

Portal Update

COMC
September 2022



Portal Status Update

- Portal Phase 1 stabilisation has continued throughout August to support customers with their queries and tickets and has been successful in getting us into BAU levels of service for GES.
- Following a post-implementation review, we have been able to use our learnings to help alleviate similar issues for phase two. We've made the decision to move the subsequent migration dates to October, so that we can adjust and improve our processes and service.

Start	End	Project	Activity
19/09/22	30/09/22	Portal	Portal external connectivity testing will be made available for customers to connect to our test systems and test their connectivity (see below for details)
10/10/22	14/10/22	Portal	UK Link users who are not yet migrated to the new Xoserve Service Portal (i.e., do not use GES) will be issued login instructions via email in readiness for the 17/10
17/10/22	17/10/22	Portal	Access to UK Link will migrate to the Xoserve Services Portal (Go Live*) <ul style="list-style-type: none">- This will see a new tile added to user's homepage if already accessing the portal (e.g., for GES)- Remaining UK Link users will migrate to using the single sign on via the Xoserve Services Portal- The temporary URL (in use since July) will notify visitors to access UK Link via the new portal

- User Impact: the number of users impacted for Phase 2 is significantly less than Phase 1, where we had c.40k user profiles to migrate for GES. For Phase 2, there are approximately c.2.5k UK Link users.
- For those users already using GES (~75%), the impact will simply be a new tile appearing on their home screen within the portal and the temporary URL they've been using will be disabled (with a signpost to the enduring service).

*Go Live contingency 24/10/22

Portal Status Update (continued)

- For those remaining UK Link users who do not use GES, their profiles be created during week commencing 10/10/22 and they will receive login instructions before Go Live, as per Phase 1 implementation.
- Connectivity testing is being offered to all customers ahead of Portal Phase 2 Go Live. A test environment will be made available to users between Monday 19/09/22 and Friday 30/09/22 for external connectivity testing only. We recommend you register to perform a connectivity test to our test system as a practice run particularly for those customers who dont use GES services currently to ensure a smoother transition post launch.
- All users will be contacted in the coming weeks and given all the relevant information on how to continue to access the services and troubleshooting support if needed.
- We will also be holding Q&A Drop-In sessions to support users through interactive sessions and published 'How to' guides and videos.