



Release 3 - Market Trials Industry Pack
Pre Meet 24th August 2018

Agenda

1. Market Trials Preparation update
2. Release 3 Market Trials Execution High level Timeline
3. Market Trials Query and Defect Management process and timelines
4. Connectivity Testing
5. MT Communications
6. AOB and close

Release 3 Market Trials preparation update

- Market Trials Registration – MT registration for Release 3 Track 1 closed on 17th of August 2018. a total 12 participants have registered through the process.
- A limited test environment is to be provided to Market participants with some provision of 'production like' data to enable parties to take part in Market trials testing. Please note that Xoserve will be unable to provide 'key test data' to parties who register outside of this period
- Environment and Data preparation are underway in Xoserve to prepare the MT environment, some technical challenges have been encountered during Environment build which have been mitigated and the portfolios for individual parties are being prepared and verified.
- The Data cut is from 9th April and a small portfolio cut for individual parties is being prepared and being sent only to the individual party that owns/transacts with the data today as per Production. Please note the data is being prepared as of w/c 20/08, parties will have to notify of any transfers of ownership beyond this point.

Release 3 Market Trials preparation update

- Data provision for parties will commence from 24th August beginning with the parties that have registered first and is now expected to continue into w/c 27th August.
- Industry parties are requested to highlight any specific data queries against the changes being tested as early as possible to enable Xoserve to help answer these in a timely manner
- Parties to also confirm data sufficiency against the key data received (please note that there will be CRs within R3 that cannot be tested by all parties due to limitation of individual portfolios and/or test data provision with MT environment) common MPRNs could be used for multiple tests. If customers require any further support for data sufficiency for any of the CRs in scope of Release 3, Xoserve will work with you to find solutions, where possible, for specific scenarios.
- Acceptance Testing for Track 1 is on track and due to complete 07th September 2018 to enter Market Trials
- Connectivity testing with market to test file transfer is on track to commence 3rd September (see section on Connectivity testing)

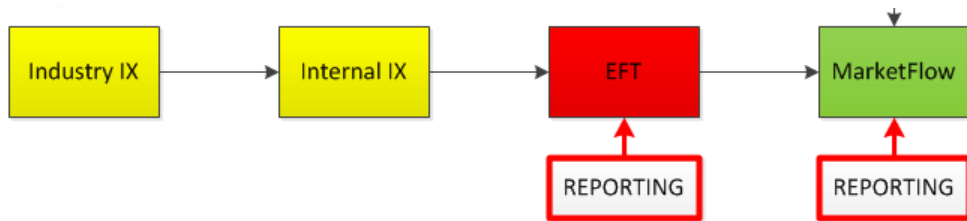
High Level Timeline for MT and updates against plan

[illegible]

Market Participant Activity					
Xoserve Preparation Activity					
Fix period (no testing)					
Retest period (for failed/prioritised test cases)					

Connectivity Testing for Release 3 MT

- Connectivity testing at a high level aims to test the connectivity between Industry party and Xoserve MT test instance following the rules set within the File transfer guidelines published within R3 MT Approach. All registered parties should ideally test connectivity at least once



- Reports will be run against the EFT and MarketFlow components in Release 3 MT environment. This will provide a view of valid & invalid inbound file flows to this point in the system.
- EFT classifies files as Valid or Invalid, based on a number of criteria. For example:
 - File Type – must be a recognised file type & valid for that organisation type
 - File Length – 8.3 or 5.8.3 format, depending on which IX folder the file was sent from.
- Valid files will flow from EFT into AMT Marketflow, and will be subject to the next level of reporting. Files will be processed within AMT MarketFlow – and either validated or rejected

Connectivity Testing for Release 3 MT

- Stakeholder Confirmation – an organisation-specific report, is to be emailed to Primary & Secondary contacts confirming the success or otherwise of their testing. Defects will be addressed as appropriate.
- Given the timing agreed for Connectivity testing (week before starting Market Trials), parties are asked to adhere to timelines of Connectivity testing from 3rd September – 6th September 2018.

