DDP AQ Read Performance Dashboard Update

June 2024

Update Agenda

Following the AQ at risk Dashboard issue, we took an action to provide updates on three topics

- Ongoing Data Assurance

- Change Assurance

- Defect Fix Replan Timelines

Ongoing Data Assurance

- **Question: How do Xoserve ensure the ongoing quality of data used by the PAFA?**

- While DDP is self-serve, we assure data used by the Performance Assurance Committee in our role supporting the PAFA.

  - Where possible we cross-validate with other data

  - The AQ Read performance dashboard is a unique dataset and so we "consistency check" the data with previous months and investigate unusual changes to the established trend

  - The AQ Read Performance dashboard criteria is different to other read performance data and so the reported performance was expected to be different.

- We have introduced additional monthly checks of the PAFA dashboards to ensure the data used in PAC is accurate

Ongoing Data Assurance

- **Question: How does Xoserve ensure that data loads completely and accurately into DDP?**

- Data load processes are monitored throughout the estate to ensure they complete successfully

- We have implemented additional manual and automated data load and service alerts, so any issues are identified and resolved before they impact customers

Change Assurance

- **Question: How does Xoserve ensure releases are fully tested?**

- All releases undergo comprehensive user testing, with test cases and acceptance criteria developed in parallel with feature requirements

- We have recently improved our test environment to mirror the full production dataset, enabling enhanced testing of complex features

- We have bolstered our testing resource pool by 300%

- We have further enhanced feature traceability processes to reinforce the link between business requirements, technical design, testing, and feature release

Defect Fix Replan

- **Question: Please explain why the fix release was deferred to June**

- Absence of key resource resulted in the replan

- The development team has inbuilt resilience; however, specialist expertise is less scalable by nature of it being specialist

- The design of the AQ Read Performance feature is complex with many interdependencies. The cumulative impact of replanning the dependent tasks while ensuring quality resulted in the later replanned date

Thank You