

PREPARING FOR THE IAD CHANGES – OCTOBER 2008 – Communication 7

INTRODUCTION

Only two further weekly updates after this one and then we are into the weekend when the planned changes to IAD system are being introduced. A key phase is one of communication; before, during and after and in this respect we will utilise various mediums to keep you informed at various stages. The section below KEEPING YOU INFORMED outlines how we will do this.

THE 3rd SECURITY PASSWORD

You will recall that I offered an alternative third security question to the one that posed an issue for some organisations – namely : What is your first school / LSO IAD Admin. password. On reflection, it was considered best to opt for the more general wording of : What is your unique code word that you will always remember? / LSO IAD Admin. password. If you are to be a User Managed Organisation, please inform your staff of this change and advise them accordingly.

KEEPING YOU INFORMED

The last weekly bulletin will be sent on the 10th October but the need to communicate progress updates is still important over the weekend that the changes are being introduced. To this end we will use two methods to give you updates along the way.

Short Messaging System (SMS) :

If you would like to be informed of progress updates from the Friday 10th October through to Monday 13th October then we can arrange for you to get text messaging over this time. See action 2609.10 below.

The target audience for these messages is to yourselves and another key person within your organization who you require to be updated in order for them to use those updates as appropriate.

The proposed times and purpose of these messages are:

- Friday 10th October (evening) – to say that the implementation has started
- Saturday (11th) or Sunday (12th) – to give a progress update
- Monday 13th October (early morning) – to notify of the status of the implementation at that point in time

The text message is limited to 160 characters and the sender will display as 20100020.

IAD Screen message :

On Monday 13th October a message will be displayed on the opening screen to advise Users of the IAD system that the changes have been introduced successfully and to refer to User Guides or their Local Security Officer if they require assistance.

ACTIONS during the next two weeks

2609.10	Provide points of contact mobile telephone numbers to xoserve.userpays@xoserve.com . by Friday 3 rd October
2609.11	Inform staff within your organisation of the changes to the 3 rd security profile question and provide advice of how you may want them to complete this line on Day 1