"Data Enquiry Service"

Implementation Arrangements

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- Confirmation of Go Live date will be issued to registered LSO's in advance
  - Wider communications will also be issued, but LSO's need to also pass message to their Users
  - The UPUC Contract managers will also receive advanced notice

- It can be accessed via www.xoserve-search.com or www.xoserve-search.co.uk

- It will also be available by a hyperlink on Xoserve's homepage

Account creation process

- The User Pays Service Request process will remain (as is) for all account creation and deletions
  - Xoserve will continue to manage all creations and deletions

- The SLAs will not change

- There may be some minor changes to the Service Request form to enable new User details to be obtained
  - Formal notification will be provided, if change required

- For the initial period Data Enquiry will operate through an individual security platform, which has some differences
  - There will no longer be an LSO managed approach
  - All password resets will be undertaken by Xoserve

- Following a password reset by Xoserve, Users will be forced (by the service) to enter a new password

- In the short term this is a reduction in functionality, but PAWS will deliver full user empowerment
  - This will then meet the industry's requirements for self service

Stakeholder groups

- Data Enquiry will enable more industry groups to have access to view data

Stakeholder Group	Access Type
Xoserve	Full
Shippers	Read only
Suppliers	Read only
Distribution Networks	Read only
Meter Asset Managers	Read only
Major Energy Users	Portfolio update
Authorised Agency	Read only

- Users will only be able to see data in accordance with allowable permissions

- The mandatory requirements for users accounts within Data Enquiry are;
  - User Name / Id
  - Password
  - Organisation Type
  - Organisation Short Code

- All the data is available in IAD, can be extracted and therefore will be migrated into Data Enquiry

- This will ensure implementation is as seamless as possible for stakeholders

- Some User data requires cleansing before migration
  - Passwords
    - Available passwords will be migrated
    - Where passwords cannot be migrated Xoserve will set a default password

  - Locked Accounts
    - Where an account is locked it will be assigned a default password

- Individual organisation LSOs will be advised accordingly of the default passwords and can share with affected Users

Changing your password

- If your account has been set to the default password, you will have to change it on 1st log on

- New passwords need to comply with the password policy;
  - Mixed characters i.e. at least 2 letters (upper and lower case) and / or number or special characters are required
  - Minimum 8 characters
  - Password change will be required every 49 days

- Additionally, if the wrong password is entered 3 times the account will lock
  - Only Xoserve will be able to unlock an account
  - This will be through resetting the password, when above process will require following

Service Desk arrangements

- The Xoserve Service Desk number will now be published on the Data Enquiry login page

- This can be used to
  - Register any service faults or issues being experienced
  - For LSO's to request a password reset
  - For Users who are unable to locate an LSO within their own organisation
    - User will be required to raise a fault and Xoserve will then contact them and provide details of their LSO

- Xoserve will not reset passwords for Users who are not registered LSO's
  - This is the same process as currently in place

- There is an opportunity for users to experience the service before go live

- Between 16 Dec – 22 Dec 2011 will be the user familiarisation phase

- This will enable users to have secure access to the service and get used to the new look / feel. It is not a formal testing phase

- A number of organisations have already registered to take part, if you would like to participate please provide Xoserve with your details

Future "Single Sign On" migration

- Xoserve is still planning to implement an enterprise security function within the Q Project (ConQuest replacement) - PAWS

- This provides our customers enhanced features
    - Single sign feature for Data Enquiry and Contact Management Services
    - Empower users to manage own accounts, at User and LSO level
    - Provide LSOs online management of account portfolio
    - Work flow management
    - Group accounts (parent / child hierarchies)

- When PAWS is delivered Data Enquiry will moved to new security functions and your support will be required to obtain the extra User details required.

Key points summary

- Data Enquiry service will replace the current IAD system

- Users can experience the service during the familiarisation period

- Data Enquiry will be available in Jan 2012

- Users will be able to access the service using their existing Ids / passwords
  - Unless notified by their LSO of the default password

Next Steps

- Provide a list of registered LSO's to User Pays Contract Managers for review
  - This reviewed list will then be used for all communications relating to user accounts and service updates

- Provide further updates to other industry forums and parties
  - User Pays group
  - ConQuest group
  - UK Link Committee

- Further communications will be provided confirming arrangements once finalised
  - Shipper E-news
  - Xoserve.com

- If you have no immediate questions then can always contact us at a later date;

- Please email your name and query to:-

  Internetcomm.spa@xoserve.com

- We will respond to your query as soon as possible