

## PWP Customer Focus Group – Minutes

<b>Date</b>	18 August 2023
<b>Location</b>	Teams
<b>Chair</b>	Jo Williams
<b>Notes/Actions</b>	Kirsty McGarry

Agenda	
1	R1.4 Launch
2	Plan for R1.5 launch
3	Questions and AOB

1	R1.4 Launch
	<p>Jo talked through new functionality released in R1.4</p> <p>Release was not as smooth as we would have liked. Some niggles have emerged.</p> <p>Issue with file validation – PAF lookup. Caused by incorrect config on our suppliers end – now resolved</p> <p>Issue when entering address detail in PAF look up on the UI Some address lines duplicating to other address fields. This will be resolved</p> <p>For R1.4 added an instruction to contact LSOs to get user accounts re-enabled. We also re-enabled timed out accounts ahead of the launch. Seems to have helped as we have received fewer account reset tickets</p> <p>Customer drop-in call – for previous releases was an all day call. We have shortened it for R1.4 from 11am to 1pm. We have had 8 or 9 customers join the call with queries which we have resolved, so this has worked well.</p> <p>We will run the bridge call again for the next release – maybe a slightly longer call again as the processes are complex.</p>

	<p>Normally we run walkthroughs ahead of the launch. We did run one session this time, although possibly a bit short notice.</p> <p>Questions / observations:</p> <p>Deborah Watson</p> <p>Same issue is affecting MPRN creation – the building name is being populated in the sub building name too, so no longer PAF valid</p> <p>Jo – yes that the second issue – will be resolved</p> <p>Sheher</p> <p>When you do a paf lookup, principle street and dependent street are showing the same. So we can't use the address lookup – have to enter it manually and put in a reason for it not being paf valid</p> <p>JW yes it's the same bug – we'll expedite the fix</p> <p>Cher Harris</p> <p>We can't upload our system generated QMP files anymore – you've taken away qmp. This is a retrograde step</p> <p>Jo – QMP has been replaced with BCL. This was raised at CFG and Change mgmt some time ago, and via change packs. We can look at doing something to help with the files in the short term while you change the system</p> <p>Cher – we have to manually convert the files so the solution doesn't work for us. It's not what we were expecting</p> <p>Jo – we need to look at where the gaps were in communication. The change pack was issued last November</p> <p>Cher – we queried it then as we didn't load the manual file before. We have always put the system generated file into old CMS. Although the format was circulated we weren't told we would be losing qmp</p> <p>Jo- Cher- Richard agreed to take offline</p>
2	R1.5 plan
	R1.5 RFA / CDQ / IX integration targeting 9 <sup>th</sup> or 16 <sup>th</sup> October for launch

	<p>We will firm up dates and communicate them through CoMC, ChMC and CFG</p> <p>We will hold several walkthroughs ahead of launch as it's a complex process</p> <p>Training material is being finalised and we will publish it ahead of launch.</p> <p>RFA will be demo'd at the next CFG</p> <p>A change pack for RFA has been issued this week – includes changes to bcl and response files for review.</p> <p>The team are still working through the knock on effect of the R1.4 delays. The remainder of the roadmap is still in planning – particularly as we need to include 5604 /5 for Feb release.</p> <p>Change packs have been issued for TOG, FOM and DMQ</p> <p>TOG and FOM will be ready for release this year, ahead of DMQ. We will discuss this more at the next CFG – would you rather have TOG and FOM early or wait and take all three together?</p>
3	AOB / Questions
	<p>Questions:</p> <p>Martin Payne</p> <p>Haven't seen any change packs issued this week</p> <p>Jo – shared the link to the Xoserve website and change packs</p> <p>Jo the change pack for 5604/5 detail what the process will be. Please take a look and submit any reps. We are working closely with Xoserve on this one. End date for reps is 29<sup>th</sup> Aug</p>