

ICL Pathway

**POCL Infrastructure Acceptance
Specification**

Ref:CR/ACS/007
Version:2.0
Date:31/03/1999

Document Title POCL Infrastructure Acceptance Test.

Document Type Acceptance Specification

Abstract This document describes the Acceptance Test for POCL Infrastructure

Status Issued

Author Dave Cooke

Approval By

Distribution	Pathway	Management Team Test & Integration Manager Pathway Library
	POCL/DSS	Tba
	Horizon	Bob Booth Tony Houghton Jeff Austin

Recommended for Approval ICL Pathway Test Manager Authority(ies) Test Manager

Signature

Name
Date

Approved	For and behalf of ICL	For and behalf of Authority(ies)
	Pathway	

Signature

Name
Date

0. DOCUMENT CONTROL

0.1 DOCUMENT HISTORY

Version	Date	Reason
1.0	23/05/1997	Issued to PDA
1.1	July 1997	Incorporates amendments agreed at reviews of 3 rd and 9 th July 1997. Not issued
1.2	06/04/1998	Re-issued to reflect New Release 2.
1.3	05/08/1998	Issued to reflect changes agreed during POCL review of 05/08/1998.
1.4	05/11/1998	Issued to reflect changes agreed during POCL review of 29/10/1998.
1.5	03/12/1998	Issued to reflect changes agreed during POCL review of 24/11/1998.
1.6	18/12/1998	Issued to reflect comments received from POCL on v1.4 and subsequent reviews.
1.7	22/12/98	Updated to reflect final changes and caveats agreed with POCL on 16 th , 18 th & 22/12/98.
1.8	26/02/99	Updated to reflect comments / agreements reached on criteria 469/2, 470/1 & 467/3.
1.9	10/03/99	Updated to reflect changes in section 5.1.2 and other typographical errors.
1.10	30/03/99	Corrections applied following POCL review.
2.0	31/3/99	Issued for approval

0.2 ASSOCIATED DOCUMENTS

ICL Pathway **POCL Infrastructure Acceptance
Specification**

Ref:CR/ACS/007
Version:2.0
Date:31/03/1999

	Reference	Vers.	Date	Title	Source
1)	Acceptance Criteria			Acceptance Criteria	Pathway
2)	Acceptance Standard	0.1	13/09/1996	Standard for Raising and Progressing Acceptance Incidents.	Pathway
3)	Acceptance Standard	1.1	29/5/98	Standard for documenting Acceptance Specification	Pathway
4)	Authorities' Agreement	7.2	22/05/1997	Acceptance Procedures Schedule (A)A07	DSS/POCL
5)	POCL Agreement	7.2	22/05/1997	Acceptance Procedures Schedule (P)A11	POCL
6)	DSS Agreement	7.2	22/05/1997	Acceptance Procedures Schedule (D)A11	DSS
7)	Authorities' Agreement	8.1	08/03/1998	Requirements Schedule (A)B04	DSS/POCL
8)	Authorities' Agreement	8.1	08/03/1998	Solutions Schedule (A)B05	Pathway
9)	DSS Agreement	8.1	08/03/1998	Requirements Schedule (D)A15	DSS
10)	DSS Agreement	8.1	08/03/1998	Solutions Schedule (D)A16	Pathway
11)	POCL Agreement	8.0	13/11/1997	Requirements Schedule (P)A15	POCL
12)	POCL Agreement	8.1	08/03/1998	Solutions Schedule (P)A16	Pathway
13)	POCL Agreement	6.2	03/04/1997	POCL Infrastructure Schedule G01 - Service Definition	POCL
14)	POCL Agreement	6.2	03/04/1997	POCL Infrastructure Schedule G10 - Service Levels and Remedies	POCL
15)	VI/TSC/105	2.0	28/01/1998	Technical Integrity and Networking - High Level Test Plan	Pathway
16)	VI/PLA/011	2.0	21/08/1998	Post Office Platform Domain Security High Level Test Plan	Pathway

ICL Pathway

**POCL Infrastructure Acceptance
Specification**Ref:CR/ACS/007
Version:2.0
Date:31/03/1999

17)	VI/PLA/010	4.0	21/08/1998	POCL and POCL Clients Domain Security High Level Test Plan	Pathway
18)	VI/TSC/034	1.0	27/03/1998	Business Thread RDS01	Pathway
19)	VI/TSC/110	1.0	30/01/1998	Release 2 Systems Management High Level Test Plan	Pathway
20)	VI/PLA/009	3.0	06/03/1998	Release 2 Central Services Domain Security High Level Test Plan	Pathway
21)	Not used				
22)	VI/TSC/113	3.0	05/02/1998	Performance Assurance High Level Test Plan for Release 2	Pathway
23)	VI/TSC/048	1.0	13/03/1998	Business Thread BIT03	Pathway
24)	PM/PLA/031	7.0	19/01/1999	New Release 2 High Level Plan	Pathway
25)	BP/DES/003	4.0	03/02/1998	Counter Hardware Design Specification	Pathway
26)	CS/PRO/0024	0.3	20/04/1998	Release 2 Operating Environment Processes and Procedures Document	Pathway
27)	Not used				
28)	POCL AGREEMENT	8.0	16/01/1998	POCL Agreement Schedule B04 - POCL Consumables	POCL
29)	DSS AGREEMENT	8.0	16/01/1998	DAA Agreement Schedule B04 - DSS Consumables	Pathway
30)	tba	tba	tba	OPS Architecture Document	Pathway
31)	tba	tba	tba	TMS Architecture Document	Pathway
32)	tba	tba	tba	Riposte 32 API Specification	Pathway
33)	SU/MAN/003	1.0	01/01/1997	CFM: ICLS Sorbus Pathway Project Operations Manual	Pathway
34)	SU/WKI/011	1.0	04/06/1997	Horizon System Help Desk Work Instructions	Pathway

ICL Pathway **POCL Infrastructure Acceptance
Specification**

Ref:CR/ACS/007
Version:2.0
Date:31/03/1999

35)	SD/STD/001	1.5	28/02/1999	Horizon OPS Style Guide	Pathway
36)	TD-ARC-002	1.0	29/10/1996	Network Architecture	Pathway
37)	TD-ARC-0001	4.0	16/06/1998	Technical Environment Description (Note: A version (or subsets thereof) approved for external publication will be provided)	Pathway
38)	IM-SPE-0002	1.2	15/05/1998	The Network Design - Campus Communications	Pathway
39)	VI/RES/002	tba	tba	Declaration of conformity - Technical Construction File	Pathway
40)	VI/STR/001	2.0	30/09/1996	Testing and Integration Strategy	Pathway
41)	Tba	tba	tba	Asset Register	Pathway
42)	SU/SPE/010	1.0	26/03/1997	Specification - Pathway Keyboard	Pathway
43)	AP/IFS/0030	0.5	01/10/1998	Pathway to Client Generic Technical Interface	Pathway
44)	BP/DES/010	1.0	11/03/99	TP Service Design Specification	Pathway
45)	TD/ARC/0012	3.0	24/09/1998	Technical Environment Implementation for Release 2	Pathway
46)	Tba			Network Infringement Policy	Pathway
47)	Tba			Network Infringement Report	Pathway
48)	CR/FSP/004	4.0	30/09/1997	Service Architecture Design Document	Pathway
49)	BS/DES/001	2.0	15/10/1998	BPS Agents High Level Design for Release 2	Pathway
50)	ES/IFS/002	2.0	15/01/1997	Riposte Peripheral Server	Pathway
51)	SU/SPE/012	1.0	01/09/1997	Firmware Specifications - Pathway Keyboard	Pathway
52)	CS/FSP/002	2.0	29/10/1997	Horizon System Help Desk Call Enquiry Matrix	Pathway

**ICL Pathway POCL Infrastructure Acceptance
Specification**

 Ref:CR/ACS/007
 Version:2.0
 Date:31/03/1999

53)	CS/PRO/048	0.4	04/12/1998	Horizon System Helpdesk : Processes and Procedures Description	Pathway
54)	tba			Pathway Environmental Policy	Pathway
55)	tba			Performance Model Component Calibration for Release 2	Pathway
56)	SU/SPE/008	1.0	01/11/1996	Magnetic Card Reader Specification	Pathway
57)	CS/PRP/tba			APS Benchmark Counter Transaction Times for Release 2	Pathway
58)	CS/PRP/tba			BES Benchmark Counter Transaction Times for Release 2	Pathway
59)	CS/PRP/tba			OBCS Benchmark Counter Transaction Times for Release 2	Pathway
60)	CS/PRP/tba			EPOS Benchmark Counter Transaction Times for Release 2	Pathway
61)	PA/STR/009	2.0	24/02/1998	Pathway New Release 2 Contents Description	Pathway
62)	BP/DES/008	1.0	15/12/1997	OBCS Design Specification	Pathway
63)	SU/REP/003	3.1	16/04/1997	Oracle High Level Design PMS/CMS	Pathway
64)	CA/DES/009	1.0	08/01/1998	CAPS Access Service - System Design	Pathway
65)	CR/REP/012	0.1	04/04/1998	A2A - Boundary Performance	Pathway
66)	BP/FSP/004	3.8	16/02/99	EPOSS Functional Specification	Pathway
67)	Not used				
68)	VI/STR/006	2.0	24/10/1997	Revisions to the Testing and Integration Approach for Pathway Release 2	Pathway

**ICL Pathway POCL Infrastructure Acceptance
Specification**

 Ref:CR/ACS/007
 Version:2.0
 Date:31/03/1999

69)	CS/PRO/0047	0.5	04/12/1998	Payment Card Helpline : Processes and procedures Description	Pathway
70)	SU/PRD/004	1.0	09/04/1997	SMC Core Processes for Service Delivery	Pathway
71)	CS/PRO/0025	0.4	05/05/1998	Access Control and User Administration - Processes and Procedures Description	Pathway
72)	SU/REP/016	2.0	01/10/1997	Maestro Job Schedule - PAS/CMS	Pathway
73)	LF/BRD/001	1.0	20/05/1998	Logistics Feeder System Business Requirement Definition	Pathway
74)	Not used				
75)	CS/PER/013	x.0	Monthly	Service Review - Performance Statistics	Pathway
76)	CS/MAN/004	1.0	24/08/1998	Customer Services - Service Management Operations Manual	Pathway
77)	SU/SPE/009	1.0	12/08/1997	Smart Card Reader Test Report	Pathway
78)	AUTHORITIES AGREEMENT	6.0	04/12/1996	AUTHORITIES AGREEMENT	BA/POCL
79)	TD/DES/030	1.0	25/07/1997	Time Services Specification	Pathway
80)	tba			ICL Pathway External Applications Procurement Policy	Pathway
81)	CR/ACR/???			Audit Closure Report	Pathway
82)	VI/PLA/007	3.0	20/08/98	Systems Management and Support Services Domain Security - High Level Test Plan	Pathway
83)	tba			OPS/TMS Data Acknowledgement Process	Pathway
84)	tba			ICL Pathway Performance and Scalability Strategy	Pathway

**ICL Pathway POCL Infrastructure Acceptance
Specification**

 Ref:CR/ACS/007
 Version:2.0
 Date:31/03/1999

85)	TD/ION/005	1.0	04/11/98	FTMS Configurations for Pathway TPS and POCL TIP links at Release 2	Pathway
86)	RANR2(ChB)	2.2	09/11/98	Release Authorisation of the NR2 (Child Benefit) Release	Horizon
87)	SD/STR/002	0.8	15/07/98	Release 2 FTMS Resilience and Recovery strategy	Pathway
88)	VI/TSC/082	3.0	25/11/98	Business Thread EP01	Pathway
89)	PCL/TST/CLR/001 V2_0	2.0	28/08/98	DIT Closure Report - New Release 2	Horizon
90)	t.b.a			MOT Closure Report - New Release 2	Horizon
91)	CR/ACR/013			End to End Acceptance Closure Report	Pathway
92)	As_cav01.doc	0.1 draft	04/12/98	Acceptance Specification Consolidated Caveats	DSS/POCL
93)	VI/TSC/040	4.0	28/10/98	High Level Test Plan TPS0101	Pathway
94)	tba	4.0	07/12/98	Planned Evaluation Matrix	POCL
95)	TI/IFS/008	0.3	10/03/99	Pathway to Post Office Technical Interface Specification	Pathway

0.3 ABBREVIATIONS

BA	Benefits Agency
BT	Business Thread
CMS	Card Management System
CS	(Pathway) Customer Services
DSS	Department of Social Security
HLTP	High Level Test Plan
MIS	Management Information Service
OPS	Office Platform Service
PAS	Payment Authorisation System
PDA	Programme Development Authority
PO	Post Office
POCL	Post Office Counters Limited
PPD	Process and Procedures Document
SADD	Service Architecture Design Document
SLA	Service Level Agreement
SLAM	Service Level Administration & Management
SMC	System Management Centre
TIP	Transaction Information Processing
TMS	Transaction Management Service

0.4 CHANGES IN THIS VERSION

- Criterion 536/1 - reference changed from ref.(76) to ref.(74) as advised in v1.9
- Title of ref.(61) applied correctly in document
- Criterion 478/12 - Document title inserted against ref.(44)
- Section 5.1.1 - Criterion 468/1 removed
- Section 5.3 - Entries for 537/1 merged

0.5 GENERAL CAVEAT

Approval of this Acceptance Specification is subject to the relevant caveats in the extant version of *Acceptance Specification Consolidated Caveats*.

