

# **CMS REBUILD CUSTOMER FOCUS GROUP 09/09**

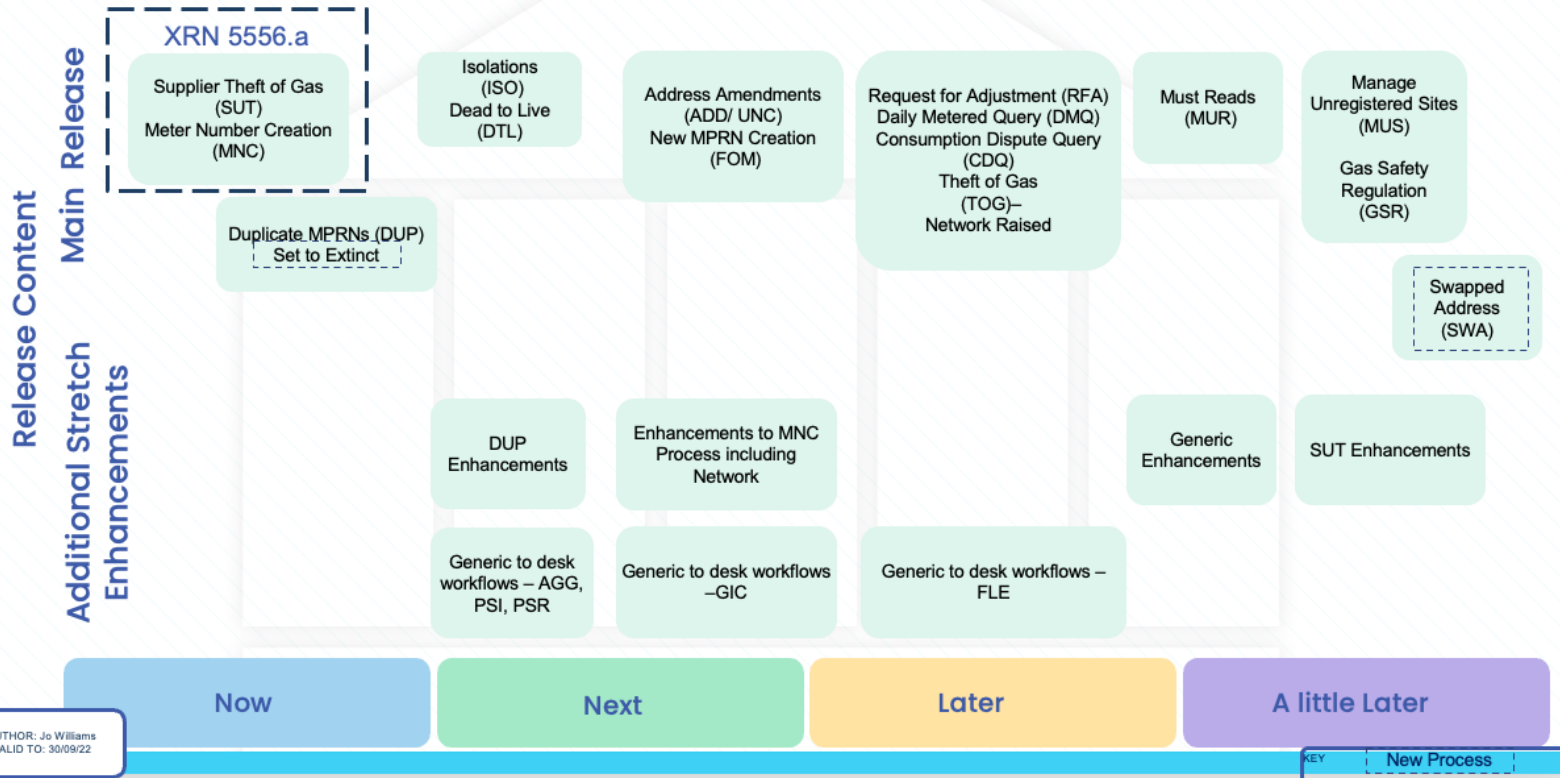
## **Agenda**

- Recap of progress to date
- Alpha Trials V1 Closedown
- Launch Plan and Activities
- Demo of SUT Workqueue Management
- Walkthrough of new DUP Process
- Q&A
- Feedback request

