"Data Enquiry Service"

Background & Project Progress

Sat Kalsi

- Xoserve has been undertaking a project to replace the existing IAD service

- The change driver was a mixture of Xoserve's strategy to upgrade the service as part of its wider technology upgrade and a response to an industry challenge to the existing service

- Requirements gathering, analysis and challenge has given scope to develop solution

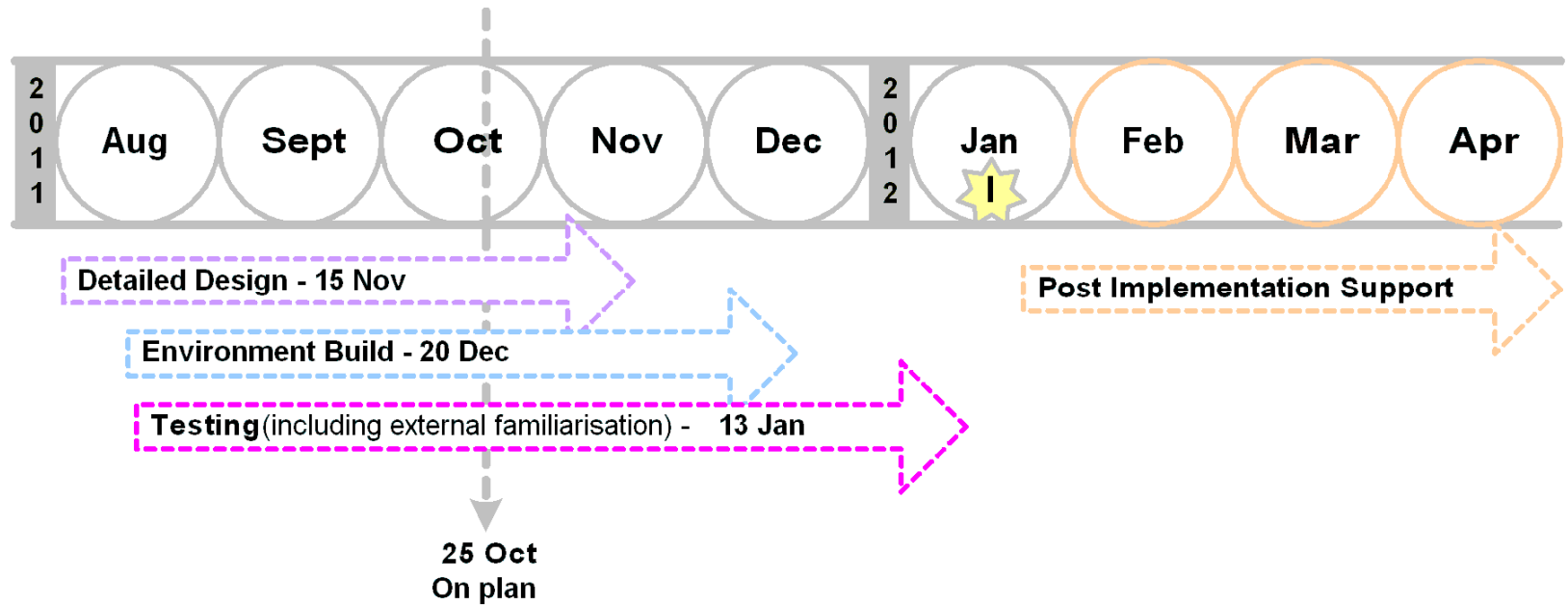**XOserve**

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- The project is being delivered using an agile / iterative approach, meaning;
  - The normal project cycle is compressed and phases overlap
  - Offers the opportunity for an accelerated delivery

- To achieve this we are using a single supplier for entire delivery and post implementation support
  - Our supplier is very knowledgeable on both the technology and Xoserve's technology architecture

- Since initiation progress has been positive and remains on track for Jan 2012 go live

- Commenced key test phases (performance, security and user acceptance)

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2 0 1 1	Aug	Sept	Oct	Nov	Dec	2 0 1 2	Jan	Feb	Mar	Apr

Detailed Design - 15 Nov

Environment Build - 20 Dec

Testing (including external familiarisation) - **13 Jan**

Post Implementation Support

25 Oct
On plan

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Requirements Recap

Mark Cockayne

- The requirements were collated from various industry stakeholders / events;
  - SPAA Business Requirements Document
  - User Pays "IAD" work group
  - Customers / user feedback (Shipper, Network, Consumers)
  - Xoserve generated improvements
  - Performance & support requirements
  - Modifications & Changes
  - Industry best practices