0.6 TABLE OF CONTENT

0. DOCUMENT CONTROL	2
0.1 DOCUMENT HISTORY	2
0.2 ASSOCIATED DOCUMENTS	3
0.3 ABBREVIATIONS	10
0.4 CHANGES IN THIS VERSION	10
0.5 GENERAL CAVEAT	10
0.6 TABLE OF CONTENT	11
2. ACCEPTANCE INCIDENTS	13
3. ACCEPTANCE PERIOD	14
4. DELIVERABLES & SERVICE	14
5. ACCEPTANCE CRITERIA	14
5.1 Acceptance Criteria and test Conditions	14
5.1.1 Description of tests conducted by Acceptance Trial	16
5.1.2 Criterion Description of tests conducted by Acceptance Review	41
5.2 Criterion for later acceptance	89
5.3 Criterion Summary	94
6. ACCEPTANCE INCIDENT SEVERITY	98
6.1 High Severity Incidents	98
6.2 Medium Severity Incidents	98
6.3 Low Severity Incidents	98
7. TEST DATA	100
8. AUTHORITY RESPONSIBILITIES	101
8.1 Appoint Test Manager	101
8.2 Acceptance Incident Reports	101

8.3	Acceptance INCIDENT Analysis Reports	101
8.4	Attendance At Trials And Reviews	101
8.5	Management and CO-ORDINATION	101
8.6	Progress Reviews	101
9.	CONTRACTOR RESPONSIBILITIES	102
10.	ACCEPTANCE TRIAL TEST CONDITIONS	102

1. PURPOSE & SCOPE

This document describes the Acceptance Test for the POCL Infrastructure Service in accordance with the Acceptance Procedures that are set out in the Schedules referred to section 0.2, and also the Pathway document “Standard for documenting Acceptance Specifications”. This test will determine that the POCL Infrastructure Service meets all the Acceptance Criteria that are agreed in the Acceptance Test Specification and that are within the scope of the “Pathway New Release 2 Contents Description” ref:(61) - document for New Release 2 if applicable.

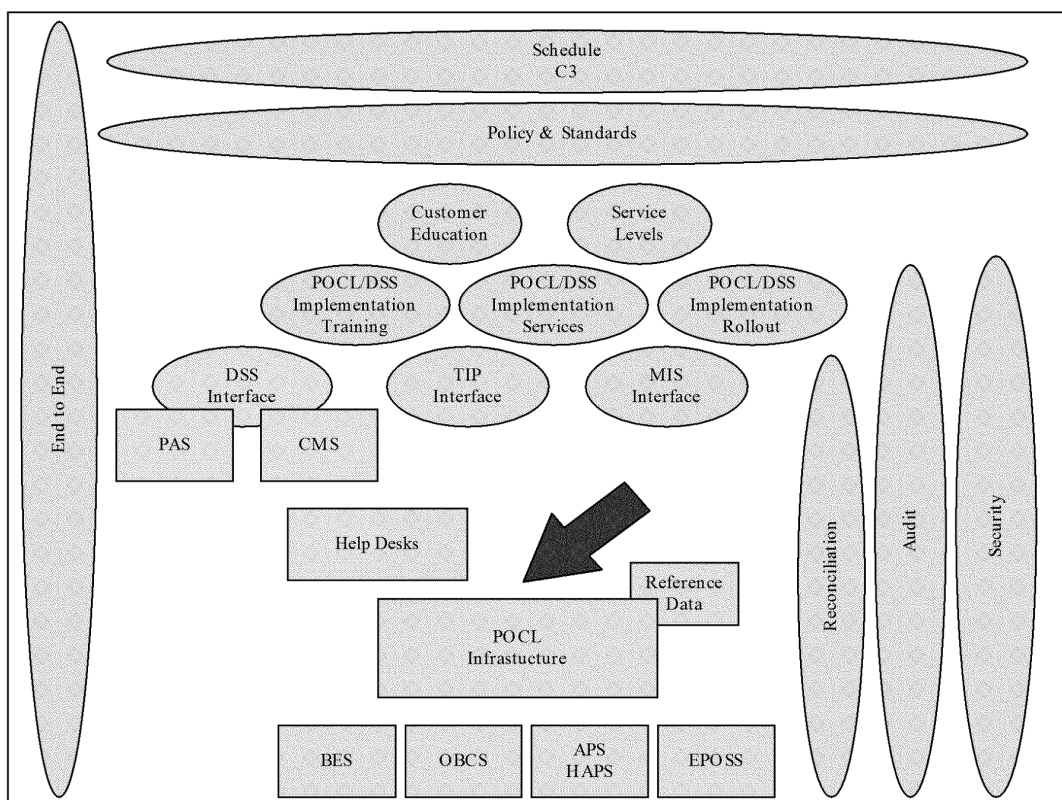


Figure1-1: This Acceptance Test in relation to others

2. ACCEPTANCE INCIDENTS

The standard and method for originating, progressing and resolving Acceptance Incidents shall be as described in the associated Document “Standard for Raising and Progressing Acceptance Incidents”.

3. ACCEPTANCE PERIOD

The Acceptance Period for the Acceptance Tests which comprise the Operational Trial is as determined by schedule B07 of the AUTHORITIES' Agreement.

The Pathway programme plan details the schedule for the POCL Infrastructure Acceptance Test.

4. DELIVERABLES & SERVICE

This section details the Deliverables and Services that are the subject of this Acceptance Test and as defined by the related Agreements.

Deliverable or Service.	Contract Reference	Method
POCL Infrastructure Service	POCL Agreement Schedule A15 - Requirements. POCL Agreement Schedule A16 - Solutions. POCL Agreement Schedule G01 - POCL Infrastructure Service Definition	Acceptance Trial Acceptance Review

Table of Deliverables and Services.

5. ACCEPTANCE CRITERIA

This section lists the identifier of each Acceptance Criterion that will be demonstrated by the Acceptance Test. It also lists the Acceptance Test Conditions that are used to determine whether (or not) the Acceptance Criterion has been met together with the applicable test Phase.

5.1 ACCEPTANCE CRITERIA AND TEST CONDITIONS

Conformance of the POCL Infrastructure Acceptance Criteria will be demonstrated through Acceptance Trials and/or Acceptance Reviews.

Tests conducted by Acceptance Trials comprise practical tests using prepared test scripts. If applicable the Test Condition(s) appropriate to a criterion are specified in section 5.1.1 together with a Criterion Description of the test. Detailed composition of the test in terms of sequences of Test Conditions is contained in Section 10. In the tables in section 5.1.1 the rows labelled Function Run entry will be populated immediately prior to the running of the Acceptance Trials in a

working version of the Acceptance Test Specification. These will provide invigilators with references to the checklists used to monitor the progress of the testing. The order of running of Test Conditions will not necessarily correspond to the order presented in HLTPs because of the “physicalisation” of the testing. The Function Run entry will allow the invigilator to read across from the criterion to the checklist.

Tests conducted by Acceptance Review comprise typically document reviews, site visits or presentations. If applicable the Test Condition(s) are described in section 5.1.2.

ICL Pathway POCL Infrastructure Acceptance Specification

Ref:CR/ACS/007
Version:2.0
Date:31/03/1999

5.1.1 Description of tests conducted by Acceptance Trial

The table below shows which acceptance criteria will be met by Acceptance Trial.

All of the following tests will be performed during the Technical Test phase.

Requirement ID	467
Criterion	2
Derivation	Requirement
Criterion Description	The transfer of data between OPS and TMS shall be secure, complete, accurate and robust.
HLTP / Business Thread Scenario	<p>HLTP VI/TSC/105 - Integrity and Networking - ref.(15)</p> <p>a) 6.1.1.1 to 6.1.1.7 b) 6.1.2.1 to 6.1.2.3 c) 6.1.3.1 to 6.1.3.2</p> <p>HLTP VI/PLA/011 - Post Office Domain Security - ref.(16)</p> <p>OPS Multiple Counter Post Office</p> <p>d) OPS07_1 e) OPS07_2 f) OPS09_1.1</p> <p>Also see entry in 5.3.</p>
Scenario Description	<p>a) Failure of ISDN Link b) Failure of ISDN Router c) Failure of WAN Router d) CLI of ISDN router in PO e) Invalid IP addresses, Invalid IP port barring, Invalid IP protocol barring f) Incoming calls on CLI list</p>
Function Run	

Requirement ID	467
Criterion	4
Derivation	Schedule G01 - 4.2.2.6
Criterion Description	Data and message transfers shall be resilient to either network or node failure.
HLTP / Business Thread Scenario	HLTP VI/TSC/105 - Integrity and Networking - ref.(15) a) 4.1.1.1 to 4.1.1.8 b) 4.1.2.1 to 4.1.2.8 c) 4.3.1.1 to 4.3.1.7 d) 4.3.2.1 to 4.3.2.7 e) 4.4.1.1 to 4.4.1.10 f) 4.4.2.1 to 4.4.2.10 g) 4.5.1.1 to 4.5.1.12 h) 6.1.1.1 to 6.1.1.7 i) 6.1.2.1 to 6.1.2.3 j) 6.1.3.1 to 6.1.3.2
Scenario Description	a) Horizon to DSS (CAPS) b) DSS (CAPS) to Horizon c) Horizon to DSS (ESNCS) d) DSS (ESNCS) to Horizon e) Horizon to POCL (TIP) f) POCL (Reference Data) to Horizon g) Horizon to POCL (HAPS) h) Failure of ISDN Link to Outlet i) Failure of ISDN Router j) Failure of WAN Router
Function Run	

ICL Pathway

**POCL Infrastructure Acceptance
Specification**Ref:CR/ACS/007
Version:2.0
Date:31/03/1999

Requirement ID	467
Criterion	5
Derivation	Schedule G01 - 4.2.3.2
Criterion Description	All messages and data shall have a cyclic redundancy check applied when they are initially committed to the journal and this shall be checked every time the message or data is accessed.
HLTP / Business Thread Scenario	<p>HLTP VI/PLA/011 - Post Office Domain Security - ref.(16) OPS Multiple Counter Post Office</p> <p>a) OPS06_3</p> <p>HLTP VI/PLA/009 - Central Services Domain Security Test Plan - ref. (20)</p> <p>b) CSD03_3</p> <p>HLTP VI/TSC/040 - High Level test Plan TPS0101 - ref. (93)</p> <p>c) PO2, SH2 - tepo115</p>
Scenario Description	<p>d) Audit - Riposte Message Store - Multiple tests to check integrity and use the message store within an outlet</p> <p>e) Audit - Riposte Transaction Journals - Multiple tests to check the integrity and use of the message store of a correspondence server</p> <p>f) As per EPOSS criterion 835/1. Print EPOSS Transaction Log containing BES, EPOSS, APS & OBCS transactions. This test shows that various counter transactions committed within a customer session can subsequently be viewed within the EPOSS Transaction Log produced in the outlet.</p>
Function Run	

ICL Pathway

**POCL Infrastructure Acceptance
Specification**Ref:CR/ACS/007
Version:2.0
Date:31/03/1999

Requirement ID	467
Criterion	6
Derivation	Schedule G01 - 4.2.3.4
Criterion Description	Where POCL requires the origin of data to be authenticated, the CONTRACTOR shall apply a digital signature to the data prior to transmission and shall then check it upon receipt.
HLTP / Business Thread Scenario	HLTP VI/PLA/011 - Post Office Domain Security OPS Multiple Counter Post Office - ref.(16) a) OPS05_4
Scenario Description	a) Message Protection - Tests to ensure correct operation of payment certifications, entropy, signature verification, filestore encryption.
Function Run	

Requirement ID	472
Criterion	1
Derivation	Requirement
Criterion Description	Data capture within OPS shall be accurate and robust.
HLTP / Business Thread Scenario	HLTP VI/TSC/105 - Technical Integrity Failures at Outlets - ref.(15) a) 10.1.1.1 to 10.1.1.4 b) 10.2.1.1 to 10.2.1.4 c) 10.4.2.1 to 10.4.2.2 d) 10.4.3.1 to 10.4.3.2 e) 10.4.4.1 to 10.4.4.2 f) 10.4.5.1 to 10.4.5.3
Scenario Description	a) Failures on Single Counter Outlet b) Failures on Multiple Counter Outlet c) Failure of Keyboard / mag stripe reader d) Failure of touch screen e) Failure of barcode reader f) Failure of Weigh Scales
Function Run	

Requirement ID	472
Criterion	2
Derivation	Requirement
Criterion Description	The integrity and security of data held within the OPS shall be protected at all times.
HLTP / Business Thread Scenario	HLTP VI/PLA/011 - Post Office Domain Security OPS Multiple Counter Post Office - ref.(16) a) OPS05_4 b) OPS06_1 c) OPS06_3
Scenario Description	a) Message Protection - Tests to ensure correct operation of payment certifications, entropy, signature verification, filestore encryption. b) Riposte Identification, Authentication and Access Control. Checks that only authorised programs can read / write using Riposte interface. c) Audit - Riposte Message Store - Multiple tests to check integrity and use message store
Function Run	