# TERMS OF REFERENCE (TOR)

<b>Frequency</b>	Monthly 1- 2 hours long & Email Communication		
<b>Purpose</b>	<ul style="list-style-type: none"><li>•Stakeholder engagement forum for the product</li><li>•Update on decisions taken</li><li>•Update on progress of delivery of product into service</li><li>•Opportunity for demonstrations, seeking feedback</li></ul>		
<b>Roles and Responsibilities</b>	<ul style="list-style-type: none"><li>•Discuss and propose ways forward for any escalations brought to the group</li><li>•Ensure product is fit for purpose</li><li>•Identification of any customer impact</li><li>•Agree where Change Packs will be produced</li></ul>		
<b>Inputs</b>	<ul style="list-style-type: none"><li>•Latest view of high level release plans</li><li>•Update on preparations for transition into service</li><li>•Demonstrations / PoC / Wireframes of product design dependent on design stage</li><li>•Email Communication for initial discussions</li><li>•AOB and actions</li></ul>	<b>Outputs</b>	<ul style="list-style-type: none"><li>•Meeting Minutes &amp; Actions</li><li>•Escalations</li><li>•Feedback on product demonstrations and approach</li><li>•Requirement confirmation</li><li>•Change Pack Identification</li></ul>
<b>Attendees</b>	<ul style="list-style-type: none"><li>•Correla CMS Rebuild Team - Jo Williams, Richard Creswell</li><li>•Xoserve representatives</li><li>•Industry Representatives</li></ul>		

# Product Delivery Roadmap



## PROGRESS TO DATE

- MNC will be delivered as a soft launch to the Customer Focus Group attendees at the beginning of October target **10th October** where Users can ensure all is working as expected and then it will be rolled out to all customers on the launch date.
- To accommodate multiple Projects going live in October MNC and SUT will be implemented together on **26th October**. Change packs have/will be published to ensure all customers are aware and can impact assess any changes. Transition arrangements will be agreed and have been / will be communicated as we move contacts from old CMS to new CMS.
- A new parent XRN has been raised as per ChMC in August; XRN **5556**. This replaces the previous XRN5343 that was for analysis only. Each release will have its own XRN so that customers can track progress on the Change Page, for Release 1 XRN556.a has been raised.
- .A draft Roadmap has been circulated to the industry

### **What will this mean to you?**

You'll get early access to commence the Shipper MNC process from 10th October

Be able to provide us feedback on the new system and process

You'll be able to track releases with XRN's via the Change page on Xoserve Website

# ALPHA TRIALS - CLOSE DOWN FOR NOW...

As we approach launch of the new CMS the Alpha Trials environment has been stood down for the time being. It will be stood back up for future releases to allow customers to try out the new functionality.

## What happened in Alpha Trials?

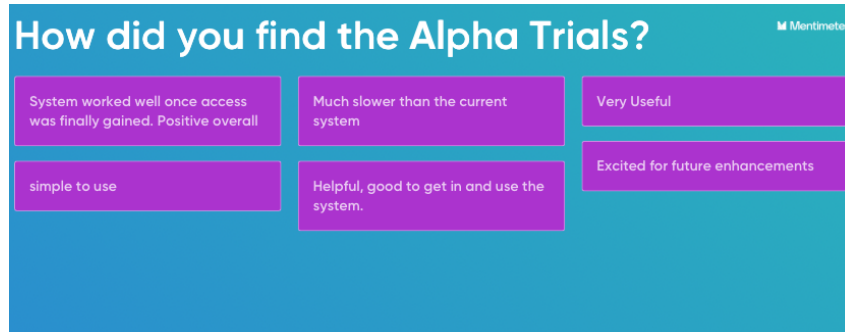
36 Contacts were raised

39 People were registered

2 organisations had connectivity issues - we were able to amend our future comms for go live

## Question is...

Did you find it useful? The Survey said...



# External – CMS Rebuild October Launch

## Plan on a page

Activities

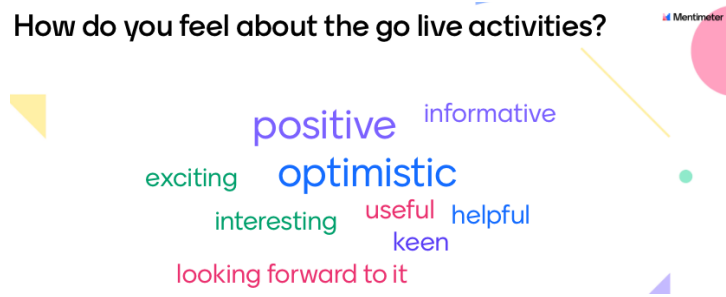
Communications



# LAUNCH PREP - YOUR THOUGHTS

Now you have seen the plan - I'd like your feedback please...

How do you feel about the go live activities?



Is there anything else we can do to improve Go Live from your perspective?

No, seems very open

Quicker roll out for all contact types but understand they all need thoroughly tested.

everything seems to be well planned out