

xserve



respect > commitment > teamwork

“Data Enquiry Service” Update

5 December 2011
(by email)



Contents

- Progress update
- Familiarisation arrangements
- Data migration details
- Implementation
 - Go live dates
 - Key information to note

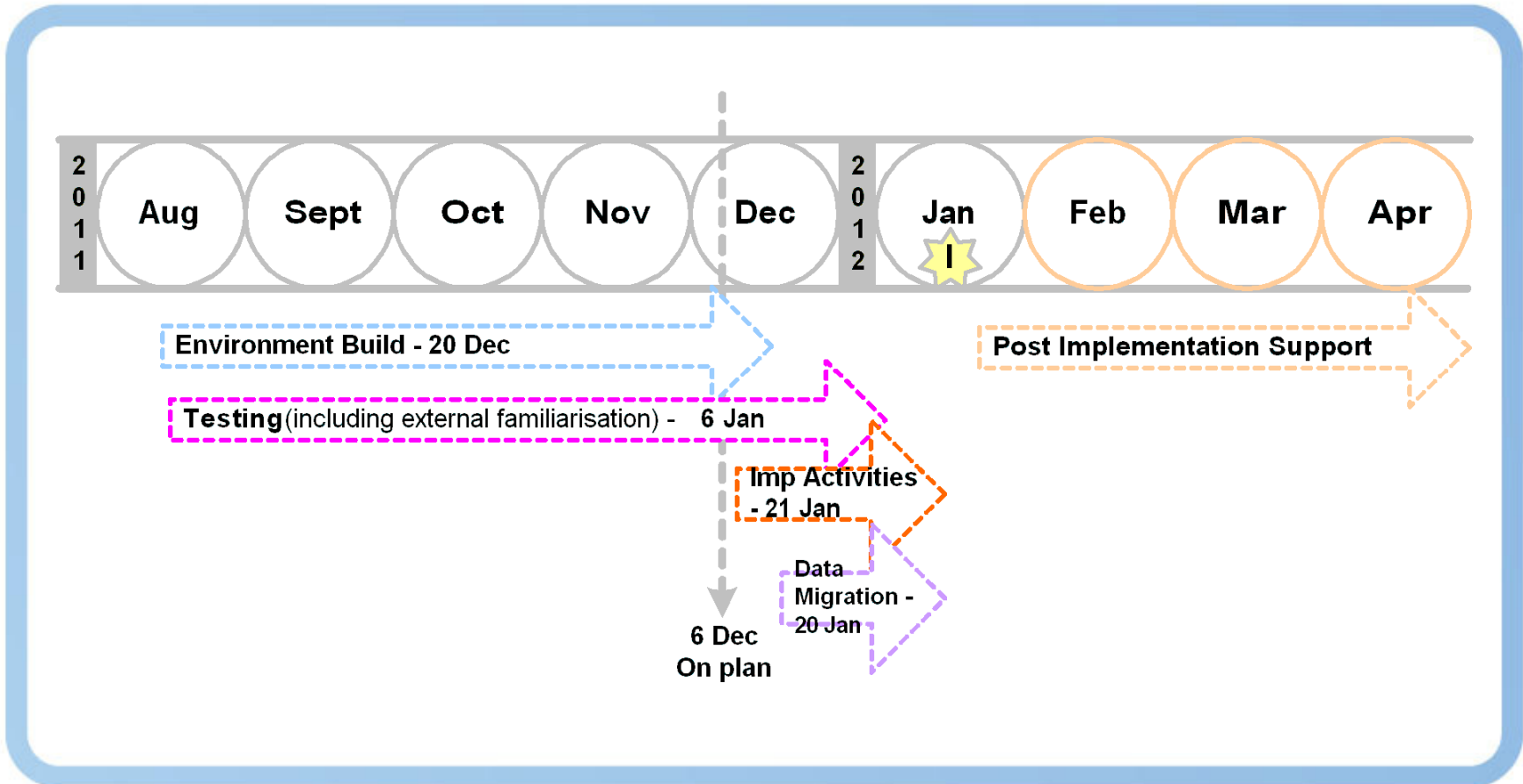


respect > commitment > teamwork

Progress Update



Project progress





Progress

- Project progress continues to be on track for delivery of Data Enquiry by 21 Jan 2012
 - We expect take up over the weekend to be light but this will enable the service to be monitored in advance of greater usage from 23 Jan
- We are now entering final stages of testing, including external familiarisation period
- Implementation activities and work to migrate data in readiness for go live has started



“Familiarisation Arrangements”