Requirement ID	472
Criterion	3
Derivation	Requirement
Criterion Description	Full logs of Events within OPS shall be maintained and an audit trail of interactions with, and actions within, OPS shall be maintained.
HLTP / Business Thread Scenario	HLTP VI/PLA/011 - Post Office Domain Security OPS Multiple Counter Post Office - ref.(16) a) OPS06_3.5
Scenario Description	a) Audit - Riposte Message Store - Multiple tests to check integrity and use of message store
Function Run	

Requirement ID	472
Criterion	4
Derivation	Requirement
Criterion Description	The integrity and security of data held within OPS shall not be compromised by any Incident nor when OPS is re-established following any Incident.
HLTP / Business Thread Scenario	<p>HLTP VI/TSC/105 - Integrity and Networking - ref.(15)</p> <ul style="list-style-type: none"> a) 10.1.1.1 to 10.1.1.4 b) 10.2.1.1 to 10.2.1.4 c) 10.3.1.1. to 10.3.1.2 d) 10.4.1.1 to 10.4.1.4 e) 10.4.2.1 to 10.4.2.2 f) 10.4.3.1 to 10.4.3.2 g) 10.4.4.1 to 10.4.4.2 h) 10.4.5.1 to 10.4.5.3 i) 10.4.6.1 to 10.4.6.4 j) 10.4.7.1 to 10.4.7.3 k) 10.4.8.1 to 10.4.8.2 l) 10.4.3 <p>HLTP - VI/PLA/011 - Office Platform Domain Security - ref.(16)</p> <ul style="list-style-type: none"> m) OPS05_1 n) OPS05_2
Scenario Description	<ul style="list-style-type: none"> a) Single Counter Outlet PC fails b) Multiple counter Outlet PC fails c) LAN failure d) ISDN card failure e) Keyboard / mag stripe reader failure f) Touch sensitivity failure g) Barcode reader failure h) Weigh Scales failure i) Slip Printer failure j) Tally Roll failure k) Back office printer failure l) Video monitor/panel failure m) Post Office Desktop - Identification and Authentication n) Access Control - Tests to validate correct operation of access control policy
Function Run	

Requirement ID	472
Criterion	5
Derivation	Schedule G01 - 2.6.1.2
Criterion Description	All data captured at an Outlet either as part of a Counter Position Transaction or as an administration function shall form part of a unique Transaction which shall be given a unique reference number by Riposte and details stored in the journal.
HLTP / Business Thread Scenario	HLTP VI/PLA/011 - Post Office Domain Security OPS Multiple Counter Post Office - ref.(16) a) OPS06_3.5
Scenario Description	a) Audit - Riposte Message Store - Multiple tests to check integrity and use of message store
Function Run	

Requirement ID	472
Criterion	6
Derivation	Schedule G01 - 2.6.1.3
Criterion Description	Each Counter Position PC shall contain a journal and all journal entries shall be automatically replicated to all other members of the work group.
HLTP / Business Thread Scenario	HLTP VI/PLA/011 - Post Office Domain Security OPS Multiple Counter Post Office - ref.(16) a) OPS06_3.5
Scenario Description	a) Audit - Riposte Message Store - Multiple tests to check integrity and use of message store
Function Run	

Requirement ID	472
Criterion	7
Derivation	Schedule G01 - 2.6.1.6
Criterion Description	The CONTRACTOR shall provide synchronisation facilities which shall automatically check the status of the journal for a node when it is re-established following failure.
HLTP / Business Thread Scenario	HLTP VI/TSC/105 - Integrity and Networking - ref.(15) a) 10.1.1.1 to 10.1.1.4 b) 10.2.1.1 to 10.2.1.4 c) 9.2.5.1
Scenario Description	a) Single counter Outlet PC fails b) Multiple counter Outlet PC fails c) Failure of Counter Correspondence Server
Function Run	

Requirement ID	473
Criterion	3
Derivation	Requirement
Criterion Description	It shall be possible to restrict the functionality available at an Outlet, to permit (inter alia) some Services not to be offered at all Outlets.
HLTP / Business Thread Scenario	BT - VI/TSC/034 - Business Thread RDS01 - ref.(18) a) 3.3.2
Scenario Description	a) Specific Outlets with various Class Elements present.
Function Run Entry	

Requirement ID	473
Criterion	4
Derivation	Requirement
Criterion Description	There shall be support available to Users who have forgotten their passwords. A large proportion of the Outlets have only a single Counter Position. The support mechanism used shall not unduly reduce the effectiveness of access control.
HLTP / Business Thread Scenario	HLTP - VI/PLA/011 - Office Platform Domain Security - ref.(16) a) OPS05_1.20
Scenario Description	a) Forgotten Password back-up
Function Run	

Requirement ID	473
Criterion	5
Derivation	Requirement
Criterion Description	There shall be a secure and reliable mechanism for Users to suspend and resume access to OPS and Services offered via OPS. This shall not be unduly onerous or time consuming for Users.
HLTP / Business Thread Scenario	HLTP - VI/PLA/011 - Office Platform Domain Security - ref.(16) a) OPS05_1
Scenario Description	a) Post Office Desktop - Identification and Authentication
Function Run	

Requirement ID	473
Criterion	6
Derivation	Schedule G01 - 2.4.1.3
Criterion Description	Only Users authorised by POCL shall be able to log-on to the OPS at an Outlet in accordance with their defined role.
HLTP / Business Thread Scenario	HLTP VI/PLA/011 - Post Office Domain Security OPS Multiple Counter Post Office - ref.(16) a) OPS05_02
Scenario Description	a) Access Control - Tests to validate correct operation of access control policy.
Function Run	

Requirement ID	473
Criterion	7
Derivation	Schedule G01 - 2.4.1.4
Criterion Description	Authentication of all Users logging on to the OPS in the Outlet shall be undertaken by the elements of the Service Infrastructure on which OPS is based. Full access control and password management facilities shall be provided.
HLTP / Business Thread Scenario	HLTP VI/PLA/011 - Post Office Domain Security OPS Multiple Counter Post Office - ref.(16) a) OPS05_02
Scenario Description	a) Access Control - Tests to validate correct operation of access control policy.
Function Run	

Requirement ID	476
Criterion	4
Derivation	Requirement
Criterion Description	The implementation of any Release shall not cause any significant disruption to Users, shall not disrupt the normal working environment of Users and shall not require significant involvement from Users.
HLTP / Business Thread Scenario	HLTP VI/TSC/110 - Systems Management - ref.(19) a) SD01 to SD10 b) AC01 to AC03
Scenario Description	l) Software Distribution - Counter Tests. Various tests to validate correct operation of software distribution process. Following distribution this will include counter tests which use previously held reference data and transaction data. m) Auto configuration tests (Counter Builds) covering Configure new single counter system, Configure new multi-counter gateway system, Configure several counter systems simultaneously.
Function Run	

Requirement ID	476
Criterion	5
Derivation	Requirement
Criterion Description	The implementation of any Release shall not cause any corruption to data held by or on behalf of the AUTHORITIES.
HLTP / Business Thread Scenario	HLTP VI/TSC/110 - Systems Management - ref.(19) a) SD01 to SD10 b) SD20 to SD25 & SD30
Scenario Description	a) Software Distribution - Counter Tests. Various tests to validate correct operation of software distribution process in an outlet. Following distribution this will include counter tests which use previously held reference data and transaction data. b) Software Distribution - Data Centre Tests. Various tests to validate correct operation of software distribution process to the Pathway Data Centres.
Function Run	

Requirement ID	476
Criterion	6
Derivation	Requirement
Criterion Description	The implementation of any Release shall not cause any significant disruption to Users, shall not disrupt the normal working environment of Users and shall not require significant involvement from Users.
HLTP / Business Thread Scenario	Identical to 476/4.
Scenario Description	
Function Run	

Requirement ID	478
Criterion	7
Derivation	Requirement
Criterion Description	The collection or delivery of Data Files shall be retried automatically, under parameter control, in the event of any failure.
HLTP / Business Thread Scenario	HLTP VI/TSC/105 - Integrity and Networking - ref.(15) a) 4.1.1.1 to 4.1.1.8 b) 4.1.2.1 to 4.1.2.8 c) 4.3.1.1 to 4.3.1.7 d) 4.3.2.1 to 4.3.2.7 e) 4.4.1.1 to 4.4.1.10 f) 4.4.2.1 to 4.4.2.10 g) 4.5.1.1 to 4.5.1.12 h) 4.4.3.1 to 4.4.3.6
Scenario Description	a) Horizon to DSS (CAPS) b) DSS (CAPS) to Horizon c) Horizon to DSS (ESNCS) d) DSS (ESNCS) to Horizon e) Horizon to POCL (TIP) f) POCL (Reference Data) to Horizon g) Horizon to POCL (HAPS) h) Compaq Recovery Option Tests
Function Run	

Requirement ID	478
Criterion	13
Derivation	Requirement
Criterion Description	Pathway shall maintain a full audit trail of all TMS activity
HLTP / Business Thread Scenario	HLTP - VI/PLA/009 - Central Services Domain Security - ref.(20) a) CSD03_03 b) CSD04_03 c) CSD05_03
Scenario Description	a) Correspondence Server / riposte - Audit - various tests to validate that integrity and logging of transactions. b) As above for OBCS, TPS, APS, RD & CMS/PMS Agents c) As above for Archive Server Agents
Function Run	

Requirement ID	478
Criterion	14
Derivation	Requirement
Criterion Description	Pathway shall ensure that any transfer of Data Files or messages to or from TMS is, and can be shown to be, secure, complete accurate and robust.
HLTP / Business Thread Scenario	<p>HLTP - VI/TSC/105 - Integrity and Networking - ref.(15) Sequent to Correspondence servers</p> <ul style="list-style-type: none"> a) 5.1.1.1 to 5.1.1.2 b) 5.1.2.1 to 5.1.2.3 c) 5.1.3.1 to 5.1.3.5 d) 5.1.4.1 e) 5.1.5.1 to 5.1.5.6 f) 5.1.6.1 to 5.1.6.4 g) 5.1.7.1 to 5.1.7.9 h) 6.1.1.1 to 6.1.1.7 i) 6.1.2.1 to 6.1.2.3 j) 6.1.3.1 to 6.1.3.2 k) 6.1.4.1 l) 4.4.1.1 to 4.4.1.10 <p>HLTP - VI/TSC/110 - Systems Management High Level Test Definition</p> <ul style="list-style-type: none"> m) EV01 to EV07
Scenario Description	<ul style="list-style-type: none"> a) Failure of Sequent b) Failure of FDDI link c) Failure of WAN router d) Failure of inter campus link e) Failure of LAN f) Failure of Agent Server g) Failure of Correspondence Server h) Failure of ISDN Link to Outlet i) Failure of ISDN Router j) Failure of WAN Router k) Failure of inter campus link l) Horizon to POCL(TIP) m) Resilience testing - Tivoli Agent to Tivoli management system
Function Run	

Requirement ID	479
Criterion	2
Derivation	Requirement
Criterion Description	TMS shall only allow connections to such elements of the Service Infrastructure to be established with computer systems which are approved by the AUTHORITIES to be connected.
HLTP / Business Thread Scenario	HLTP - Systems Management and Support Services Domain - Security ref.(82) SMS09_1 to SMS09_9
Scenario Description	Cisco Routers and LAN switches - Identification & Authentication, Access Control Policy, Audit.
Function Run	

Requirement ID	479
Criterion	4
Derivation	Requirement
Criterion Description	TMS shall authenticate the identity of any computer system with which a link is to be established.
HLTP / Business Thread Scenario	<p>HLTP - VI/PLA/010 - POCL & POCL Clients Domain Security - ref.(17)</p> <p>a) POCL01_4 b) POCL03_4</p> <p>HLTP - VI/PLA/011 - Office Platform Domain Security - ref.(16)</p> <p>c) OPS10_01</p> <p>HLTP - VI/PLA/009 - Central Services Domain Security - ref.(20)</p> <p>d) CSD04_1</p>
Scenario Description	<p>a) Data Encryption and Key Management - HAPS Access Node</p> <p>b) Data Encryption and Key Management - TIP Access Node</p> <p>c) ISDN Routers - external interface - Identification and Authentication</p> <p>d) CMS / PAS Agent Application - Identification and Authentication</p>
Function Run	

Requirement ID	536
Criterion	2
Derivation	Requirement
Criterion Description	Peripheral and input devices supplied as part of the elements of the Service Infrastructure on which OPS is provided shall be capable of detecting contention, premature removal/swapping of Tokens etc. as appropriate
HLTP / Business Thread Scenario	HLTP - VI/PLA/011 - Office Platform Domain Security - ref.(16) OPS05_01
Scenario Description	Authentication - various tests including validation of correct operation of POLO boot process.
Function Run	

