User Pays User Committee
14th July 2014

Agenda

- Review previous action and minutes

- Updates: CO007 iGT Data Preparation Service & CO008 iGT Data Provision Service

- Data Enquiry Account Management Guidelines and proposed changes

- Operational Updates

- AOB

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User Pays User Committee Change Order 007 & 008 update

Paul Orsler

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Change Order 007
iGT Customer Data Preparation Service

- Xoserve are in an advanced stage of design for the iGT Customer Data Preparation Database

- As stated in the ACS, invoices for this service will begin January 2015

- Once the database is live (January 2015), Shippers will receive portfolio reports from Xoserve detailing the data Xoserve have received from the iGTs against their organisation

Change Order 008
iGT Customer Data Provision Service

- Installation of the IX equipment for iGTs is well under way

- Xoserve anticipate that all iGTs will have IX capability as of August

- Xoserve are also supporting the industry in understanding IX file transfer functionality in order to use IX to pass files between Shippers and iGTs

- There will be a change to the ACS to reflect the changes to date at which the service becomes effective

- Charges for the service are expected to be issued September 2014

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Data Enquiry Service

Account Management Guidelines & proposed changes

Lee Jackson

Agenda

- Best Practise guidelines/Key points
- Account creation request process
  - *Background*
  - *Mandatory data requirements*
  - *Impacts on account delivery*
- Supporting change
- Security benefits
- Proposed change to automatic log-out
- Proposed change to password resets
- Proposed 'Timetabled' password reset
- Summary of changes

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Data Enquiry - Best Practise guidelines

- Guidelines issued to all Contract Managers/LSO's
  - *12th May 2014*

- Please cascade/reinforce within your organisation
  - *Importance should be impressed upon Individual Users*

- Intention to increase awareness of account security
  - *Protect DE system integrity*

- Also published on www.xoserve.com

Best Practise - Key points

- One account – One User

- Accounts should **not** be shared under any circumstances
  - *Do not recycle accounts – Delete & create for new User*

- Accounts should be deleted promptly
  - *When a User leaves the organisation or changes role*

- Do not allow your account to be compromised
  - *Make passwords hard to guess*
  - *Never share passwords*
  - *Any access/use of DE is the responsibility of the Individual User*

Background – Account creation process

- **Not all Service Request Forms (SRF) are fully populated**
  - *Basic information regularly missing*

- **An urgency to standardise all SRF submissions**

- **In order to adhere to recognised IS guidelines**
  - *Improved access controls and compliance*

- **Need to implement measures to ensure account integrity**
  - *Ensure your data is protected*

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Mandatory data requirements

- User profile data mandatory & required in **all** cases;

- Individual's User name: **Lee Jackson**

- Individual's E-mail address: **Lee.Jackson@xoserve.com**

- Request type: Creation **or** Deletion

- All other Customer/Originator information still necessary

Mandatory data requirements

- Enables Xoserve to fulfil IS security obligations

- Allows improved management of DE account population
  - *Supports organisations to reconcile User accounts with Users.*

- Scheduled implementation: **1ˢᵗ September 2014**
  - *At this point request will be rejected if ALL details not provided*

- How will this impact upon User Organisations?
  - *Your feedback/views welcomed*

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Impacts on account delivery

- Xoserve to provide account creation directly to User

- Individual User to receive account ID and password
    - *Xoserve to provide via e-mail*
    - *Xoserve will also confirm creation to 'Authorised Requestor'*

- Previously all details provided to Authorised Requestor

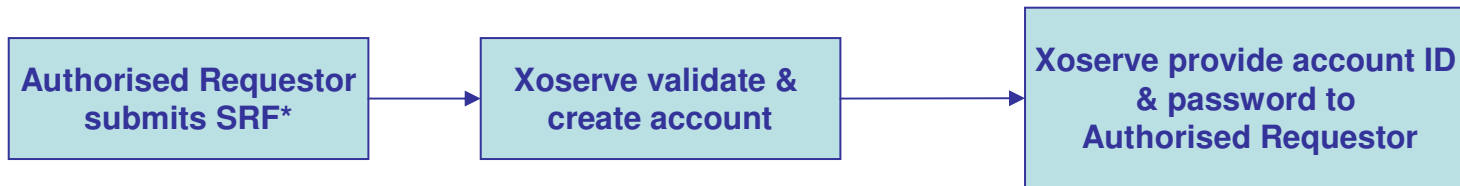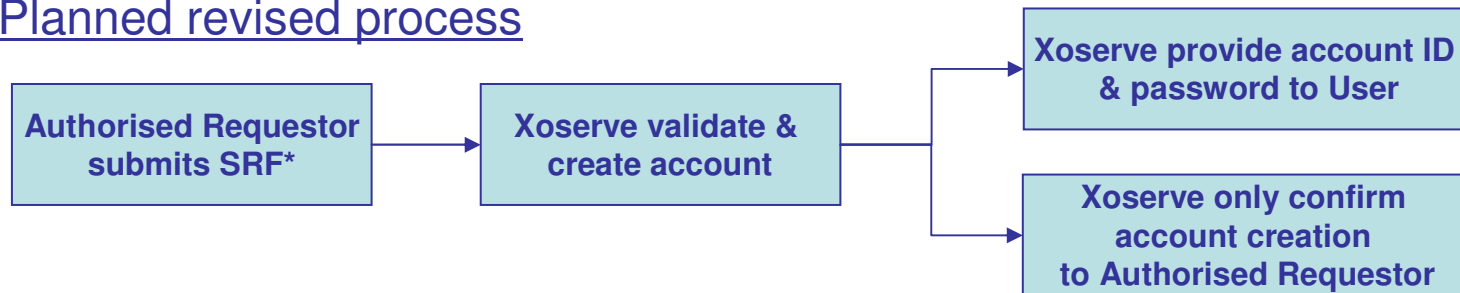- Enables Xoserve to fulfil IS security obligations