Objectives

- Users:
 - Experience the new 'Data Enquiry' Service
 - Operate in true day to day activities and situations
 - Explore new screens, data and benefits
 - Make observations and comments on the Look, Feel & Navigation
- Xoserve:
 - Gain valuable feedback
 - Use feedback and observations to develop User Guides and future communications
 - Ensure it is providing the best service possible



Key information

- Familiarisation period: 16 – 22 Dec 2011
- Access
 - URL: www.xserve-search.com
 - Single User ID & Password per organisation
 - Multiple access to single account (during familiarisation only)
 - ID & Password provided to Contract Managers & LSO to issue
 - Access available for defined period only
- Mailbox for queries / assistance / feedback
 - Internetcomm.spa@xserve.com
 - Do not contact the Service Desk



Feedback

- Your feedback is important to us and will provide valuable information to help manage implementation. You do not need to await the end of the period to provide feedback.....
- Emails to Contract Managers (or nominated person) taking part will detail
 - High level instructions for logging in
 - Detail on how to provide feedback
 - A simple observation / feedback form to complete
- Once a form is completed:
 - Users can email the form back (simply by replying to the original email issued or using email address on next slide)
 - Xoserve will collate the information, and provide a consolidated response to all



Register

- If you would still like to register to take part
 - Register your interest here today
 - Email Internetcomm.spa@xserve.com by 8 December 2011
- Contacts during familiarisation:
 - Richard Cresswell: Customer Data Services Officer
 - Trevor Howell: Customer Data Services Team Leader
 - 0121 623 2535



respect > commitment > teamwork

“Migration”



- Xoserve has designed a process to ensure that user account details are migrated from IAD to Data Enquiry
- Ensuring minimal impact to users when service goes live
- Existing user id's and passwords (where available) will be migrated
 - If password is unavailable default passwords will be created