Requirement ID	537
Criterion	1
Derivation	Requirement
Criterion Description	The CONTRACTOR shall carry out system management of all the Services in a consistent and coherent manner to ensure the following: <ul style="list-style-type: none"> a) activities within the Services, including PAS, CMS, TMS, OPS, BES, OBCS, APS and EPOSS, are co-ordinated such that, for example, changes and faults can be tracked across Service boundaries; b) changes to the Services can be made speedily and accurately.
HLTP / Business Thread Scenario	HLTP VI/TSC/110 - Systems Management - ref.(19) <ul style="list-style-type: none"> a) EV01 - EV07 b) PT01 - PT03 c) SD01 to SD10 d) SD20 to SD25 & SD30
Scenario Description	<ul style="list-style-type: none"> a) Tivoli Event Monitoring - Various tests to validate correct and consistent generation of events on multiple platforms (TMS and OPS hosts). b) Patrol Testing - Various tests to ensure correct operation of the event monitoring facilities on the Sequent (PAS / CMS hosts) c) Software Distribution - Counter Tests. Various tests to validate correct operation of software distribution process in an outlet. d) Software Distribution - Data Centre Tests. Various tests to validate correct operation of software distribution process to the Pathway Data Centres.
Function Run	

Requirement ID	537
Criterion	2
Derivation	Schedule G01 - 5.3.5.1
Criterion Description	Software distribution facilities shall be provided by the CONTRACTOR which shall enable Software files and installation scripts to be distributed across the Wide Area Networks, part of the Service Infrastructure, to a specific Outlet, all Outlets or a group of Outlets selected according to one or more particular attributes.
HLTP / Business Thread Scenario	HLTP VI/TSC/110 - Systems Management - ref.(19) a) SD01 to SD10 b) SD20 to SD25 & SD30
Scenario Description	a) Software Distribution - Counter Tests. Various tests to validate correct operation of software distribution process in an outlet. a) Software Distribution - Data Centre Tests. Various tests to validate correct operation of software distribution process to the Pathway Data Centres.
Function Run	

Requirement ID	538
Criterion	1
Derivation	Requirement
Criterion Description	SMS shall provide a facility for synchronising the date and time across the Services and the Service Infrastructure. This shall cater for the handling of clock changes (e.g. at the beginning and end of British Summer Time).
HLTP / Business Thread Scenario	HLTP VI/TSC/110 - Systems Management - ref.(19) a) TM01 to TM06, TM10 to TM15, TM20 to TM23
Scenario Description	a) Time Synchronisation - Various tests to validate correct and resilient time synchronisation across platforms.
Function Run	

Requirement ID	541
Criterion	1
Derivation	Requirement
Criterion Description	TMS shall be scaleable to meet POCL's business needs from time to time.
HLTP / Business Thread Scenario	HLTP VI/TSC/113 - Performance Assurance - ref.(22) a) 3.1 to 3.6 (Correspondence Server) b) 4.1 to 4.8 (Agent Servers)
Scenario Description	a) & b) Validation that Replication, Harvesting, Loading and Archiving operations can be achieved for the required volumes.
Function Run	

Requirement ID	558
Criterion	2
Derivation	Requirement
Criterion Description	The OPS shall be capable of supporting the entire range of business transacted at Outlets for current volumes of business and volumes of business as projected by POCL.
HLTP / Business Thread Scenario	HLTP VI/TSC/113 - Performance Assurance - ref.(22) a) 2.1 to 2.7 (Counter Systems)
Scenario Description	a) Various tests to validate the capacity of OPS for replication, transmission to TMS and some local administrative functions.
Function Run	

Requirement ID	826
Criterion	1
Derivation	Requirement
Criterion Description	OPS, and the elements of the Service Infrastructure on which OPS is provided, shall be able to be connected, and shall support such connection, to specialist peripherals in such a way that the specialist peripherals may be accessed by one, two or more terminals.
HLTP / Business Thread Scenario	HLTP VI/TSC/105 - Technical Integrity and Networking - ref.(15) a) 10.4.5.1 to 10.4.5.3
Scenario Description	a) Weigh Scales - Tests to validate correct operation of weigh scale accessed by more than one counter system
Function Run	

Requirement ID	921
Criterion	1
Derivation	Requirement
Criterion Description	The OPS and the elements of the Service Infrastructure on which OPS is provided shall provide a secure time-out facility for each counter terminal and back office terminal.
HLTP / Business Thread Scenario	HLTP VI/PLA/011 - Office Platform Domain Security - ref.(16) a) OPS05_1.11
Scenario Description	a) Access Control - various tests including validation of correct operation of inactivity time-out.
Function Run	

Requirement ID	921
Criterion	2
Derivation	Requirement
Criterion Description	The time-out facility shall allow the User to resume work with the minimum delay consistent with achieving security in accordance with the provisions hereof.
HLTP / Business Thread Scenario	HLTP VI/PLA/011 - Office Platform Domain Security - ref.(16) a) OPS05_1.11
Scenario Description	a) Authentication - various tests including validation of correct operation of inactivity time-out.
Function Run	

Requirement ID	921
Criterion	3
Derivation	Requirement
Criterion Description	It shall be clear that the facility is in use to remove any confusion between a terminal with the facility activated and a terminal that is available for use by any User.
HLTP / Business Thread Scenario	HLTP VI/PLA/011 - Office Platform Domain Security - ref.(16) a) OPS05_1.11
Scenario Description	a) Authentication - various tests including validation of correct operation of inactivity time-out.
Function Run	

Requirement ID	921
Criterion	4
Derivation	Requirement
Criterion Description	Under circumstances where the facility has been activated and the User is no longer able to cancel it, for whatever reason, it shall be possible with appropriate authority: (a) to complete User and Outlet balances; and (b) to make the terminal available to another User.
HLTP / Business Thread Scenario	HLTP VI/PLA/011 - Office Platform Domain Security - ref.(16) a) OPS05_1.11
Scenario Description	a) Authentication - various tests including validation of correct operation of inactivity time-out.
Function Run	

Requirement ID	953
Criterion	1
Derivation	Requirement
Criterion Description	OPS shall support concurrent access to services provided via it.
HLTP / Business Thread Scenario	BT VI/TSC/048 - Business Integration Thread BIT03 - ref.(23)
Scenario Description	BT ref. 1 to 4. This Thread checks the correct integration of OBCS and BPS with the new R2 services of EPOSS and APS, together with various external links. The run-time environment for BIT includes multiple outlets with multiple counters. Tests covering all services will be run concurrently on multiple nodes.
Function Run	

Requirement ID	953
Criterion	2
Derivation	Requirement
Criterion Description	OPS shall ensure data integrity, e.g. reports printed at the back office whilst serving at the front office shall be consistent with a clearly stated policy (to be approved by POCL) of what front office data are included in the report
HLTP / Business Thread Scenario	BT VI/TSC/082 - Business Thread EP01 - ref.(88). Test 3.3.14/5
Scenario Description	Manager 1 performs an office balance and produces an office trial balance. <i>One of the outlet counter PC's is disconnected from the LAN prior to this scenario. A warning is displayed to the Post Master concerning the disconnected counter.</i>
Function Run	

ICL Pathway

**POCL Infrastructure Acceptance
Specification**Ref:CR/ACS/007
Version:2.0
Date:31/03/1999

Requirement ID	953
Criterion	3
Derivation	Requirement
Criterion Description	Performance of OPS shall not be significantly degraded by other office activity, e.g. front office, back office and communications activities shall not unduly impact each other.
HLTP / Business Thread Scenario	HLTP VI/TSC/113 - Performance Assurance - ref.(22) Tests 2.2 to 2.7
Scenario Description	Various tests to validate counter performance.
Function Run	

5.1.2 Criterion Description of tests conducted by Acceptance Review

The table below shows which acceptance criterion are to be met by Acceptance Review. Each Acceptance Test will use the latest baselined version of any document referred to in section 0.2 or below.

Requirement ID	463
Criterion	1
Derivation	Requirement
Criterion Description	The CONTRACTOR shall supply samples of all elements of the Service Infrastructure used to provide OPS for purposes other than (i) Roll Out and (ii) live use in POCL Premises as part of the Steady State Services. Examples of these purposes include: a) testing by the AUTHORITIES; b) training; c) demonstrations and marketing.
	Statement of Fact or Obligation

Requirement ID	463
Criterion	2
Derivation	Requirement
Criterion Description	The CONTRACTOR shall provide specimens of all elements and proposed elements of the Service Infrastructure used to provide OPS from time to time to undergo destructive safety testing.
	Statement of Fact or Obligation

Requirement ID	463
Criterion	3
Derivation	Requirement
Criterion Description	The AUTHORITIES shall notify the CONTRACTOR from time to time of how many samples are required for the purposes of testing such elements of the Service Infrastructure at Operational Trial, DSS Operational Trial and POCL Operational Trial. They shall not in total exceed the equivalent of 8 post offices with a total of 50 Counter Positions. Any requirements thereafter for samples of equipment for testing purposes (beyond the initial 50 Counter Positions) shall be subject to a process approved by a date consistent with the project plan agreed by the parties, such that the date does not adversely impact contractual milestones as defined in Clause 605.1 of the Authorities Agreement.
	Statement of Fact or Obligation

Requirement ID	463
Criterion	4
Derivation	Requirement
Criterion Description	Unless testing demonstrates a breach of the relevant standards in Schedule A02, the number of specimens for destructive testing purposes shall not exceed one example of each component of Hardware within the elements of the Service Infrastructure that are proposed for the OPS.
	Statement of Fact or Obligation

Requirement ID	463
Criterion	5
Derivation	Requirement
Criterion Description	The quantity of samples for training purposes depends on the training methodology employed
Reason	Statement of Fact or Obligation

Requirement ID	464
Criterion	1
Derivation	Requirement
Criterion Description	Services which utilise OPS or TMS shall only be provided subject to the agreement of POCL
Reason	Statement of Fact or Obligation

Requirement ID	465
Criterion	1
Derivation	Requirement
Criterion Description	The livery of the elements of the POCL Service Infrastructure to be used for OPS shall be agreed with POCL before Roll Out. A single livery shall be approved for all Outlets that is consistent with the POCL Style Guide for post offices.
Test Condition	The agreed livery is documented in the Counter Hardware Design Specification.
Method	Document Inspection
References	Counter Hardware Design Specification - ref.(25)
Phase	Technical Testing

Requirement ID	465
Criterion	2
Derivation	Requirement
Criterion Description	The effort required to maintain the appearance of the Equipment to a level reasonably acceptable to the AUTHORITIES shall be minimal.
Test Condition	Acceptance of equipment cleaning and maintenance procedures as described in Operating Environment PPD. Absence of any outstanding problems reported to the Horizon Service Review Forum.
Method	Document Inspection
References	Release 2 Operating Environment Processes and Procedures Document - ref.(26). Customer Services - Services Management Operations Manual - ref.(76).
Phase	Technical Testing

Requirement ID	466
Criterion	1
Derivation	Requirement
Criterion Description	Pathway shall supply detailed specifications of all the consumables used by the OPS
Test Condition	Inclusion of specification in POCL and DSS Schedule B04.
Method	Document Inspection
References	POCL Consumables - POCL Agreement Schedule B04. - ref.(28) DSS Consumables - DSS Agreement Schedule B04 - ref.(29)
Phase	Technical Testing

Requirement ID	466
Criterion	2
Derivation	Requirement
Criterion Description	The CONTRACTOR shall supply detailed specifications of all the consumables used by the OPS. The CONTRACTOR shall provide estimates of the likely consumption of each consumable and, as part of an impact assessment, the impact on consumption of any changes, including new Services.
Test Condition	Inclusion of specification in POCL and DSS Schedule B04. Provision of estimates.
Method	Document Inspection
References	POCL Consumables - POCL Agreement Schedule B04. - ref.(28) DSS Consumables - DSS Agreement Schedule B04 - ref.(29)
Phase	Technical Testing

Requirement ID	466
Criterion	3
Derivation	Requirement
Criterion Description	The CONTRACTOR shall be capable of supplying all consumables, but the AUTHORITIES shall have the option to source consumables from another supplier.
Test Condition	Evidence of Agreement - POCL Agreement Schedule B04 / DSS Agreement Schedule B04
Method	Document inspection
References	POCL Agreement Schedule B04 - POCL Consumables - ref.(28) DSS Agreement Schedule B04 - DSS Consumables - ref.(29)
Phase	Technical Testing

Requirement ID	467
Criterion	1
Derivation	Requirement
Criterion Description	Each instance of OPS within Outlets shall interface with TMS to allow the transfer, in both directions, of authorised data files and messages.
Test Condition	Description of Technical Architecture contained in TMS and OPS Architecture Documents, and the Riposte API specification
Method	Document Inspection
References	OPS Architecture Document - ref.(30) TMS Architecture Document - ref.(31) Riposte 32 API Specification - ref.(32)
Phase	Technical Testing

Requirement ID	467
Criterion	3
Derivation	Requirement
Criterion Description	Within OPS it shall be possible to identify whether data from OPS have been received by TMS or not.
Test Condition	Acceptance of mechanisms described in ref.(83).
Method	Document Inspection
References	OPS/TMS Data Acknowledgement Process - ref.(83)
Phase	Technical Testing

