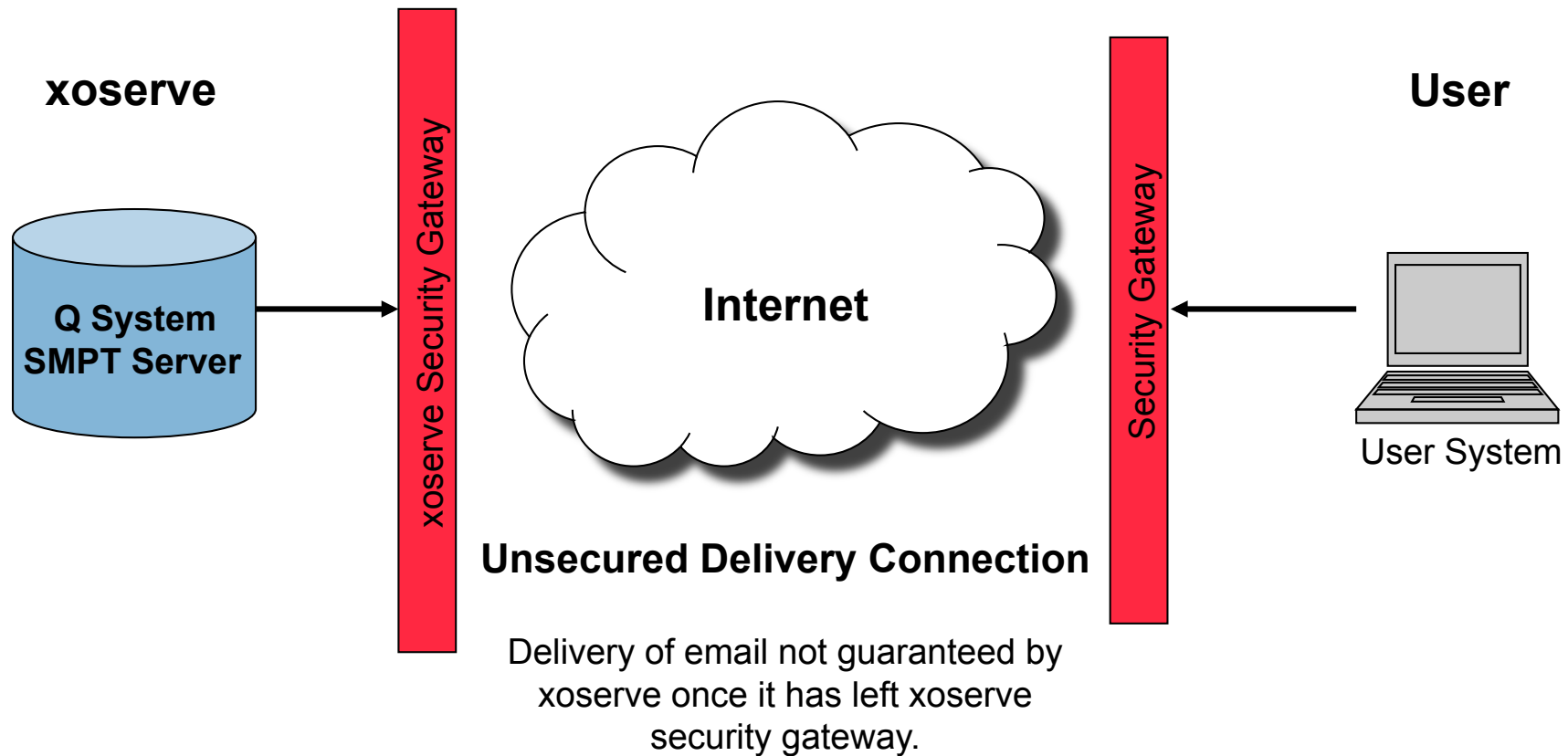
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xoserve Legal view on Security Data Issues

Update on Security Data Issues

- xoserve Legal is currently investigating the issue raised and preparing a formal response, which will be circulated by xoserve shortly