

PREPARING FOR THE IAD CHANGES – OCTOBER 2008 – Communication 5

INTRODUCTION

I am conscious that all readers of these messages are at different levels of understanding about the forthcoming changes to IAD in 4 weeks time but hopefully these communications are building up your awareness. If you have any questions and you can't find the answers from material that is, or will be, published on www.xoserve.com/IAD_Home.asp then please contact us on xoserve.userpays@xoserve.com.

SINGLE USER LOG-IN

As previously stated in Communication 1 (22nd August) – “IAD accounts and access to the system is on the basis of one account / one user and therefore allocated to authorised Users. If accounts are being shared then this change will restrict use to a single person.” To explain how this will manifest itself, I have outlined what will happen from 13th October onwards.

If a User is logged on to the IAD system and subsequently another User accesses the same account using the same log-on I.D. and password then the second User will get a message stating that the account is already in use. That secondary User can either login by clicking on the [OK] link or can click on [CANCEL] to exit. If the second User clicks [OK] then the original User will see an Error Message when they next try to do a transaction saying “You have been logged out of the IAD service by a secondary session being opened.”

Please can you cascade this information to your staff who use the IAD system, so that they are familiar with these messages and therefore avoid the Local Security Officer (LSO) unnecessarily contacting the helpdesk to report what they think is a fault.

SECURITY PROFILE QUESTIONS

There has been extensive discussion as to what the Security Profile prompting questions should be and how many questions should be used. To summarise :-

- We have now settled on there being 3 security profile questions
- The prompting questions are worded to dual cater for an LSO Managed Organisation or a User managed approach. The prompting questions are split with a forward slash (/) to divide that which a User will be required to input as their details from that which an LSO will input.
- The ‘LSO Managed Organisations’ will have these details populated by a datafix prior to 13th October. However if your organisation has not chosen to be an LSO Managed Organisation then, by default, you have elected for the ‘User Managed approach’ and will therefore require each User to fill these details in at the first occasion they log-on on or following the 13th October.
- The current position is that the first two prompting questions are agreed by all consulted parties but the third one doesn't meet universal requirements. These are : 1. [What is your / LSO email address](#) 2. [What is your / LSO name;](#) 3. [What is your first school / LSO IAD Admin. password.](#)

In order to meet the challenge of accommodating all customers varying requirements, I offer you the following modified wording:- [What is your unique code word that you will always remember? / LSO IAD Admin. password](#)

Alternatively, if you can suggest a prompting Security question that has broad appeal then please let us know. We will consider any suggestions and let you know of the chosen one. There is a deadline for this, please see Action 1209.07 below.

LSO MANAGED RETURNS

We have had a few LSO Managed Organisation Templates returned to us which have not been filled in correctly. These have been returned back to the originator with an explanation of the problems. Please follow the guidelines outlined in Communication 2 that was sent on 27th August. In brief :-

- The columns coloured green and yellow must be filled in.
- An error message will alert you if a field has been completed incorrectly or left blank.
- Your returned Template will contain the number of IAD accounts that xoserve sent out to LSO Managed Organisations on 5th September.
- Each IAD account listed must be associated to an LSO who is appointed to administer it and each one will require a unique User I.D. and their IAD Password details.

ACTIONS during the next two weeks

1209.07	Let us know your view of the wording of the 3 rd Security Profile question via xoserve.userpays@xoserve.com by Friday 19th September.
1209.08	LSO Managed Organisations to return their completed Template to xoserve.userpays@xoserve.com between 15th - 22nd September