Communication Schedule for MT preparation and Execution

- In addition to the defect and query management process, the following communication channels are proposed to ensure all parties are kept up to date on MT progress and plan pre/during Market Trials.
- It is envisaged that MT communications are primarily catering for the registered MT participants to ensure Xoserve project team and industry can communicate effectively through this period.
- A General communication update is to be published to Industry every week on progress of Market Trials on Xoserve.com

Type	Frequency	Method	Purpose
MT Pre- Meets	Weekly until 7 th September 2018	Webex	Meeting to update parties with MT approach and MT plan progress
Report	Bi-Weekly	Email/Website	Overview summary of the progress on Market Trials
Participant Call	Daily	T-Con	Enable users to discuss any topics arising from the previous day, as well as any planned remedies to existing issues.
Website Updates	As Applicable	Website	Market Trials environment is unavailable will be published on Xoserve.com.
Meeting	Weekly during MT execution	Webex	To discuss and agree MT queries, talk through plan progress and defect management as necessary. These are proposed every Friday from w/c 10 th September to w/c 1 st October 2018

Market Trials Query and Defect Management

Market Trials for Track 1 is expected to follow the Query and defect Management principles agreed previously with the participants.

- A potential Defect is classed as a functional/technical problem related to the core functionality and system interfaces being tested or used as part of the scope Release 3 MT. This is managed through the Service Desk during business hours on weekdays with the principles outlined in the following slides
- A query can be any request for information or clarification of understanding relating to the scope and processes within Release 3 MT and not necessarily seen as a defect against the Release 3 CRs needing a fix.

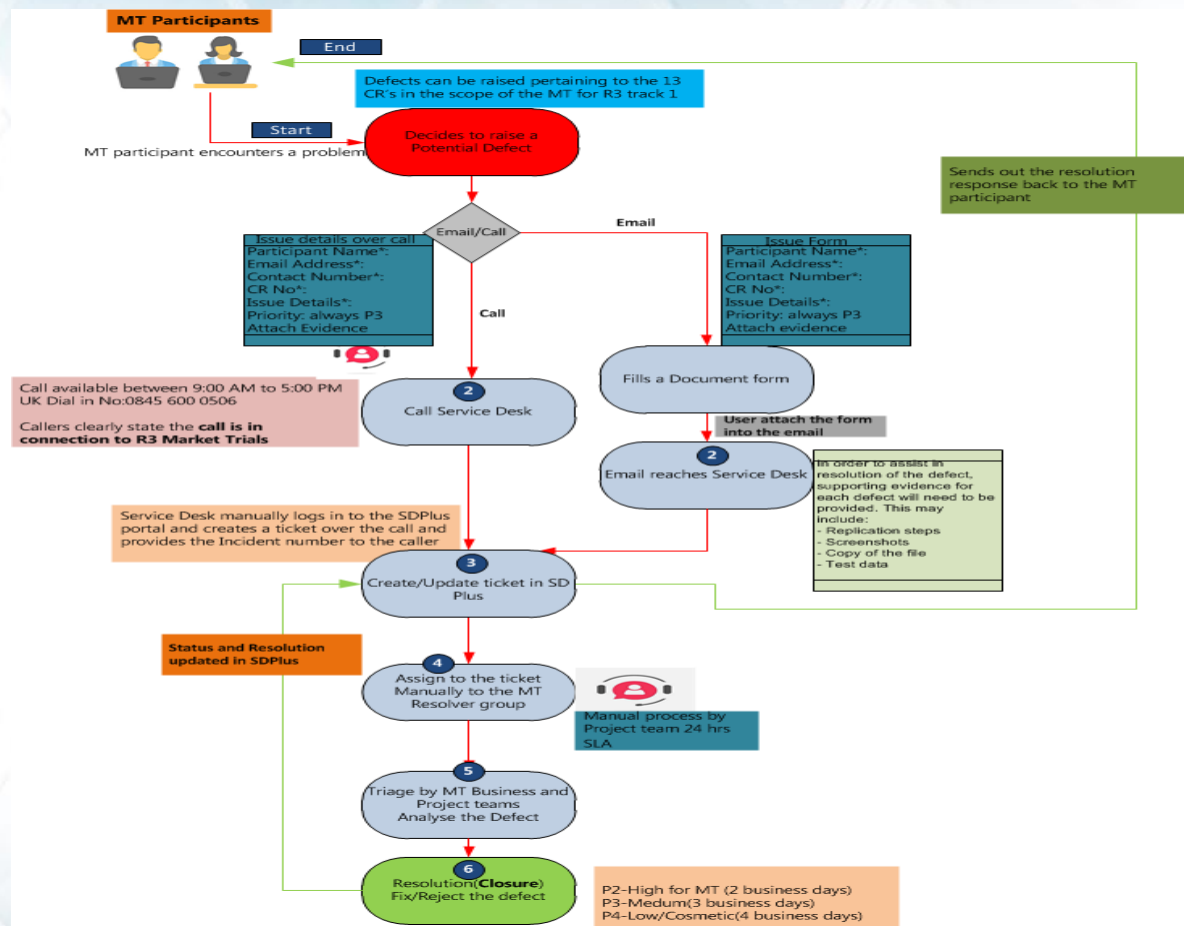
The process to raise, log and get responses to both a Query and Defect from Xoserve Project teams during R3 MT are outlined in the following slides.