ICL Pathway

**POCL Infrastructure Acceptance
Specification**Ref:CR/ACS/007
Version:2.0
Date:31/03/1999

Requirement ID	468
Criterion	1
Derivation	Requirement
Criterion Description	Maintenance and repair of the elements of the Service Infrastructure used to provide OPS involving on-site attendance at POCL Premises by the CONTRACTOR's engineers shall not interfere unduly with the ability of an Outlet to serve Customers, even where Outlets have a single Counter Position and/or extremely limited physical space.
Test Condition	A maintenance call to a POCL outlet will be handled by a suitably trained engineer. Each engineer will be targeted to resolve all on site hardware failures within 20 minutes of arriving on site. The appropriate level of spares will be deployed to assist in achieving this target. The engineer will not interfere unduly with the post office operation. Where this is not possible a visit will be deferred and/or exemption sought on SLA requirements.
Method	Document Inspection Ongoing review as part of Horizon Service Review Forum
References	CFM: ICLS Sorbus Pathway Project Operations Manual - ref.(33) Horizon System Helpdesk - Work Instructions. - ref.(34) Customer Services - Services Management Operations Manual - ref.(76).
Phase	Model Office

Requirement ID	469
Criterion	1
Derivation	Requirement
Criterion Description	The technical documentation concerning OPS and the elements of the Service Infrastructure used to provide OPS shall be suitable to allow POCL to procure applications which utilise OPS or hardware which interfaces with OPS. These procurements shall not necessarily be from Pathway.
Test Condition	Provision of documents as described below.
Method	Document Inspection
References	ICL Pathway External Applications Procurement Policy - ref.(80)
Phase	Technical Testing

ICL Pathway

**POCL Infrastructure Acceptance
Specification**Ref:CR/ACS/007
Version:2.0
Date:31/03/1999

Requirement ID	469
Criterion	2
Derivation	Requirement
Criterion Description	The CONTRACTOR shall provide technical documentation concerning the OPS and the elements of the Service Infrastructure used to provide OPS.
Test Condition	Provision of documents as described below. Acceptance of the process by which additional information may be provided as described in ref.(80).
Method	Document Inspection
References	Counter Hardware Design Specification - ref.(25) Riposte 32 API Specification - ref.(32) OPS Architecture Document - ref.(30) ICL Pathway External Applications Procurement Policy - ref.(80)
Phase	Technical Testing

Requirement ID	469
Criterion	3
Derivation	Requirement
Criterion Description	All changes to technical documentation concerning OPS and the elements of the POCL Infrastructure used to provide OPS shall be the subject of the written agreement of POCL
Reason	Statement of Fact or Obligation

ICL Pathway

**POCL Infrastructure Acceptance
Specification**Ref:CR/ACS/007
Version:2.0
Date:31/03/1999

Requirement ID	470
Criterion	1
Derivation	Requirement
Criterion Description	The CONTRACTOR shall provide technical documentation concerning TMS and the elements of the Service Infrastructure used to provide TMS.
Test Condition	Provision of documents as described below. Acceptance of the process by which additional information may be provided as described in ref.(80).
Method	Document inspection
References	Riposte 32 API Specification - ref.(32) TMS Architecture Document - ref.(31) Technical Environment Description(sections Chapter 4, 5.2.3, 5.2.4, 6.1 to 6.5, 7.1 to 7.3, 10.1 to 10.3, 10.5.5, 10.5.6)- ref.(37) ICL Pathway External Applications Procurement Policy - ref.(80)
Phase	Technical Testing

Requirement ID	470
Criterion	2
Derivation	Requirement
Criterion Description	This documentation shall be suitable to allow POCL to procure applications which utilise TMS. These procurements shall not necessarily be from the CONTRACTOR.
Test Condition	Provision of documents as described below
Method	Document inspection
References	ICL Pathway External Applications Procurement Policy - ref.(80)
Phase	Technical Testing

Requirement ID	470
Criterion	3
Derivation	Requirement
Criterion Description	All changes to technical documentation concerning TMS and the elements of the POCL Infrastructure used to provide TMS shall be the subject of the written agreement of POCL
Reason	Statement of Fact or Obligation

Requirement ID	472
Criterion	3

Derivation	Requirement
Criterion Description	Full logs of Events within OPS shall be maintained and an audit trail of interactions with, and actions within, OPS shall be maintained.
Test Condition	Completion of all tests in Audit Acceptance Specification
Method	Document Inspection
References	Audit Closure Report - ref.(81) OPS/TMS Data Acknowledgement Process - ref.(83)
Phase	Technical Testing

Requirement ID	474
Criterion	1
Derivation	Requirement
Criterion Description	The CONTRACTOR shall ensure that all Equipment used in the provision of OPS is rated for continuous operation, and capable of functioning safely and reliably for an unlimited period, attended or unattended, in Outlets.
Test Condition	Acceptance of Declaration of Technical Conformity.
Method	Document inspection
References	Declaration of Conformity - Technical Construction File-ref.(39)
Phase	Technical Testing

Requirement ID	474
Criterion	2
Derivation	Requirement
Criterion Description	<p>Each installation of such Equipment shall be physically and electrically safe and in compliance with relevant legislation and recognised best practice.</p> <p>(a) "Relevant legislation" includes all relevant UK Regulations and, from the due date of UK implementation, EC Directives. Such Equipment shall be maintained to be compliant with any subsequent legislation.</p> <p>(b) "Relevant legislation and recognised best practice" includes mandatory standards, including all relevant UK Regulations and, from the due date of UK implementation, EC Directives. Such Equipment shall be maintained to be compliant with any subsequent legislation or mandatory standards.</p>
Test Condition	Acceptance of Declaration of Technical Conformity.
Method	Document inspection
References	Declaration of Conformity - Technical Construction File-ref.(39)
Phase	Technical Testing

Requirement ID	474
Criterion	3
Derivation	Requirement
Criterion Description	Such installation shall not cause interference with other devices.
Test Condition	Acceptance of Declaration of Technical Conformity.
Method	Document inspection
References	Declaration of Conformity - Technical Construction File-ref.(39)
Phase	Technical Testing

Requirement ID	474
Criterion	4
Derivation	Requirement
Criterion Description	Such Equipment may be required to be installed in residential premises.
Test Condition	Acceptance of Declaration of Technical Conformity.
Method	Document inspection
References	Declaration of Conformity - Technical Construction File-ref.(39)
Phase	Technical Testing

Requirement ID	474
Criterion	5
Derivation	Requirement
Criterion Description	All Equipment used in the provision of OPS shall comply with BS EN60950 : 1992 (BS7002 :1992) and any subsequent amendments.
Test Condition	Acceptance of Declaration of Technical Conformity.
Method	Document inspection
References	Declaration of Conformity - Technical Construction File
Phase	Technical Testing

Requirement ID	474
Criterion	6
Derivation	Requirement
Criterion Description	All Equipment used in the provision of OPS comprising AC power adaptors shall comply with BS EN60065 : 1993 (BS7002 :1992).
Test Condition	Acceptance of Declaration of Technical Conformity.
Method	Document inspection
References	Declaration of Conformity - Technical Construction File-ref.(39)
Phase	Technical Testing

Requirement ID	474
Criterion	7
Derivation	Requirement
Criterion Description	The workstation aspects of all Equipment used in the provision of OPS shall comply with the Health and Safety (Display Screen Equipment) Regulations 1992, which implement Council Directive 90/270/EEC on working with display screen equipment.
Test Condition	Acceptance of Declaration of Technical Conformity.
Method	Document inspection
References	Declaration of Conformity - Technical Construction File-ref.(39)
Phase	Technical Testing

Requirement ID	474
Criterion	8
Derivation	Requirement
Criterion Description	Any Equipment used in the provision of OPS containing laser emitters (including, without limitation, laser printers and laser barcode scanners) shall comply with BS EN 60825:1992.
Test Condition	Acceptance of Declaration of Technical Conformity.
Method	Document inspection
References	Declaration of Conformity - Technical Construction File-ref.(39)
Phase	Technical Testing

Requirement ID	474
Criterion	9
Derivation	Requirement
Criterion Description	Any telecommunications Equipment used in the provision of OPS shall comply with Council Directive 91/263/EEC (the Telecommunication Terminal Equipment Directive) and have a current BAPT certificate or equivalent for connection to the public telephone network.
Test Condition	Acceptance of Declaration of Technical Conformity.
Method	Document inspection
References	Declaration of Conformity - Technical Construction File-ref.(39)
Phase	Technical Testing

ICL Pathway

**POCL Infrastructure Acceptance
Specification**Ref:CR/ACS/007
Version:2.0
Date:31/03/1999

Requirement ID	474
Criterion	10
Derivation	Requirement
Criterion Description	All Equipment used in the provision of OPS which is defined as machinery shall comply with the Supply of Machinery (Safety) Regulations 1992, which implement the Machine Directive 89/392/EEC as amended by 91/368/EEC.
Test Condition	Acceptance of Declaration of Technical Conformity.
Method	Document inspection
References	Declaration of Conformity - Technical Construction File-ref.(39)
Phase	Technical Testing

Requirement ID	474
Criterion	11
Derivation	Requirement
Criterion Description	All Equipment used in the provision of OPS shall comply with the Electrical Equipment (Safety) Regulations 1994, which implement the Low Voltage Directive 73/23/EEC as amended by 93/68/EEC.
Test Condition	Acceptance of Declaration of Technical Conformity.
Method	Document inspection
References	Declaration of Conformity - Technical Construction File-ref.(39)
Phase	Technical Testing

Requirement ID	474
Criterion	12
Derivation	Requirement
Criterion Description	All Equipment used in the provision of OPS and connected, or intended for connection, to weighing devices shall meet the requirements of the Non-automatic Weighing Instruments (EEC Requirements) Regulations 1992 Schedule 3 Applications.
Test Condition	Acceptance of Declaration of Technical Conformity.
Method	Document inspection
References	Declaration of Conformity - Technical Construction File-ref.(39)
Phase	Technical Testing

Requirement ID	474
Criterion	13
Derivation	Requirement
Criterion Description	All visual display terminal Equipment (including, without limitation, keyboards) used in the provision of OPS shall comply with the relevant requirements of either BS 7179:1990 or ISO 9241:1992.
Test Condition	Acceptance of Declaration of Technical Conformity.
Method	Document inspection
References	Declaration of Conformity - Technical Construction File-ref.(39)
Phase	Technical Testing

Requirement ID	474
Criterion	14
Derivation	Requirement
Criterion Description	All Equipment used in the provision of OPS which falls within the scope of The Electromagnetic Compatibility (EMC) Regulations 1992, which implement Council Directive 89/336/EEC (as amended by 92/31/EEC), shall comply with such Regulations.
Test Condition	Acceptance of Declaration of Technical Conformity.
Method	Document inspection
References	Declaration of Conformity - Technical Construction File-ref.(39)
Phase	Technical Testing

Requirement ID	474
Criterion	15
Derivation	Requirement
Criterion Description	All Equipment used in the provision of OPS shall meet the minimum EMC requirements of both residential and commercial installations, including compliance with BS EN 50081 and BS EN 50082 with the following amended test severity levels and with no degradation of performance: <ul style="list-style-type: none"> • IEC 801 part 2 class 3, 6kV contact discharge; • IEC 801 part 3 3V/m; • IEC 801 part 4 +/- 1kV injected onto mains AC supply; • IEC 801 part 5 +/- 2kV.
Test Condition	Acceptance of Declaration of Technical Conformity.
Method	Document inspection
References	Declaration of Conformity - Technical Construction File-ref.(39)
Phase	Technical Testing

Requirement ID	474
Criterion	16
Derivation	Requirement
Criterion Description	All Equipment used in the provision of OPS and covered by EN45501:1992 shall comply with clause A4.5 (voltage variations) and Annex B of that standard.
Test Condition	Acceptance of Declaration of Technical Conformity.
Method	Document inspection
References	Declaration of Conformity - Technical Construction File-ref.(39)
Phase	Technical Testing

Requirement ID	474
Criterion	17
Derivation	Requirement
Criterion Description	All items of Equipment used in the provision of OPS shall have an Index of Protection rating of IP3X as defined in BS EN 60529:1992.
Test Condition	Acceptance of Declaration of Technical Conformity.
Method	Document inspection
References	Declaration of Conformity - Technical Construction File-ref.(39)
Phase	Technical Testing

Requirement ID	474
Criterion	18
Derivation	Requirement
Criterion Description	The Equipment used in the provision of OPS and its installation shall not constrain the AUTHORITIES or the Agents from meeting their legal safety responsibilities as employers.
Test Condition	Acceptance of Declaration of Technical Conformity.
Method	Document inspection
References	Declaration of Conformity - Technical Construction File-ref.(39)
Phase	Technical Testing

Requirement ID	474
Criterion	19
Derivation	Requirement
Criterion Description	It shall be possible to prove compliance with legislation or mandatory standards as and when necessary.
Test Condition	Acceptance of Declaration of Technical Conformity.
Method	Document inspection
References	Declaration of Conformity - Technical Construction File-ref.(39)
Phase	Technical Testing