- Data Enquiry has been designed with all these requirements in mind

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SPAA Requirements

- In terms of data source, content, volume and quality all the SPAA requirements will be met

- Data Enquiry will continue to provide daily updates of large GT data and offers future scope to include more / full iGT data if considered to be a requirement at a later stage

- All updates to the service will come from Xoserve's Information Provision (IP) data warehouse, providing scope to accept variable format updates (FTP, DVD etc..) in the future

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SPAA Requirements

Requirements	Delivered
Ensure larger GT data are provided with D+2	✓
Complete daily system updates	✓
Provide scalability for above 21 million Meter Point records	✓
Only allow user to access data where they have permission / authority	✓
Offer copy / paste and print facility with service screens	✓
Provide full suite of company performance reports	✗ **Xoserve** ✓
Empower users and enhance access controls feature	✗ **PAWS** ✓

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Customer Requirements

- Workshops were undertaken with User Pays Group and other customers, with requirements collected

- Main improvement areas were;
  - Increase data content
  - Provide historic information – Asset and Supply Point
  - Provide previous meter readings
  - Introduce flexibility to add / remove / amend data displayed
  - Improve search function

- These requirements have been met though the new service

- However, due to permissions we are unable to provide information in relation to previous supplier ownership

- In response to industry modifications Data Enquiry will provide access to more stakeholders
  - Supplier access
  - Meter Asset Managers

- It also offers provision to create further access groups should other industry parties be permitted access in the future

Performance Requirements

- Maintain existing performance standards
    - Service availability remains as is, as per contract
    - It will be available outside core supported hours (Mon – Friday 08:00 – 18:00, Saturday 08:00 – 12:00)

- Data Enquiry will not be accessible between 00:00 – 03:00 daily
    - Routine maintenance and back ups run during this period

- For optimum performance try not to enter broad search criteria

- Service will maintain performance with 300 concurrent users
    - This is user actually invoking functions at the same second

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Out of Scope

- Linkage between ConQuest and Data Enquiry

- Provision of direct access user reports i.e. online

- Immediate changes to access controls (PAWS)

- LSO management (PAWS)

- Maintenance of address amendments history

- Integration with stakeholders systems

- Direct external updates, FTP etc..