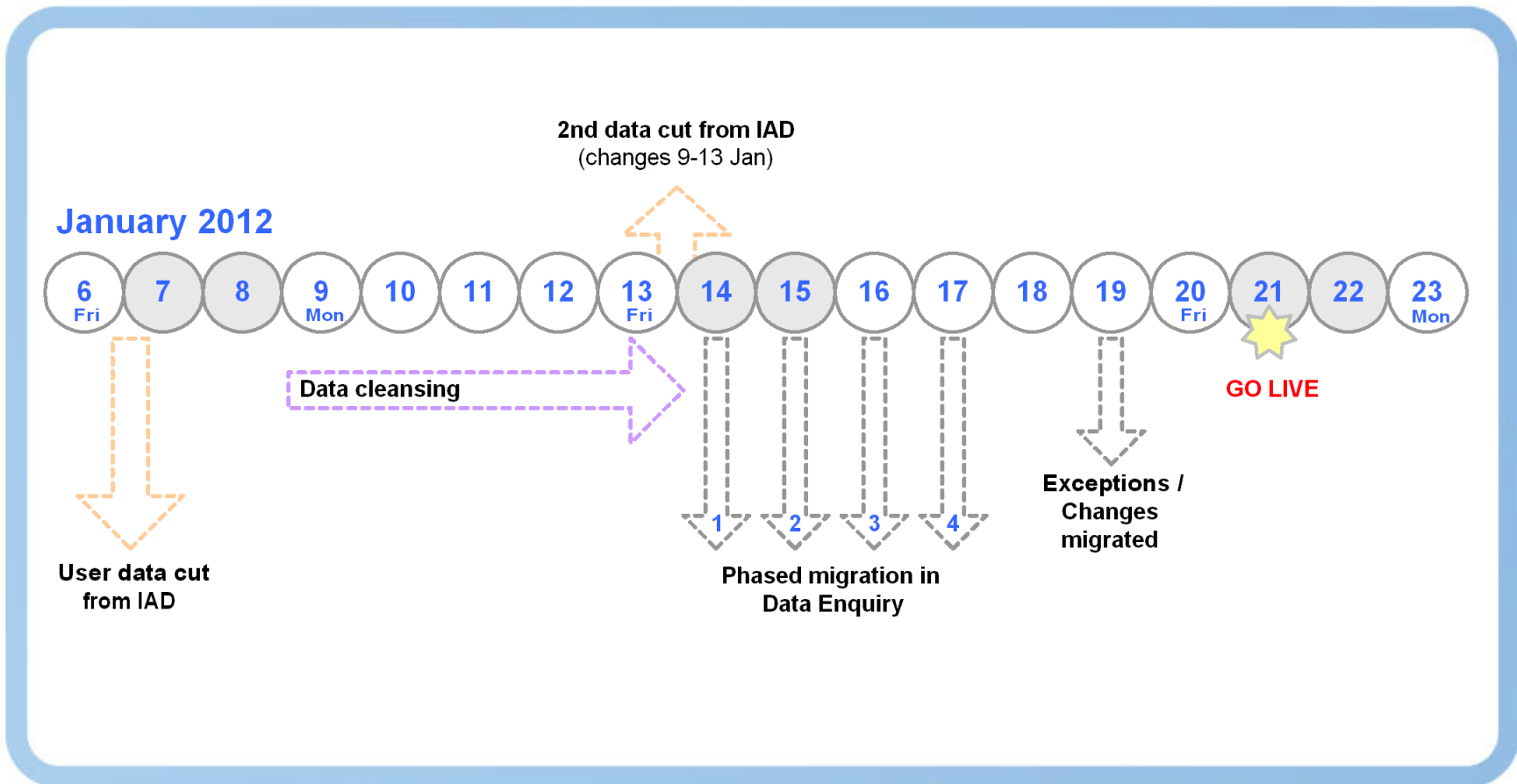


Pre migration

- In order to ensure everyone has an accurate view of their user population we are offering to provide a last access report free of charge in December
 - This can be used to review all user accounts and perform any data cleansing prior to them being migrated to Data Enquiry
- This will be sent to UP contract managers around 20 December 2011
- All organisations who have already opted for this service under contract will not be charged for December's report
- If you would like to receive please confirm by email xoserve.userpays@xoserve.com before **15 December 2011**



Timeline





Key activities

- User account data will be extract from IAD as at 6 Jan 2012
- This will be cleansed by Xoserve to ensure passwords available and defaults created
- The User account migration to Data Enquiry will take place in 4 phases
- A second extract of User account data from IAD on 14 Jan will capture changes since 6 Jan
- The changes and any exceptions will be migrated before the launch live



- We are aware this is a User Pays service and will continue to process account creation / deletion and password resets during Jan 2012
- However, we would appeal for changes to be reduced if possible
 - This will ensure when Data Enquiry goes live your user population is accurate
 - It will make implementation smoother
 - Reduce user difficulties / LSO workloads post implementation
- We are happy to support and discuss any addition user maintenance you may wish to perform in advance of January



Other impacts

- All user accounts will be created as new & live in Data Enquiry
 - Creation date will be Jan 2012
 - There will be no locked accounts at go live
- This will show in the Last Access Report, if your organisation receives this report
- The User Pays Service Request form will be updated to reflect new service name and changes to access types
 - The Data Enquiry Service Request Form



respect > commitment > teamwork

“Implementation”



Communications

- Between now and the launch regular communications will be issued
 - Shipper e-news
 - Updates on current IAD homepage
 - Slides available through Joint Office
 - Progress emails
- The Contract Managers will be the point of contact for all updates
 - Please can you cascade this information to all users of the IAD Service within your organisation



Leading up to...

- LSO lists have now been issued to the Contract Managers
 - Can you ensure that if you wish to make any changes then please respond by 23 Dec
 - A nil response or no reply means that we will use the list as currently held
- Additionally, can you ensure internally that users are aware who their LSOs are and how they can contact them
- If you need additional support we are happy to provide further guidance on 1-2-1 basis



- 21 January 2012
- Data Enquiry will be available to all users from 08:00
- Access can be from either:
 - Directly via www.Xoserve-search.com or www.Xoserve-search.co.uk
 - Through a hyperlink on www.Xoserve.com



- All users with default passwords will need to obtain details from their LSO
 - Please can LSOs ensure they are available during w/c 23 Jan
 - Ensure user know the appropriate method of getting in contact e.g. email / phone
 - Xoserve will not be able to support users directly with issuing the default password, or performing a reset
- Xoserve and / Service Desk will be able to provide further support and assistance to LSO during this period



Service Desk

- The Xoserve Service Desk will be available w/c 23 Jan and have capacity to support additional volumes
- This can be used to
 - Register any service faults or issues being experienced
 - Request a password reset (via LSO)
 - Locate a registered LSO within your organisation
- The Service Desk will send the caller an email to confirm their LSOs – this information will not be provided over the phone
- Xoserve will not reset passwords for Users who are not registered LSO's
 - This is the same process as currently in place



IAD Service

- The current IAD service will remain available until 31 Jan 2012, to ensure continuity of service and ease of transition
- There will be no synchronisation of user data between IAD and Data Enquiry
- It will then be decommissioned and access no longer available, all links etc will be closed down
 - At this time no re-direct of URL will be in place
- Xoserve / Service Desk will not be resetting any passwords on IAD post 20 Jan 2012



Questions..

- 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