



AQ Taskforce Update CoMC

19th February 2020

Version 1.0 7th February 2020

Summary

- The AQ taskforce has now been established to resolve the underlying issues which have led to AQ errors. The team currently consists of business SME's, technical resources including architects, as well as our IT suppliers
- We are currently in our discovery phase, with an immediate focus to confirm the scope and breadth of the problem and develop a detailed plan of action
- Resolution of the current open defects will continue to be a priority. Additionally a more in-depth assessment of the root cause will be undertaken to negate these issues occurring in the first place.
- Updates on progress will be provided monthly to CoMC and progress updates will be published on the Xoserve website

AQ Task Force Focus Areas



PROBLEM RESOLUTION

Focus	Objective
Prioritised Defect Resolution	<ul style="list-style-type: none"> Continued delivery of prioritised functional defects Identification of delivery enhancements aimed at insulating customers from issue until enduring resolutions deployed
Root Cause Analysis	<ul style="list-style-type: none"> Deep dive activities to identify root causes of the issues incurred. Resolutions to root causes identified and proposed. Identification of automation/workarounds for defects.
Process Review	<ul style="list-style-type: none"> Review the monthly/Annual AQ process both in terms of functionality at a system level and as a business process



CUSTOMER INSULATION

Focus	Objective
SLA Definition	<ul style="list-style-type: none"> Greater visibility on defect resolution and data corrections
Tech Ops Improvements	<ul style="list-style-type: none"> Delivery of improvements to technical processes MI to improve operational processes and drive insight
Business Ops Improvements	<ul style="list-style-type: none"> Delivery of improvements to business operational processes Delivery of MI to improve operational processes
Customer Impact Mitigation	<ul style="list-style-type: none"> Front of House for describing progress against plan, and managing the impact to you

AQ Taskforce Objectives

- Our objectives:
 - Resolve current known defects
 - Undertake a detailed root cause analysis assessment of the AQ functionality and if necessary upstream processes
 - Review the AQ system and business process for both monthly and annual activities
 - Identify and implement system and process solutions to resolve the issues (short, medium and long-term as required)
 - Use data / MI to drive greater insight
 - Continue to provide support, progress reporting & status to you on the taskforce activities

What do I know...?

- The upstream processes that 'feed' AQ calculation are complex and multi-faceted driving many potential scenarios for incorrect AQ's to occur
- We need to ensure that root cause is undertaken and applied, not just deliver singular defect fixes
- We need to ensure that the testing of our defects and changes are appropriate to provide confidence to you that we are resolving these issues permanently
- We need to use data & MI across our processes to identify issues before they result in impact to you
- We need to be more transparent on the work that is being done internally and help you understand why this has not been easy to resolve to date – I want to bring you on the journey

Next Steps?

- Continue to provide progress updates through monthly CoMC meetings and Xoserve website
- Communicate the plan and taskforce findings – Target March 2020 CoMC
- Engage with the customers to understand key pain areas and improvements required