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Impacts on account delivery

Current process

| Authorised Requestor submits SRF* | → | Xoserve validate & create account | → | Xoserve provide account ID & password to Authorised Requestor |

Planned revised process

| Authorised Requestor submits SRF* | → | Xoserve validate & create account | → | Xoserve provide account ID & password to User |
| | | | → | Xoserve only confirm account creation to Authorised Requestor |

* SRF – Service Request Form (User Pays)

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Supporting changes

- Reconciliation planned for existing accounts
  - *User details required if not currently held*
  - *Your support required to provide data*
  - *Xoserve will retrospectively update user details*

- Provision of a complimentary 'Last Accessed' report
  - *One report provided at your bequest*
  - *If already received charges will be with-held*

- Accounts not accessed in 12 months will be deleted
  - *Monthly reconciliation*
  - *Xoserve to advise Authorised Requestor of deleted accounts*

Security benefits

- Ensures confidentiality, integrity & service availability

- Protects the interests of those relying on information

- Reduces the risk of misuse and abuse of data
  - *Access to only your information*
  - *Organisations become less vulnerable*

- Good governance frameworks/good security policies

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Security benefits

- Allows Xoserve & User community to meet obligations

- Required in line with industry standards
    - *Alignment with ITIL & ISO 270001*

- ITIL - Information Technology Infrastructure Library

- Advocates IT services aligned to needs of the business
    - *underpinning the core business processes*

- Industry standard used by many blue chip companies

Proposed change to automatic log-out

- Current functionality: User automatically logged out following 30mins of inactivity

- Originally scoped as such to protect system performance

- Repeat feedback received from User community
  - *Would be helpful if automatic log-out period longer than 30mins*

- Xoserve undertaking exercise to explore time extension

Proposed change to automatic log-out

- Analysis indicates a <u>60 minute</u> period potentially viable
  - *As an enhanced automatic log-out feature*

- Xoserve will therefore continue to test
  - *Critical focus upon system performance*

- Are UPUG members minded to accept this change?
  - *Xoserve will keep you updated with progress*

- Caveat: Any adverse impact upon system performance Xoserve will 'back-out' the change/return to 30mins logout

Proposed change to password resets

- Proposed change to the password reset routine

- Individual User to request reset via Service Desk

- Individual User advised via <u>e-mail</u> of new password

- LSO can request reset but password details issued to User

- Enables Xoserve to fulfil IS security obligations

Proposed 'Timetabled' password reset

- Xoserve considering a timetabled password change facility

- Every 90 days User prompted to change password
  - *Change triggered via login screen*

- Mandatory activity: Account disabled if no action taken

- Enables Xoserve to fulfil IS security obligations

- Views of UPUC… Appetite to pursue?
  - *Reset process & timetabled change*

Summary of changes

	Current	Future	Change date
Service Request Form			
Mandatory requirements	Profile details not always provided	All profile details to always be provided	1st Sept 2014
Account delivery - Acknowledgement	Confirm that request received (Authorised Requestor)	No change - Except when User profile details not provided, request will then be rejected	1st Sept 2014
Account delivery - Request completed	Confirm to Authorised Requestor that account created and provide User details	Confirm to Authorised Requestor that account created. Provide account details to individual User	1st Sept 2014
Password resets			
Change to reset process	LSO contacts Service Desk and requests password reset - New details provided to LSO	a) Account User will contact the Service Desk and request password reset ---------------------------------- b) LSO will contact Service Desk but provide email address of account holder	TBC
Timetabled password change	User not currently 'forced' to change password	Every 90 days the User will be prompted to change their password	TBC
Supporting changes			
Missing User profile details	N/A	Missing User profile details - Xoserve will request & update system	TBC (Ongoing)
Deletion of accounts not accessed in 12 months	N/A	Monthly reconcilliation - Accounts will be deleted by Xoserve	TBC (Ongoing)

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Questions?

Date of Next Scheduled Meeting

Monday 8th December 2014 via T-con

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