Requirement ID	475
Criterion	1
Derivation	Requirement
Criterion Description	The CONTRACTOR shall draw up the POCL Style Guide and agree this with the AUTHORITIES by a date consistent with the project plan agreed by the parties, such that the date does not adversely impact contractual milestones as defined in Clause 605.1 of the Authorities Agreement. Any Services to be offered via the OPS shall be provided in accordance with the POCL Style Guide.
Test Condition	Acceptance of Horizon OPS Style Guide - ref.(35)
Method	Document Inspection
References	Horizon OPS Style Guide
Phase	Technical Testing

Requirement ID	475
Criterion	2
Derivation	Requirement
Criterion Description	The POCL Style Guide shall set out, inter alia, general guidelines for the Human Computer Interface, including screen layouts, system navigation routes and help and manual entry facilities.
Test Condition	Acceptance of Horizon OPS Style Guide
Method	Document Inspection
References	Horizon OPS Style Guide - ref.(35)
Phase	Technical Testing

Requirement ID	475
Criterion	3
Derivation	Requirement
Criterion Description	The Human Computer Interface shall be intuitive and easy to use, to minimise errors and delays.
Test Condition	Acceptance of Horizon OPS Style Guide Absence of Usability incidents relating to the HCI at the end of Operational Trial
Method	Document Inspection. Analysis of results of Outlet Satisfaction reports from Live Trial.
References	Horizon OPS Style Guide - ref.(35) Planned Evaluation Matrix - ref. (94)
Phase	Operational Trial

Requirement ID	475
Criterion	4
Derivation	Requirement
Criterion Description	The Human Computer Interface shall provide a consistent look and feel across all Applications and be easy to adapt to facilitate the introduction of new Applications.
Test Condition	Acceptance of conformance to Horizon OPS Style Guide
Method	Document Inspection
References	Horizon OPS Style Guide - ref.(35)
Phase	Technical Testing

Requirement ID	476
Criterion	1
Derivation	Requirement
Criterion Description	The following shall be approved by the AUTHORITIES before any Release, this approval not being unreasonably withheld:- a) the contents of any Release; b) the upgrade path for any Release; c) the timing of the distribution of any Release; d) the timing of the activation of any Release.
Test Condition	Completion of Release Authorisation Board and production of Sign-Off sheet for ref.(86)
Method	Document Inspection
References	
Phase	Technical Testing

Requirement ID	476
Criterion	2
Derivation	Requirement
Criterion Description	<p>The CONTRACTOR shall provide proof of sufficient and satisfactory pre-testing of each Release, including the following aspects:-</p> <p>(a) at individual component (unit test) level;</p> <p>(b) of all components of the Release, both changed and unchanged, working together (system test);</p> <p>(c) of all components in combination with different hardware and software combinations which may be encountered when the Release is in live, non-training, use hereunder.</p>
Test Condition	<p>Acceptance of Pathway Testing Strategy.</p> <p>That the MOT, E2E, BIT Closure reports contains no non-conforming entries for the ICL Pathway specific elements.</p> <p>That the Release Authorisation Board are satisfied with the status of testing for Release 2.</p>
Method	Document Inspection.
References	<p>Testing and Integration Strategy - ref.(40)</p> <p>Revisions to the T&I approach for release 2 - ref.(68)</p> <p>Release Authorisation of the NR2 (Child Benefit) Release - ref.(86).</p> <p>DIT Closure Report - New Release 2 - ref.(89)</p> <p>MOT Closure Report - New Release 2 - ref.(90)</p> <p>E2E Closure Report - New Release 2 - ref.(91)</p>
Phase	Technical Testing

ICL Pathway

**POCL Infrastructure Acceptance
Specification**Ref:CR/ACS/007
Version:2.0
Date:31/03/1999

Requirement ID	476
Criterion	3
Derivation	Requirement
Criterion Description	The CONTRACTOR shall provide proof of sufficient and satisfactory preparation for the implementation of a Release. This shall include testing the implementation, reversion and regression from the Release.
Test Condition	Availability of approved High Level Test Plans. Testing phases are documented and completed as shown in R2 programme plan. That the Release Authorisation Board are satisfied with the status of testing for Release 2.
Method	Document Inspection
References	HLTPs - various. New Release 2 High Level Plan - ref.(24). Release Authorisation of the NR2 (Child Benefit) Release - ref.(86).
Phase	Model Office

Requirement ID	476
Criterion	7
Derivation	Requirement
Criterion Description	The CONTRACTOR shall maintain a detailed record of all Releases and where they are deployed.
Test Condition	The asset management function of Tivoli records the contents, version and revision levels of all software installed on counter equipment and is updated as a result of any software distribution undertaken under Tivoli control on agreed supported systems.
Method	ICL Pathway Tivoli and Configuration Management Systems will be inspected as part of the site visit.
References	
Phase	Model Office

Requirement ID	477
Criterion	1
Derivation	Requirement
Criterion Description	The CONTRACTOR shall maintain a detailed list of all physical components installed at Premises (an asset register) and make it available to the AUTHORITIES on request.
Reason	Statement of Fact or Obligation Subject to request from AUTHORITIES.

ICL Pathway

**POCL Infrastructure Acceptance
Specification**Ref:CR/ACS/007
Version:2.0
Date:31/03/1999

Requirement ID	477
Criterion	2
Derivation	Requirement
Criterion Description	From the list it shall be possible to identify all elements of the Service Infrastructure installed at any location.
Test Condition	Asset database - Dispatch-1 will be fed information on serialised whole units from the post office counter Roll Out database. It will be maintained (additions, deletions and amendments) by information provided by Pathway Central Operations or by asset movements recorded by ICL System Service staff during maintenance operations.
Method	Site Visit Document Inspection
References	Asset Register- ref.(41)
Phase	Model Office

Requirement ID	478
Criterion	1
Derivation	Requirement
Criterion Description	TMS shall link into each instance of OPS that is to be used for live work.
Test Condition	Acceptance of Pathway Technical Architecture
Method	Document Inspection
References	Technical Environment Description (sections 4.1 to 4.5) - ref.(37)
Phase	Technical Testing

Requirement ID	478
Criterion	3
Derivation	Requirement
Criterion Description	TMS shall provide links into other POCL systems, including without limitation TIP as required to support POCL.
Test Condition	Acceptance of Pathway Technical Architecture
Method	Document Inspection
References	Technical Environment Description (sections 4.1 to 4.4) - ref.(37) FTMS Configurations for Pathway TPS and POCL TIP links at Release 2 - ref.(85) Pathway to Post Office Technical Interface Specification - ref. (95)
Phase	Technical Testing

Requirement ID	478
Criterion	4
Derivation	Requirement
Criterion Description	TMS shall provide links into PAS and CMS
Test Condition	Acceptance of Pathway Technical Architecture
Method	Document Inspection
References	Technical Environment Description (sections 4.1 to 4.4) - ref.(37)
Phase	Technical Testing

Requirement ID	478
Criterion	5
Derivation	Requirement
Criterion Description	TMS shall provide Data File collection and Data File delivery Services. It shall be possible to collect Data Files from or deliver Data Files to any computer system attached to TMS.
Test Condition	Acceptance of Pathway Technical Architecture. Acceptance of TMS Agent High Level Design.
Method	Document Inspection
References	Technical Environment Description (sections 5.1 to 5.2.1.1.1, 5.2.3, 9.4) - ref.(37)
Phase	Technical Testing

ICL Pathway

**POCL Infrastructure Acceptance
Specification**Ref:CR/ACS/007
Version:2.0
Date:31/03/1999

Requirement ID	478
Criterion	6
Derivation	Requirement
Criterion Description	Data File collection and Data File delivery Services provided by TMS shall be triggerable by any of: <ul style="list-style-type: none"> • User action; • time; • in response to a message from an attached computer system or generated within TMS.
Test Condition	Acceptance of Pathway Technical Architecture. Acceptance of TMS Agent design as contained in TED. Acceptance of Riposte 32 API. Use of Maestro job scheduling.
Method	Document Inspection
References	Riposte 32 API Specification. - ref.(32) Technical Environment Description (sections 5.1 to 5.2.1.1.1, 5.2.3, 9.4) - ref.(37) Maestro Job Schedule - PAS/CMS - ref.(72)
Phase	Technical Testing

Requirement ID	478
Criterion	7
Derivation	Requirement
Criterion Description	The collection or delivery of Data Files shall be retried automatically, under parameter control, in the event of any failure.
Test Condition	Acceptance of mechanisms described in FTMS Resilience & Recovery Strategy.
Method	Document Inspection
References	Release 2 FTMS Resilience and recovery strategy - ref.(87)
Phase	Technical Testing

Requirement ID	478
----------------	-----

ICL Pathway

**POCL Infrastructure Acceptance
Specification**Ref:CR/ACS/007
Version:2.0
Date:31/03/1999

Criterion	8
Derivation	Requirement
Criterion Description	It shall be possible for POCL to specify a pre-defined list of computer systems to which a Data File is to be delivered or from which a Data File is to be collected.
Test Condition	Use of Change Control to introduce new sources / destinations of Data Files for operation across Generic Technical Interface.
Method	Document Inspection
References	Pathway to Client Generic Technical Interface Specification ref.(43).
Phase	Technical Testing

Requirement ID	478
Criterion	12
Derivation	Requirement
Criterion Description	TMS shall include the following processing capabilities: <ul style="list-style-type: none"> • validation of Data Files; • consolidation of many Data Files into one Data File; • generating many Data Files from one Data File; • reformatting the contents of Data Files; • generating control totals through access to the contents of Data Files; • reconciliation of control totals; • produce reports summarising financial transactions.
Test Condition	Acceptance of Pathway Technical Architecture. Acceptance of exemplar file handling capability as described in TPS Service Design Specification.
Method	Document inspection.
References	Technical Environment Description (sections 5.1 to 5.2) - ref.(37) TP Service Design Specification - ref.(44)
Phase	Technical Testing

Requirement ID	478
Criterion	13
Derivation	Requirement
Criterion Description	Pathway shall maintain a full audit trail of all TMS activity
Test Condition	Completion of all tests in Audit Acceptance Specification
Method	Document Inspection
References	Audit Closure Report - ref.(81)
Phase	Technical Testing

Requirement ID	479
Criterion	1
Derivation	Requirement
Criterion Description	No computer system shall be connected to the elements of the Service Infrastructure on which TMS is provided without the approval of the AUTHORITIES.
	Statement of Fact or Obligation

Requirement ID	479
Criterion	2
Derivation	Requirement
Criterion Description	TMS shall only allow connections to such elements of the Service Infrastructure to be established with computer systems which are approved by the AUTHORITIES to be connected.
Test Condition	Acceptance of measures described in Technical Environment Description
Method	Document Inspection.
References	Technical Environment Description (sections 9.1 to 9.3) - ref.(37)
Phase	Technical Testing.

ICL Pathway

**POCL Infrastructure Acceptance
Specification**Ref:CR/ACS/007
Version:2.0
Date:31/03/1999

Requirement ID	479
Criterion	3
Derivation	Requirement
Criterion Description	Pathway shall maintain a register of computer systems with connections to such elements of the Service Infrastructure to be established with computer systems which are approved by the AUTHORITIES to be connected.
Test Condition	Acceptance of configuration details recorded in Technical Environment Implementation.
Method	Document Inspection
References	Technical Environment Implementation for Release 2. - ref.(45)
Phase	Technical Testing

Requirement ID	479
Criterion	5
Derivation	Requirement
Criterion Description	TMS shall produce reports detailing any attempt to establish a link which is rejected. The CONTRACTOR shall provide these reports to the AUTHORITIES on request.
Test Condition	Acceptance of Network Infringement Policy. Provision of Network Infringement Report.
Method	Document Inspection
References	Network Infringement Policy- ref.(46) Network Infringement Report- ref.(47)
Phase	Technical testing

Requirement ID	480
Criterion	1
Derivation	Requirement
Criterion Description	TMS shall be logically discrete from other Services such that other services can be separately procured that make use of TMS and such that, in extremis, a replacement service for TMS could be separately procured.
Test Condition	Acceptance of Pathway Technical Architecture
Method	Document Inspection
References	Service Architecture Design Document- ref.(48)
Phase	Technical testing

Requirement ID	480
Criterion	2

Derivation	Requirement
Criterion Description	In particular there shall be a clear and documented interface between PAS and TMS functions and CMS and TMS functions. These interfaces shall include: (a) specification of any programming interface that exists; (b) specification of any shared data and data standards; (c) specification of any other protocols that exist to allow communication between functions within the Services; (d) specification of any other constraint that enables interoperability between Services.
Test Condition	Acceptance of Pathway Service architecture and TMS to PAS/CMS Agent Specification.
Method	Document Inspection
References	Service Architecture Design Document. - ref.(48) BPS Agents - High Level Design for Release 2. - ref.(49)
Phase	Technical Testing

