

IAD / SCOGES Replacement Project

Service Proposal from xoserve
September 2009

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Purpose of presentation

- Overview of the new service proposal
- Service enhancements
- Next Steps
- Appendix A: What will the new service look like?

Overview of the New Service Proposal

The New Service

- State-of-the-art information portal using the latest web technology
- Resilient and secure
 - The service will be resilient with back up and fail over arrangements available across two of xoserve's data centres
 - The service will be protected by the latest "best of breed" internet security arrangements
- The service will be delivered at a lower price than today's
- xoserve will provide a flexible service
 - It will have the ability to evolve and deliver new/additional data items and services
- The service will;
 - Contain more data than it does today e.g. more historic data
 - Be user friendly with reporting functionality available as well as view, search and retrieve
- It could be in place by summer next year

User Configuration and Controls

- The new service will have group access as per Gemini rather than the current per Shipper Short Code access
- Customer Password and Account Management Self Service - Master Admin User and associated account creation, change and deletion controls
 - All functionality provide on-line to provide a fast, responsive and efficient service
- Although each user will have an account it does not mean the future charging arrangements have to be by number of accounts, it can be transactional, subject to customer agreement

Service Availability

- The new system will be available 24 hours a day, 7 days a week, all year round
- Core supported hours are as follows;
 - Monday to Friday 08:00 to 18:00 (excluding non-working days), and
 - Saturday 08:00 to 12:00 (excluding Christmas Day, Boxing Day and New Years Day where these dates fall on a Saturday)
- The service will have fail over arrangements in place between two of xoserve's data centres to ensure disaster recovery and continuity of service

Data Updates

- Large Transporters' data will be updated at D+1
- Small Transporters' data will be provided at least monthly
 - Unlike today, the receiving and uploading of Small Transporters data by xoserve will result in no charges being made to the Small Transporters
- Because of the service's flexibility, we will have the ability to upload additional data from other sources, eg AMR asset data
 - Frequency of these uploads to be agreed with customers

Help Desk Provision

- The new system functionality will result in users having few reasons to contact the help desk
- All password management will take place via the system
 - This will provide a fast, responsive and efficient service
 - However, if a customer does call the help desk for a password change/reset etc they will incur a one-off charge
- A helpdesk provision is available in case of system faults. Its availability will mirror the core service hours.
 - A system fault call will not incur a one-off charge

Service Enhancements

Customer Requests for New and Additional Data Items

- Additional iGT data
- AMR asset data

Next Steps

Progressing the Proposal

- We plan to share the proposal with the wider customer base
 - User Pays User Committee on 12th October
 - With the large GTs on 13th October
- If customers are supportive we will;
 - Set up a project to deliver the new IAD service
 - Establish a project customer liaison group to confirm requirements, aid communications and share progress
 - Keep the SPAA Exec informed of progress
- We could have a new service in place by next summer if customers are supportive of our proposal

Appendix A

What will the new service look like?

Service Summary

- A flexible system using the latest web technology
- Customers will have the ability to access more data than they can today
- Customers will be able to generate reports via the new IAD
- Passwords will be managed on line
- Access will be at Group level
- The system will have the flexibility to load additional new data from a variety of sources, as required by customers
- The system will utilise best in breed internet security arrangements

Information – Sources and Quality

- The system will have;
 - Supply Point history
 - Additional corrector data items
 - Unique Sites information
 - The ability to store increased iGT & CSEPs information
 - Greater DM read & consumption information
- It will be more user friendly e.g. mprn status on postcode searches, full network name
- There will be a reporting suite with pre-defined reports that run overnight as well as the customer will have the ability to run smaller reports in real time

Security & Access

- Group Access as per Gemini rather than the current Shipper Short Code arrangement
 - Appropriate levels of access for user types to reflect code & legal obligations
- Customer Password and Account Management Self Service through Master Admin User and associated account creation, changes and deletion control
- The system will be resilient with system backup and fail over being provided across two of xoserve's data centres
- The new IAD will have the latest best of breed web security arrangements
- System flexibility will enable other parties to access IAD, subject to the correct changes in governance being agreed amongst the industry eg MAM access
- Greater customer MI on usage

System Facilitation & Views

- The system will have the ability to upload data from Unique Sites & CSEPs databases, as well as other data sources
- The improved flexibility will enable us to include additional screens / data items as and when they are required (eg AMR data)
- The system will be easier for customers to use, for example;
 - A simple cut and paste function will make the system more user friendly
 - There will be greater inter-operability between screens (i.e. no need to repeat mprn)
 - There is also the potential to develop API functionality if customers require it