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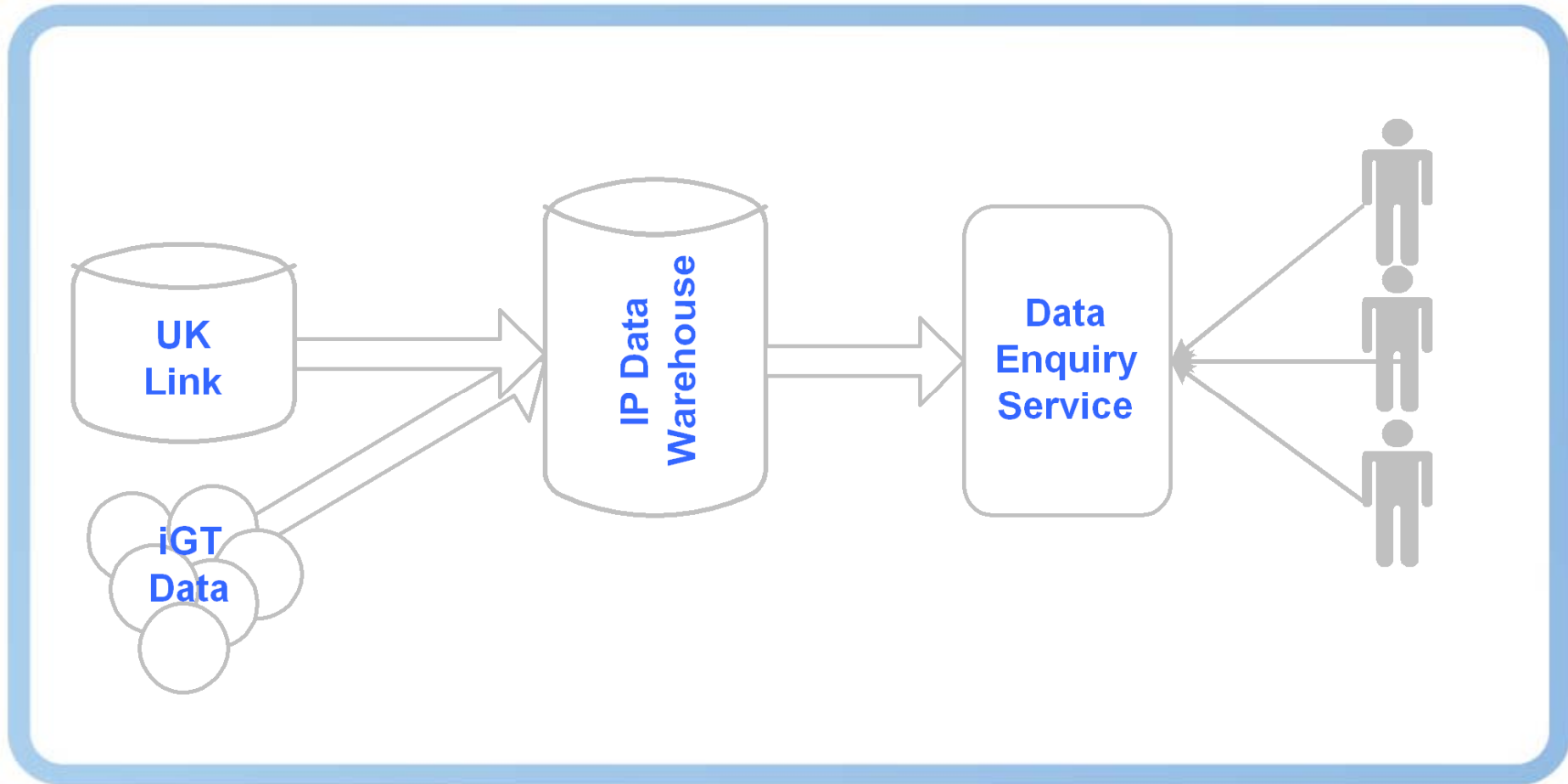
- The solution offers the flexibility to add / remove data items efficiently, subject to change governance

- Enhanced search parameters
  - Address, including single string postcode field
  - Confirmation numbers
  - Supply Point Ids

- Intelligent search facility
  - Input fields will dynamically grey out to ease usage
  - Tool tip provided for immediate guidance

- Single search and results function
  - Enabling searching to take place within your own portfolio
  - Seamless viewing of portfolio and community data

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New Features - Data

- iGT update dates provided on homepage

- More data will be available to users, including;
    - Meter exchange details
    - Full Network Names (or iGT if applicable)
    - Historic asset information*
    - Historic meter reads*
        - 3 years previous reads
        - Last 40 reads
    - Historic Supply Point information*