Requirement ID	536
Criterion	1
Derivation	Requirement
Criterion Description	Peripheral and input devices supplied as part of the elements of the Service Infrastructure on which OPS is provided shall be reliable, robust and easy to use.
Test Condition	Acceptance of Counter Hardware Design Specification, PPD - Operating Environment and Horizon OPS Style Guide.
Method	Document Inspection On-going review as part of Horizon Service Review Forum.
References	Counter Hardware Design Specification. - ref.(25) PPD - Operating Environment. - ref.(26) Customer Services - Service Management Operations Manual - ref.(76) Horizon OPS Style Guide - ref.(35)
Phase	Technical Testing

Requirement ID	536
Criterion	2
Derivation	Requirement
Criterion Description	Peripheral and input devices supplied as part of the elements of the Service Infrastructure on which OPS is provided shall be capable of detecting contention, premature removal/swapping of Tokens etc. as appropriate
Test Condition	Acceptance of functionality provided within Riposte Peripheral Broker. Acceptance of functionality provided by smart-card reader in Pathway keyboard.
Method	Document Inspection
References	Riposte Peripheral Broker overview. - ref.(50) Firmware Specifications - Pathway Keyboard. - ref.(51)
Phase	Technical Testing

Requirement ID	537
Criterion	1
Derivation	Requirement
Criterion Description	The CONTRACTOR shall carry out system management of all the Services in a consistent and coherent manner to ensure the following: <ul style="list-style-type: none"> a) activities within the Services, including PAS, CMS, TMS, OPS, BES, OBCS, APS and EPOSS, are co-ordinated such that, for example, changes and faults can be tracked across Service boundaries; b) changes to the Services can be made speedily and accurately.
Test Condition	ICL Pathway will carry out system management or service reviews of all the Services to met the above criterion. Conformance to this can be demonstrated in a site visit and a walk through of the procedures.
Method	Site Visit Document Inspection
References	SMC Core Processes for Service Delivery - ref.(70) Horizon System Helpdesk Call Enquiry Matrix - ref.(52) Horizon System Helpdesk : Processes and Procedures Description - ref.(53) Payment Card Helpline : Processes and Procedures Description - ref.(69) ICL Pathway Customer Services - Service Management Operations Manual - ref. (76)
Phase	Model Office

Requirement ID	537
Criterion	2
Derivation	Schedule G01 - 5.3.5.1
Criterion Description	Software distribution facilities shall be provided by the CONTRACTOR which shall enable Software files and installation scripts to be distributed across the Wide Area Networks, part of the Service Infrastructure, to a specific Outlet, all Outlets or a group of Outlets selected according to one or more particular attributes.
Test Condition	Acceptance of Systems Management mechanisms (Tivoli and Auto-Config) to control software configurations in outlets.
Method	Document Inspection
References	Technical Environment Description (section 12) - ref.(37)
Phase	Technical Testing.

Requirement ID	538
Criterion	1
Derivation	Requirement
Criterion Description	SMS shall provide a facility for synchronising the date and time across the Services and the Service Infrastructure. This shall cater for the handling of clock changes (e.g. at the beginning and end of British Summer Time).
Test Condition	Acceptance of mechanisms described in Time Services Specification and of GMT as the standard for timestamps as stated in TED.
Method	Document Inspection
References	Time Services Specification - ref.(79) Technical Environment Description(section 12.7.10) - ref.(37)
Phase	Technical Testing

Requirement ID	540
Criterion	1
Derivation	Requirement
Criterion Description	The CONTRACTOR shall give due attention to the effects of the Equipment used in the provision of OPS on the environment during manufacture, installation and use. This includes: (a) use of CFCs; (b) energy consumption; (c) recyclability of components; (d) recyclability of consumables; (e) waste minimisation; (f) use of sustainable resources; (g) disposal of displaced equipment and waste; (h) making appropriate use of recycled materials.
Test Condition	Acceptance of Pathway Environmental Policy
Method	Document Inspection
References	Pathway Environmental Policy - ref.(54)
Phase	Technical Testing

Requirement ID	540
Criterion	2
Derivation	Requirement
Criterion Description	The CONTRACTOR shall adhere to relevant environmental legislation such as the Environmental Protection Act 1990 and publication 'Waste Management: The Duty of Care - A Code of Practice'.
Test Condition	Acceptance of Pathway Environmental Policy
Method	Document Inspection
References	Pathway Environmental Policy - ref.(54)
Phase	Technical Testing
Requirement ID	541
Criterion	1

Derivation	Requirement
Criterion Description	TMS shall be scaleable to meet POCL's business needs from time to time.
Test Condition	Acceptance of results detailed in Performance Model Component Calibration for Release 2.
Method	Document Inspection
References	Performance Model Component Calibration for Release 2. - ref.(55) ICL Pathway Performance and Scalability Strategy - ref.(84)
Phase	Technical Testing

Requirement ID	541
Criterion	2
Derivation	Requirement
Criterion Description	This capability shall include the ability to support any Client Transactions re-engineered by POCL, new capabilities developed by POCL and considerable volumes of Transactions needing authorisation from a Client system or a central point in POCL.
Test Condition	Acceptance of results detailed in Performance Model Component Calibration for Release 2.
Method	Document Inspection
References	Performance Model Component Calibration for Release 2. - ref.(55) ICL Pathway Performance and Scalability Strategy - ref.(84)
Phase	Technical Testing

Requirement ID	542
Criterion	1
Derivation	Requirement
Criterion Description	The CONTRACTOR shall fully support the Software in the Service Infrastructure during the life of the elements of the Service Infrastructure on which such Software is utilised in providing the Services.
Reason	Statement of Fact or Obligation

Requirement ID	555
Criterion	1
Derivation	Requirement
Criterion Description	In each Outlet, at each automated Counter Positions, from Roll Out at such Outlet, OPS shall support the reading of track 2 from magnetic stripe cards complying with ISO 7811 parts 1-4
Test Condition	Acceptance of Counter Hardware Design Specification. Acceptance of Magnetic card Reader Specification.
Method	Document Inspection
References	Counter Hardware Design Specification. - ref.(25) Magnetic Card Reader Specification. - ref.(56)
Phase	Technical Testing

Requirement ID	555
Criterion	2
Derivation	Requirement
Criterion Description	In each Outlet, at each automated Counter Positions, from Roll Out at such Outlet support the reading from and writing to Smart Tokens complying with :ISO 7816 parts 1 and 2; and /or ISO 7816 parts 1, 2 and 3;
Test Condition	Acceptance of Counter Hardware Design Specification. (Note: There is no requirement for POCL Client Smart Tokens at Release 2).
Method	Document Inspection
References	Counter Hardware Design Specification- ref.(25) Smart Card Reader Test report - ref.(77)
Phase	Technical Testing

ICL Pathway

**POCL Infrastructure Acceptance
Specification**Ref:CR/ACS/007
Version:2.0
Date:31/03/1999

Requirement ID	555
Criterion	3
Derivation	Requirement
Criterion Description	In each Outlet, at each automated Counter Positions, from Roll Out at such Outlet, OPS shall be capable of supporting future applications reading from and writing to Smart Tokens which comply with :ISO 7816 part 4.
Test Condition	Acceptance of Counter Hardware Design Specification. (Note: There is no requirement for POCL Client Smart Tokens at Release 2).
Method	Document Inspection
References	Counter Hardware Design Specification- ref.(25) Smart Card Reader Test report - ref.(77)
Phase	Technical Testing

Requirement ID	555
Criterion	4
Derivation	Requirement
Criterion Description	In each Outlet, at each automated Counter Positions, from Roll Out at such Outlet, OPS shall support magnetic stripe cards and Smart Tokens that do not match the above standards in all respects (e.g. where embossing is not in the correct position, or the magnetic stripe does not adhere fully to the standards set out in paragraph 1.1) save to the extent specified in the Solution to this Requirement;
Test Condition	Acceptance of flexibility enabled using FLASH RAM mechanism of Pathway keyboard. Acceptance of flexible token validation mechanism supported using Riposte Peripheral Broker. (Note: There is no requirement for POCL Client Smart Tokens at Release 2).
Method	Document Inspection
References	Counter Hardware Design Specification. - ref.(25) Specification - Pathway Keyboard. - ref.(42) Firmware Specifications - Pathway Keyboard. - ref.(51) Riposte Peripheral Broker overview. - ref.(50)
Phase	Technical Testing

Requirement ID	555
Criterion	5
Derivation	Requirement
Criterion Description	In each Outlet, at each automated Counter Positions, from Roll Out at such Outlet, OPS shall support the reading of one dimensional bar-codes. The maximum bar-code width to be read shall be 10.9 cm at a resolution of 9 mils. OPS shall support, at minimum code 128, EAN 8, EAN 13, code 39.
Test Condition	Acceptance of Counter Hardware Design Specification.
Method	Document Inspection
References	Counter Hardware Design Specification- ref.(25)
Phase	Technical Testing

Requirement ID	557
Criterion	1
Derivation	Requirement
Criterion Description	OPS and the elements of the Service Infrastructure on which OPS is provided shall have the flexibility for additional peripheral equipment to be added in the future, including input devices and printers.
Test Condition	Acceptance of additional connectivity described in Counter Hardware Design Specification. Acceptance of peripheral support mechanisms provided by Riposte Peripheral Broker.
Method	Document Inspection
References	Counter Hardware Design Specification- ref.(25) Riposte Peripheral Broker overview- ref.(50)
Phase	Technical Testing

Requirement ID	557
Criterion	2
Derivation	Requirement
Criterion Description	The AUTHORITIES shall have the option to add up to three types of additional peripheral equipment during the five (5) year period from execution hereof.
Test Condition	Acceptance of additional connectivity described in Counter Hardware Design Specification. Acceptance of peripheral support mechanisms provided by Riposte Peripheral Broker.
Method	Document Inspection
References	Counter Hardware Design Specification- ref.(25) Riposte Peripheral Broker overview- ref.(50)
Phase	Technical Testing

Requirement ID	557
Criterion	3
Derivation	Requirement
Criterion Description	The AUTHORITIES shall have the option to require OPS to support the reading of OCR to interpret code lines on bills etc. If such option is exercised, the Charges for such Service shall be as set out in the Solution to this Requirement.
Test Condition	Acceptance of additional connectivity described in Counter Hardware Design Specification. Acceptance of peripheral support mechanisms provided by Riposte Peripheral Broker.
Method	Document Inspection
References	Counter Hardware Design Specification- ref.(25) Riposte Peripheral Broker overview- ref.(50)
Phase	Technical Testing

Requirement ID	557
Criterion	4
Derivation	Requirement
Criterion Description	The AUTHORITIES shall have the option to require OPS to support the reading of two dimensional bar-codes. If such option is exercised, the Charges for such Service shall be as set out in the Solution to this Requirement.
Test Condition	Acceptance of additional connectivity described in Counter Hardware Design Specification. Acceptance of peripheral support mechanisms provided by Riposte Peripheral Broker.
Method	Document Inspection
References	Counter Hardware Design Specification- ref.(25) Riposte Peripheral Broker overview- ref.(50)
Phase	Technical Testing

Requirement ID	557
Criterion	5
Derivation	Requirement
Criterion Description	The AUTHORITIES may, as an Additional Service, require OPS and the elements of the Service Infrastructure on which OPS is provided to be linked to teller cash dispensers. Such Additional Service shall be subject to agreement with the CONTRACTOR.
Test Condition	Acceptance of additional connectivity described in Counter Hardware Design Specification. Acceptance of peripheral support mechanisms provided by Riposte Peripheral Broker.
Method	Document Inspection
References	Counter Hardware Design Specification- ref.(25) Riposte Peripheral Broker overview- ref.(50)
Phase	Technical Testing

ICL Pathway

**POCL Infrastructure Acceptance
Specification**Ref:CR/ACS/007
Version:2.0
Date:31/03/1999

Requirement ID	558
Criterion	1
Derivation	Requirement
Criterion Description	The OPS shall support the POCL imperative of keeping Transaction times to a minimum.
Test Condition	Acceptance of benchmark counter transaction times for OBCS, APS, BES and EPOS.
Method	Document Inspection
References	APS Benchmark Counter Transaction Times for Release 2 - ref.(57) BES Benchmark Counter Transaction Times for Release 2 - ref.(58) OBCS Benchmark Counter Transaction Times for Release 2 - ref.(59) EPOS Benchmark Counter Transaction Times for Release 2 - ref.(60)
Phase	Live Trial

Requirement ID	558
Criterion	2
Derivation	Requirement
Criterion Description	The OPS shall be capable of supporting the entire range of business transacted at Outlets for current volumes of business and volumes of business as projected by POCL.
Test Condition	Acceptance of adequacy of OPS disc capacity and archiving policy.
Method	Document Inspection
References	ICL Pathway Performance and Scalability Strategy - ref.(84) Technical Environment Description (sections 15.9.2) - ref.(37)
Phase	Technical Test

Requirement ID	559
Criterion	1
Derivation	Requirement
Criterion Description	OPS shall be provided in each Outlet
Reason	Statement of Fact or Obligation

Requirement ID	559
----------------	-----

Criterion	2
Derivation	Requirement
Criterion Description	OPS shall have the ability to support the automation of all Transactions performed at Counters Positions.
Test Condition	Acceptance that the applications architecture used to provide OPS provides the mechanisms to support the automation / re-engineering of POCL Transactions.
Method	Document Inspection
References	OPS Architecture Document- ref.(30)
Phase	Technical Test

