



June 20 Market Trials Approach

April 2020

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Context

Market Trials is a test period to provide an opportunity to validate the integration with Xoserve for xrn4850 Notification of Customer Contact details to Transporters, ensuring the changes are functioning to specification ahead of Implementation.

The Market Trial (MT) phase will constitute testing of solution components by Stakeholders to verify that they can functionally perform together in a production-like operational environment. This may be completed by executing a number of test scenarios relevant to the xrn4850.

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

Market Trials participation is voluntary and a registration process will be initiated to determine participation

Objectives

The objectives of Market Trials are :

- To prepare external parties and Xoserve for the introduction of xrn4850 and to verify that Xoserve's and industry systems work as intended
- To provide an opportunity for all participants to prove that xrn4850 works by verification of their test scenarios through the execution of test cases.
- To provide the opportunity for Stakeholders and Xoserve to identify, address and resolve any issues prior to implementation to ensure the system is ready to go live.
- To provide all Stakeholders in Market Trials with the opportunity for familiarisation with the changes being introduced

Scope

xrn4850 will be tested during Market Trials (MT).

The files that will be tested as part of MT are:

1. CNF - Inbound
2. CNC - Inbound
3. CFR - Outbound
4. CNR - Outbound
5. TRF - Outbound

Xoserve will process the files in EFT until ISU or vice-versa to ensure that this is tested end to end functionality. Dummy data will be used for creating the CNF and CNC files. **Please note:** the use of these files is subject to participation by Shippers.

For Broadcast data for a specific post code, Xoserve will have a script to update the broadcast details for the sites in that postcode (Instead of CNC and CNF files).

We will not be sending the SMS/Emails to the actual end users, this will most likely be sent to the Project Team member's number/email or DNO / IGT numbers/email should this be provided to us.

Test Planning and Approach

The key phases for **MT preparation** are

1. Registration of Interest in June 20 MT Phase (6th to 17th April)
2. Environment and Data preparation (Xoserve)
3. Participant prep – Account creation and Connectivity Testing
4. Submission and processing of CNF/CNC files on behalf of Shippers (Xoserve)

The Key phases of **MT Execution** are

1. DN/iGT raise requests for broadcast
2. Processing requests through the systems
3. DN/iGT cancel a future request
4. SMS/Emails issued to end users (using test numbers)
5. Provide summary delivery reports (Xoserve)

Market Trials Preparation - Xoserve

- **Environment** - A new market trials environment has been setup to aid industry testing of xrn4850. All applicable systems applications will be operational – e.g. EFT, SAP IS-U, SAP PO, Marketflow, SAP BW, SMS/Email provider. Regular health checks and monitoring will be carried out by Xoserve teams to ensure smooth running of market trials.
- **Code Management & Deployment**
 - Full User Acceptance Testing (UAT) is being carried out prior to entry into Market trials Testing.
 - All defects identified within Acceptance Testing will be fixed and fully retested prior to commencement of MT
- **Connectivity Testing with Industry**
 - Connectivity testing is being proposed to ensure all parties wishing to participate in MT can connect to the test environment prior to commencing testing.

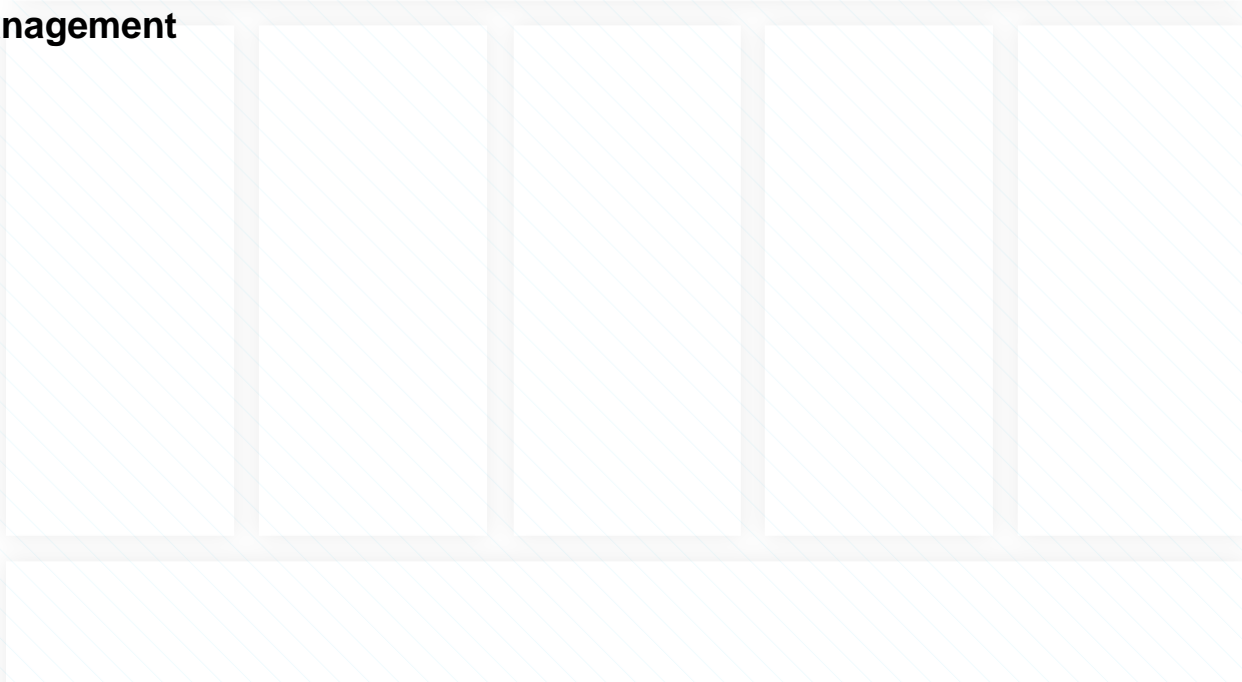
Market Trials Preparation – Market parties