- A complete list of data items will be published in the new user guide once service is implemented
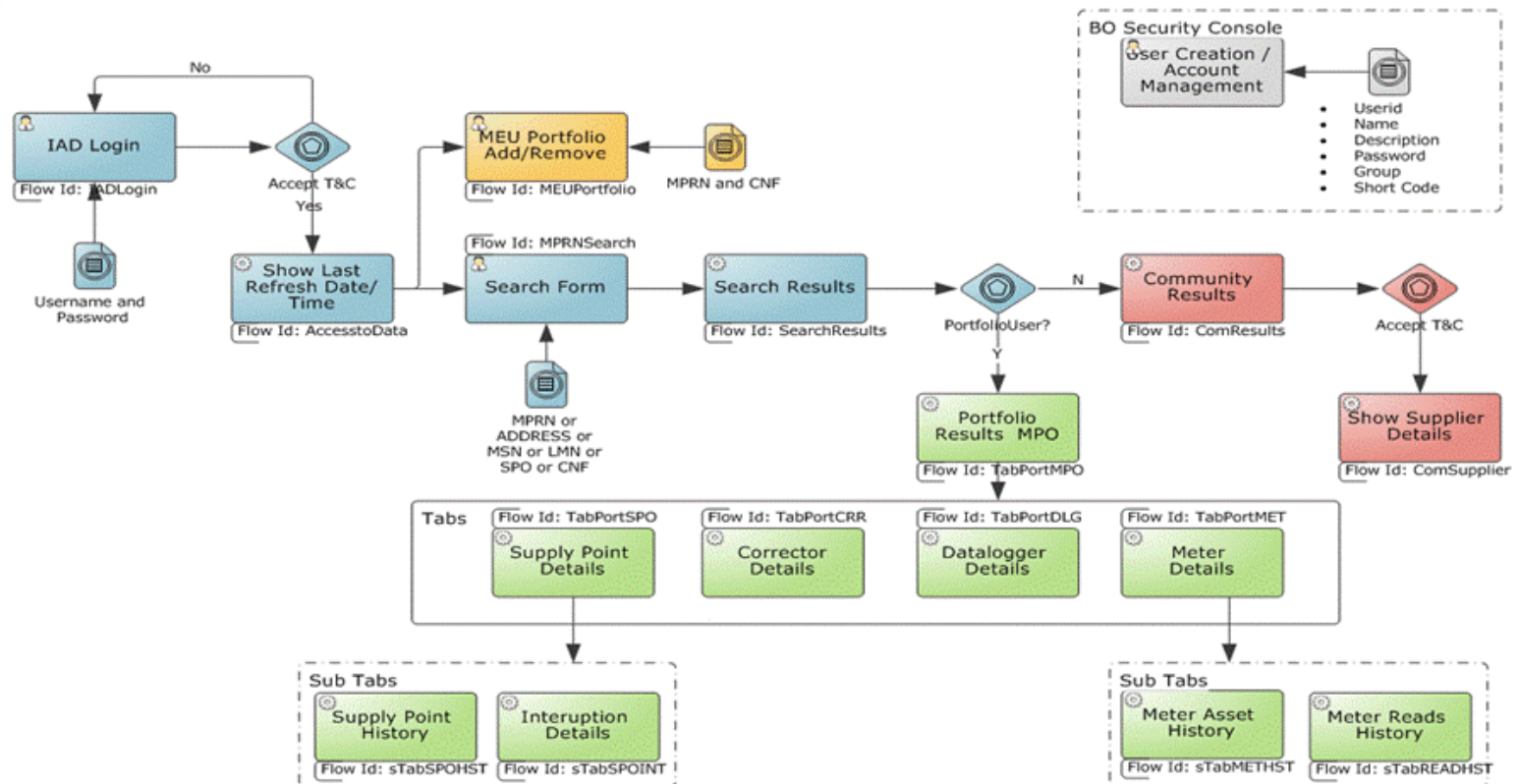
Historic data is subject to ownership periods and permission

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IAD Login
Flow Id: IADLogin

No

Accept T&C
Yes

Username and Password

MEU Portfolio Add/Remove
Flow Id: MEUPortfolio

MPRN and CNF

BO Security Console

User Creation / Account Management

- Userid
- Name
- Description
- Password
- Group
- Short Code

Show Last Refresh Date/ Time
Flow Id: AccesstoData

Flow Id: MPRNSearch

Search Form

MPRN or ADDRESS or MSN or LMN or SPO or CNF

Search Results
Flow Id: SearchResults

PortfolioUser?

N

Community Results
Flow Id: ComResults

Accept T&C

Y

Portfolio Results MPO
Flow Id: TabPortMPO

Show Supplier Details
Flow Id: ComSupplier

Tabs

Flow Id: TabPortSPO
Supply Point Details

Flow Id: TabPortCRR
Corrector Details

Flow Id: TabPortDLG
Datalogger Details

Flow Id: TabPortMET
Meter Details

Sub Tabs

Flow Id: sTabSPOHST
Supply Point History

Flow Id: sTabSPOINT
Interuption Details

Sub Tabs

Flow Id: sTabMETHST
Meter Asset History

Flow Id: sTabREADHST
Meter Reads History

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- The web pages / screens are design rich, providing
  - Logical tabs for related data
  - Ensuring easy visibility and navigation

- Breadcrumbs toolbar enables users to return to search results efficiently, without repeating searches

- Data items can be copied and pasted direct from screens and search fields

- It has been tested to operate on IE6, 7 & 8, Firefox 3

- Minimum screen resolution of 1280 by 800 is recommended

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- Data Enquiry has the ability to capture transactional user data
  - Xoserve can report on this information and offers the opportunity to move to alternative charging mechanism (subject to appropriate change governance)

- The service is also planned to integrate with Xoserve Single Sign on security (PAWS) during next year

  - This will provide users with 1 account for both Data Enquiry and ConQuest replacement services
  - Further communications will be provided once plans for integration are finalised

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Screen Walkthrough

Iain Monksfield