

CSS Shipper Test Support Forum

18/08/21



Agenda

- Introduction
- E2E & Shipper Testing update
- EUC/AQ Update
- Defect Management
- Release Management
- AOB & Close



Introduction

- UEPT continues with Tranches 1 & 2 complete and Tranche 3 underway
 - Tranche 4 due to start on 23rd August
 - There are no major issues from an Xoserve perspective
- E2E started on 12th July with all E2E shipper channels being opened
 - Files now flowing with response files being sent
- Xoserve continues to monitor UK Link & Gemini and advise of anything shippers should aware of
- Any queries please send to : xoserve.CSS.STS@xoserve.com

E2E & Shipper testing Update

- Update on the current issues identified :
 - BRR rejection failing due to a lack of MRF
 - Resolved , however, please remember that MRF is mandatory for Class 4
 - BRN with BRO contacts currently failing
 - Please send BRN without BRO contacts until this has been resolved
 - ASN – currently being sent with double ""
 - Has now been resolved and files flowing successfully
 - TMC files not being returned
 - currently under investigation
 - BRR files being sent with double ""
 - Currently under investigation
 - NMR file not being returned due to lack of mandatory fields
 - Fix Currently undergoing testing & further information to be provided once this has been successfully completed

E2E & Shipper testing Update

- Queries are being received into individual email accounts instead of the support box .
- To ensure that responses are received by the right person and in a timely manner all CSS queries or defects relating to :
 - CSS shipper Testing
 - With direct interfaces to Xoserve
 - File flows(via IX or Xoserve APIs)
 - API Access
 - API queries
 - DES Access
 - DES queries
 - Should be sent to Box address is : xoserve.css.sts@xoserve.com
- A team of people monitor the box and will ensure that queries/defects are routed to the most appropriate person/team
- Please ensure that this is passed to your teams

EUC & AQ Update

- The annual EUC update will be carried out in September and will be sent out to all shippers taking part in E2E
- Files will be sent out by the end of September in preparation for 1st October
- The AQ Review will be run in December and files shared , following normal process, in March 2022 , if necessary .

Defect Management Update

- Defects must be raised through the support box : xoserve.css.sts.xoserve.com
 - Any defects raised through other routes may cause delays in their resolution
- "Defect & brief title " in subject header e.g Defect : MRF Issue
- To be raised on an agreed template to ensure all appropriate information has been gained including screenshots /evidence etc
 - Template has now been issued, therefore, please ensure your test are aware of it
- Defect will be passed to the Defect Management team for triage and resolution allocation
- A Reference number will be provided to the organization raising the defect
- Defect Manager will manage defect resolution process .

Defect Management Update

- All communication to shippers to go through CSS Shipper support
- updates will be provided to the individual shipper via CSS Shipper Support
- If the defect impacts on all shippers this will be communicated via the support box
- The process for updating shippers will be held under review and, if required ,twice weekly meetings will be held, however, this will depend on the volume and severity of the defects
- Any defects impacting the core CSS systems must go through the SI and Jira
- An email has been sent by the SI clarifying the position on defects and where they should be raised

CSS Shipper Testing Release management

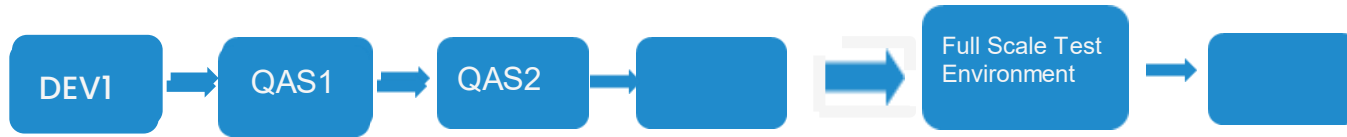
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Release management scope

- Code/configuration release into the environment during the E2E /Shipper testing test phase
- Management of code/configuration versions
- The promotional model - (route to live)
- Frequency of regular, planned code drops
- The process for ad hoc critical defect fixes
- Content/format of release notes.

Route to live



- Code/configuration will only be deployed to the UIT environment after deployment and successful internal testing in QAS2.
- Code/configuration must be deployed and tested within a production like environment before deployment to production

Release types

- Baselined release – the initial release to an environment at the start of a test phase
- Regular Planned – These will be planned in with agreement with the programme.
- Emergency – a defect or issue requires immediate deployment to allow progression of testing

Regular release process

		M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	
		o	u	e	h	r	a	u	o	u	e	h	r	a	u	o	u	e	h	r	a	
		n	e	d	u	i	t	n	n	e	d	u	i	t	n	n	e	d	u	i	t	
Releases	Dev1	■							■							■						
	QAS1	■	■						■	■						■	■					
	QAS2	■	■	■					■	■	■					■	■	■				
	UIT				■							■							■			
release note (provisional)			■							■							■					
release note (final)					■							■							■			

- Any emergency fixes will be deployed outside the release window and all parties informed
- Planned major releases may take longer and may have to in conjunction with the SI releases.
 - Shippers will be informed in advance to enable appropriate preparation

Regular release process

- Release will be scheduled for each Thursday
- A release will only be deployed if there are appropriate defects
- Defects will not automatically be fixed and deployed in the week they are raised
- Defects will go to the development team for analysis/fix when they are raised
- Defects that are identified to be released on Thursday will be tested internally by at least Wednesday of that week.
- A provisional release note will be created by Tuesday to be shared with E2E /Shipper testing participants
- Defects that pass internal testing will be collated into a release to be deployed to UIT on Thursdays, and the contents of the release note confirmed.
- A release note containing all changes since the last release will be created, and all release notes will be available on the Shipper Test Support webpage

Emergency code drops

- If a defect is detected that stops E2E/Shipper testing test phase, then an emergency code drop will be considered.
 - This will only be done on an exceptional basis
- For critical defects, (S1), then a release review will be arranged to:
 - Agree if the fix requires an immediate deployment
 - Agree a schedule
 - Approve the emergency fix
- A release note will be created to cover the emergency release, and then with agreement with stakeholders, a fix will be deployed.
- Any change deployed relating to an emergency/hotfix will be incorporated into the next regular release note.

Deployment

- Code can only be promoted to the UIT environment once it has been validated internally and a release will be created detailing all changes since the last release, and a release schedule agreed.
- If a release fails with errors during deployment or during smoke testing, then a 'fix forward' approach will be taken. Once the errors are corrected, then the release will be re-deployed to the environment.
- Once smoke testing is successfully executed, the release will be considered complete.

AOB & Close

- Next session should be on Friday 3rd September 2021
 - Request to move it to Wednesday 1st September 2021



ON BEHALF OF **xoserve**