

# IAD Update

# Implementation Deferral

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- Original Implementation Date – 11<sup>th</sup> October – Deferred
- Issues identified as part of Performance Testing
  - Further performance tuning of code was performed
    - Still experienced degraded performance in comparison to existing code
  - Performance impacts are not expected to impact user experience
  - User Tests did not observe any degradation on transactions
- Delayed Implementation allows us to understand impacts of changed code in the IAD Production Service prior to implementation

# Revised Implementation Approach

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- 10<sup>th</sup>-12<sup>th</sup> October – Outage required to apply Performance Testing Capability into IAD Production Service
  - Extract benchmark statistics of pre change IAD code
- 17<sup>th</sup>-19<sup>th</sup> October – Outage required to implement Change Code into IAD Production Service
  - Extract performance statistics against the change code under stress conditions
  - Backout and revert to pre change IAD code
  - Enables analysis of performance results
  - Provides opportunity to confirm to Users of when change code will be applied and LSO Managed Organisations to notify Users which password to use

# Revised Implementation Approach (2)

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- 24<sup>th</sup>-26<sup>th</sup> October – Implementation of Revised Code into IAD Production Service
  - 23<sup>rd</sup> October – Final Go/No Go Meeting
  - 24<sup>th</sup>/25<sup>th</sup> October – Implement Revised Code
  - 26<sup>th</sup> October – Confirm Revised Code in place
  - 27<sup>th</sup> October – LSO Managed Organisation Users Log In with revised passwords

# Planned User Communications

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- Emails to Contract Managers
  - 23<sup>rd</sup> October – Confirming 'Go' Decision
  - 26<sup>th</sup> October – Confirm Revised Code in place
- SMS Messages to nominated contacts
  - 26<sup>th</sup> October – Confirm Revised Code in place / Users to use revised password on 27<sup>th</sup> October
    - Nominations by 23<sup>rd</sup> October for SMS to:  
[xoserve.userpays@xoserve.com](mailto:xoserve.userpays@xoserve.com)

## Other Items for Note

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- LSO Managed Organisation datafix has been successfully tested
  - No failures reported
  - Reconciliation exercise (New Accounts Created) undertaken on 6<sup>th</sup> October – sent to Contract Managers to provide additional profile information
  - Further reconciliation exercise planned 20<sup>th</sup> October
  - Response required by 22<sup>nd</sup> October
- Account creation freeze
  - Not proposed for this implementation