Market participant activities include

- **Functional Changes within Industry's systems**
 - Ensure that the relevant functional changes needed within Industry systems are completed in time to commence MT.
- **Data**
 - Work with Xoserve to ensure that the required data is available in the environment to enable testing. This will be simulated customer data, test team phone numbers can be used so that broadcasts are received as an example.
 - Please note that for test purposes, different data is needed for each broadcast request submitted.
 - Please note that no volume testing is expected to take place as part of MT
- **Preparing MT Test Scenarios**
 - Xoserve will propose the test scenarios to be tested so that the data conditions can be met.
- **Connectivity Testing with Xoserve**
 - Participate in connectivity testing between 18th and 22nd May to ensure access can be gained to the test portal
 - Confirm that access has been tested and confirmed as successful

Market Trials Management

1. **Market Trials Execution**
2. **Defect and Query Management**
3. **Touchpoints**
4. **Release Management**



Market Trials Management

1. Market Trials Execution

- Market Trials execution is expected to **commence from 1st June** using 'production like' systems and interfaces where possible.
- Participants will be required to submit broadcast requests via the Xoserve portal, with both urgent and future dated requests being submitted. Future dated requests will need to be dated for the first week of MT (2nd – 5th June)
- All activity throughout Market Trials will take place in “**real time**” and therefore it is essential that all parties adhere to the test plan shared by Xoserve.
- It is expected that all broadcast requests (both urgent and future dated) are submitted on 1st June to allow for the SMS/Email notifications to be generated/processed and issued to recipients.
- A dedicated Xoserve resource will be managing the MT phase and they can be contacted for queries and defect management during the MT phase and the contact details will also be issued to market parties before MT commences

Market Trials Management

2. Defect Management

The high level process for Defect Management is outlined below



- Defects should be reported via dedicated Xoserve resource.
- Please note that Market Trials support will be 9.00am to 5.00pm, Monday to Friday (UK time).
- 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

Market Trials Management

- Defects will be analysed and prioritised based on industry impacts.
- Standard code management procedures will be utilised to apply the fixes and carry out functional testing before deploying the same into MT environment
- Defects impacting common code elements will be clubbed and deployed as release within MT system
- One day prior notice to industry will be provided where defect impacts industry systems as well
- Defect turnaround time will be as per SLA's defined in table below:

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.	1 business day
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.	2 business day
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.	3 business days

Market Trials Management

3. Touchpoints –

- Three MT workshops are planned for 8th, 15th and 22nd May to discuss processes, test plan, entry/exit criteria and also answer any queries you may have.
- Daily progress calls will be scheduled between 1st and 12th June to track progress and answer any queries.
- Details of any issues that affect multiple users and specifically those that mean that the Market Trials environment is unavailable will be communicated to all participants.

4. Release management –

It is acknowledged that as all parties progress through testing changes may be identified by industry stakeholders and Xoserve. All parties will prefer that change to scope is kept to a minimum (and this is backed by good programme practice), but in some instances this will be inevitable.

As a result, the proposal is that:

- Changes are only notified where without a change the solution will not function – i.e. ‘Must Have’ change..
- Following the identification and subsequent approval of changes , the Release Management model and DSC governance is followed
- With the acceptance of changes, agreement will need to be reached on delivery of these changes

Next steps

- Registration window will be available to confirm participation.
- Simulated end consumer details will be requested in order for testers to receive an SMS/Email broadcast notification
- Preparation workshops will be scheduled for 8th, 15th and 22nd May (via skype)
- A formal Go/No Go meeting will be scheduled for 29th May to confirm entry into testing on 1st June
- Feedback requested from DSG on MT approach and any additional information needed