MT Defect Management Process



- The high level process for Defect Management is outlined above.
- Defects should be reported to the Xoserve Service Desk via telephone (0845 600 0506). This is the same number as used for production incidents, therefore, it is important that callers clearly state the call is in connection to R3 Market Trials.
- The Service Desk is open 24 hours a day. However, R3 Market Trials support will be 9.00am to 5.00pm, Monday to Friday (UK time).
- All calls will be initially logged at the Service Desk as a P3, however, this is not necessarily the category it will retain. All queries/defects will be amended as required by the Market Trials Business Triage team. An email facility to raise defects is also available using servicedesk@xoserve.com, where evidence should be attached directly. A standard template will also be provided to all primary & secondary contacts.
- In order to assist in resolution of the defect, supporting evidence for each defect will need to be provided. This may include:
 - Replication steps
 - Screenshots
 - Copy of the file
 - Test data

MT Defect Management Process



MT Defect Management Process

- All defects through the Service Desk will be given a ticket reference number; This number is how we will track your 'defect', so please use it whenever you contact us – either by email or phone
- NB: If a defect results in changes to multiple system components, these will all be managed under the same ticket reference number.
- Provide your evidence by replying to the automated email which confirms your ticket reference number - This will ensure your evidence is attached to your ticket.
- If the following circumstances arise, then Market Trials participants may be asked to report suspected defects only by email, rather than by phone call for a given period of time:
 - P1 / P2 production incidents arise which result in high call volumes – and need to be given priority over Market Trials
 - The number of Market Trials calls substantially exceeds predicted volumes and impacts upon the ability of Service Desk to respond to normal production incidents.
- Market Trials participants will be notified on the daily progress call, and via email, if the contingency process has been invoked.
- Defects will be fixed in our existing development environments
- Fixes will go through the standard testing lifecycle before being approved for deployment
- Defects fixes will be deployed to the Market Trials environment and any necessary post-deployment checks performed

MT Defect Management Process

- Daily Triage management is planned within Xoserve to determine the fixes , understand fix and retest progress, the weekly calls with Industry parties on Friday will provide a summary status to all.
- One day prior notice to industry will be provided where defect impacts industry interface systems as well.
- The defect priority and fix time is listed below
- Defects impacting common code elements will be clubbed and deployed as release within MT system weekly (currently planned on Friday)
- To support confidentiality, details of individual defects will only be shared with other Market Trials participants where there is a wider impact. (Any such defects will be anonymised.)

Severity	Description	Resolution Time
P2 - High	A failure preventing testing or usage of a significant part of the system or for which no workaround exists. Example: (a) Web/portal accessibility is entirely affected and there is no workaround for that process via files. (b) Transfer of ownership process is affected due to a code/data issue and there is no workaround via File or web.	2 business days
P3 - Medium	A failure affecting crucial system functions but for which a workaround exists, enabling testing and usage of the system to continue. Example: File process activity for read upload is impacted via file process, but there is a workaround with Web portals.	3 business days
P4 - Low / Cosmetic	A failure, which does not seriously impact functionality and testing/usage of the system can continue; or an error that causes annoyance or a documentation problem with little impact on testing or usage of the system. Example (Low): Failure of a particular batch process which is not impacting the execution of other files related to that process and any queries received from shippers on the data/functionality issues in Market Trials phase. Also new user access creation/reset. Example (Cosmetic): Query received from Stakeholders on documentation.	4 business days

MT Query Management Process

- A query can be any request for information or clarification of understanding.
- Market Trials queries should be emailed to box.xoserve.UKLRelease3@xoserve.com and should not be raised via the Service Desk.
- Queries will be added to the Market Trials Query Log, and assigned a reference number which will be quoted in any correspondence.
- Depending on the nature of the query, we will liaise with technical teams and business Subject Matter Experts to provide a response
- Interim updates and final responses will be emailed to the query originator
- The objective will be to respond to all queries within 5 days, with urgent queries, that are directly affecting an organisations ability to continue with testing, will be prioritised.
- If a defect ticket is identified as a query, the originator will be notified via email that the query has been transferred to the Market Trials Query Log, and the ticket closed.

AOB