Requirement ID	559
Criterion	3
Derivation	Requirement
Criterion Description	From Roll Out in each Outlet OPS shall be capable of supporting APS, BES and OBCS and EPOSS in that Outlet.
Test Condition	Acceptance that the scope of Release 2 comprises support of APS, BES, OBCS and EPOSS on OPS. That the MOT Closure reports contains no non-conforming entries for the ICL Pathway specific elements concerning the support of APS, BES, OBCS and EPOSS on OPS.
Method	Document Inspection
References	Pathway New Release 2 Contents Description - ref. (61) MOT Closure Report - New Release 2 - ref.(90)
Phase	Technical Test

Requirement ID	560
Criterion	1
Derivation	Requirement
Criterion Description	The AUTHORITIES wish to take advantage of the changes in technology during the term of the Related Agreements. No change shall be made to the specification of equipment to be used within the Service Infrastructure, without the approval of the AUTHORITIES.
Reason	Statement of Fact or Obligation

Requirement ID	560
Criterion	2
Derivation	Requirement
Criterion Description	The specification of the equipment being used and installed within the Service Infrastructure shall be reviewed by the parties at times reasonably agreed by them, to ensure that the most appropriate technology is being deployed.
Test Condition	Equipment Specification may be raised within the regular Service Management review forum.
Method	Document Inspection
References	Customer Services - Services Management Operations Manual - ref.(76).
Phase	Technical Test

Requirement ID	561
Criterion	1
Derivation	Requirement
Criterion Description	Pathway shall indemnify the AUTHORITIES against any dispute of Pathway's or the AUTHORITIES' right to utilise the Hardware, Software or any information used for any of the Services (e.g. third party challenges with reference to licensing or Intellectual Property Rights)
Test Condition	This is contained in Clause 805 of the Authorities Agreement.
Method	Document Inspection
References	Authorities Agreement - ref.(78)
Phase	Technical Test

Requirement ID	561
Criterion	2
Derivation	Requirement
Criterion Description	In the event of any dispute of Pathway's or the AUTHORITIES' right to utilise the Hardware, Software or any information used for any of the Services, Pathway shall ensure that there is no impact on the level of the Services.
Test Condition	This is contained in Clause 805 of the Authorities Agreement.
Method	Document Inspection
References	Authorities Agreement - ref.(78)
Phase	Technical Test

Requirement ID	826
Criterion	1
Derivation	Requirement
Criterion Description	OPS, and the elements of the Service Infrastructure on which OPS is provided, shall be able to be connected, and shall support such connection, to specialist peripherals in such a way that the specialist peripherals may be accessed by one, two or more terminals.
Test Condition	Acceptance of facilities provided by Riposte Peripheral Broker
Method	Document Inspection
References	Riposte Peripheral Broker overview. - ref.(50)
Phase	Technical Testing

Requirement ID	826
Criterion	2
Derivation	Requirement
Criterion Description	Where specialist peripherals may be accessed by one, two or more terminals it shall be possible to restrict access to a subset of the terminals in each Outlet
Test Condition	Acceptance of facilities provided by Riposte Peripheral Broker
Method	Document Inspection
References	Riposte Peripheral Broker overview. - ref.(50)
Phase	Technical Testing

Requirement ID	827
Criterion	1
Derivation	Requirement
Criterion Description	It is likely that, in due course, re-engineered POCL Products shall require specific authorisation, either through access to a computer system external to the Services or within the Services.
Test Condition	Acceptance of flexibility and capability described in Pathway Technical Architecture.
Method	Document Inspection.
References	Technical Environment Description(Chapter 17)- ref.(37) OPS Architecture Document- ref.(30) TMS Architecture Document- ref.(31)
Phase	Technical testing.

Requirement ID	827
Criterion	2
Derivation	Requirement

Criterion Description	The Services and the Service Infrastructure shall be able to be developed to support the maintenance and use of: (a) stop lists; (b) go lists; (c) other authorisation types; in relation to such POCL Products.
Test Condition	Acceptance of exemplar functionality contained in OBCS and CMS.
Method	Document Inspection
References	OBCS Design Specification - ref.(62) Oracle High Level Design PMS/CMS - ref.(63)
Phase	Technical Testing

Requirement ID	869
Criterion	1
Derivation	Requirement
Criterion Description	The AUTHORITIES primary concern is with the overall performance of the Services as they impact upon the AUTHORITIES' own systems, clients, staff, agents and customers. Therefore, targets for the level of internal performance between services shall not be set by the Authorities. However, internal service performance shall be judged by the Authorities as it affects overall performance of the services.
Test Condition	Production of test results as described in Boundary Performance.
Method	Document Inspection
References	A2A Resolution - Boundary Performance- ref.(65)
Phase	Live Trial

Requirement ID	869
Criterion	2
Derivation	Requirement
Criterion Description	a) The CONTRACTOR shall specify the internal performance requirements of any Service that potentially may be re-tendered. B) The CONTRACTOR shall maintain and report actual measured performance for TMS as it interfaces to other Services.
Test Condition	Production of test results as described in Boundary Performance.
Method	Document Inspection
References	A2A Resolution - Boundary Performance- ref.(65)
Phase	Live Trial

Requirement ID	869
Criterion	3
Derivation	Requirement
Criterion Description	For the TMS, the CONTRACTOR shall specify the performance requirements and tolerances for: (a) hours of operation of TMS (b) response time required between TMS and :- <ul style="list-style-type: none"> • PAS • CMS • OPS (c) the number of outages of TMS, identifying types of outages monitored (d) the availability of TMS
Test Condition	a) TMS must be available 24hrs a day / 365 days a year b) There is no concept of response time between TMS and PAS, CMS or OPS. The TMS to OPS interface is immediate since they are co-located on the counter PC. The boundary performance of TMS to PAS/CMS is provided via 869/2 c) TMS must be continuously available and resilient to multiple system and geographic failures. d) See above. Acceptance of above statements and of characteristics described in Chapter 13 - "Availability" of the Technical Environment Description.
Method	Document Inspection
References	Technical Environment Description (Chapter 13) - ref.(37).
Phase	Technical Testing

Requirement ID	869
Criterion	4
Derivation	Requirement
Criterion Description	The CONTRACTOR shall report against all performance requirements identified in Requirement 869 Criterion 3.
Test Condition	Production of monthly Performance Statistics.
Method	Document Inspection
References	Service Review - Performance Statistics - ref.(75)
Phase	Technical Testing

Requirement ID	869
Criterion	5
Derivation	Requirement
Criterion Description	The CONTRACTOR shall maintain detailed technical documentation of the interfaces from TMS to PAS, CMS, OPS and all attachable elements of the Service Infrastructure
Test Condition	Acceptance of interface documentation and connection mechanisms as described in Technical Environment Implementation.
Method	Document inspection
References	Riposte 32 API Specification- ref.(32) Service Architecture Design Document- ref.(48) Oracle High Level Design PMS/CMS- ref.(63) Technical Environment Implementation for Release 2 - ref.(45) Technical Environment Description (Sections 4.4.7, 9.3, 9.4) - ref.(37).
Phase	Technical Testing

Requirement ID	912
Criterion	1
Derivation	Requirement
Criterion Description	Pathway shall carry out regular Portable appliance testing of the elements of the service infrastructure installed as part of the Services in post offices and on any other DSS or POCL premises as required by legislation
Reason	Statement of Fact or Obligation

Requirement ID	921
Criterion	4
Derivation	Requirement
Criterion Description	Under circumstances where the facility has been activated and the User is no longer able to cancel it, for whatever reason, it shall be possible with appropriate authority: (a) to complete User and Outlet balances; and (b) to make the terminal available to another User.
Test Condition	Acceptance of procedures
Method	Document Inspection
References	Access Control and user Administration - Process and Procedures Description ref.(71)
Phase	Technical Testing

Requirement ID	922
Criterion	1
Derivation	Requirement
Criterion Description	The acoustic noise emission of any element of the Service Infrastructure used in the provision of OPS shall not exceed 60dB(A) measured at a distance of one metre.
Test Condition	Acceptance of equipment specifications.
Method	Document Inspection
References	Counter Hardware Design Specification- ref.(25)
Phase	Technical testing

Requirement ID	953
Criterion	2
Derivation	Requirement
Criterion Description	OPS shall ensure data integrity, e.g. reports printed at the back office whilst serving at the front office shall be consistent with a clearly stated policy (to be approved by POCL) of what front office data are included in the report
Test Condition	Acceptance of functional constraints due to isolated node or unavailable node.
Method	Document Inspection
References	EPOSS Functional Specification - ref.(66)
Phase	Technical Testing

5.2 CRITERION FOR LATER ACCEPTANCE

Requirement ID	463
Criterion	6
Derivation	Schedule G01 - 2.3.1.7
Criterion Description	The CONTRACTOR shall provide OPS Equipment which shall be required to demonstrate and market Office Platform Services to Clients and prospective Clients. The Equipment that is required shall be set out in marketing plans which are agreed jointly between the POCL and the CONTRACTOR.
Reason	Subject to A2A.

Requirement ID	471
Criterion	1
Derivation	Requirement
Criterion Description	Using TMS and OPS it shall be possible to broadcast short messages to all or a subset of Outlets. As a guide, a message length of approximately 2000 bytes is likely to be acceptable.
Reason	Excluded from NR2

Requirement ID	471
Criterion	2
Derivation	Requirement
Criterion Description	Short messages broadcast using TMS and OPS to all or a subset of outlets shall be brought to the attention of staff working at automated Counter Positions in the Outlet at the earliest practical opportunity.
Reason	Excluded from NR2

Requirement ID	471
Criterion	3
Derivation	Requirement
Criterion Description	OPS shall enable staff at the Outlet to produce a hard copy of the short messages within the Outlet.
Reason	Excluded from NR2

Requirement ID	471
Criterion	4
Derivation	Requirement
Criterion Description	TMS and OPS shall have the capability to be developed to

	allow (subject to change control) staff working Outlets to gain access to information held electronically on the Service Infrastructure such as is currently published in 'Counter News' and the operations manuals provided hereunder by Pathway
Reason	Excluded from NR2

Requirement ID	473
Criterion	1
Derivation	Requirement
Criterion Description	Any remote access to OPS shall be restricted to Users specifically authorised by the AUTHORITIES and shall only take place via TMS.
Reason	No remote User access to OPS is required at Release 2. Non-testable.

Requirement ID	478
Criterion	2
Derivation	Requirement
Criterion Description	TMS shall provide links into Client systems operated on behalf of Clients as required to support POCL
Reason	No Client links required at Release 2.

Requirement ID	478
Criterion	9
Derivation	Requirement
Criterion Description	TMS shall provide a message switching capability, where a message consists of electronic data which shall be passed from one computer system to another ("switched") with minimal delay.
Reason	Excluded from NR2

Requirement ID	478
Criterion	10
Derivation	Requirement
Criterion Description	It shall be possible to switch messages between any two attached computer systems (including without limitation between elements of the Service Infrastructure in individual Outlets).
Reason	Excluded from NR2

Requirement ID	478
Criterion	11
Derivation	Requirement
Criterion Description	Where TMS is unable to deliver a message it shall notify the originating computer system.
Reason	Excluded from NR2

Requirement ID	538
Criterion	2
Derivation	Requirement
Criterion Description	SMS shall permit Transactions to be processed using local time and/or GMT, and all the relevant elements of the Service Infrastructure shall be able to derive both local time and GMT.
Reason	Not required at Release 2

Requirement ID	556
Criterion	3
Derivation	Requirement
Criterion Description	In any Outlet requiring the capability of reading from and the writing to Schlumberger Smart Keys it shall be acceptable to use an external peripheral device, and to share this device between Counter Positions where practical.
Reason	Support for Schlumberger Smart Keys is not required at NR2.

Requirement ID	822
Criterion	1
Derivation	Requirement
Criterion Description	The Service Infrastructure shall be designed such that it can interface to any POCL Inventory Management system, and shall have sufficient capacity not to preclude such interfacing.
Reason	Not required at NR2.

Requirement ID	827
Criterion	3
Derivation	Requirement
Criterion Description	The Services and the Service Infrastructure shall support such authorisations through access to external computer systems.
Reason	No authorisations to external computer systems required at R2.

Requirement ID	831
Criterion	3
Derivation	Requirement
Criterion Description	Pathway shall support the interfaces between TIP / TMS interface for authorisation data.
Reason	No requirement for authorisation data at Release 2. Not testable at Release 2.

Requirement ID	896
Criterion	1
Derivation	Requirement
Criterion Description	The POCL Service Infrastructure shall be able to support electronic communications for access to User documentation. The feature shall not be essential for initial implementation, and its later implementation shall be subject to the mutual agreement of POCL and the CONTRACTOR.
Reason	Excluded from NR2.

Requirement ID	952
Criterion	1
Derivation	Requirement
Criterion Description	The OPS shall support a reliable, secure means for the transfer of encrypted data that may subsequently be used for cryptographic applications
Reason	Final Key Management facilities excluded from NR2

Requirement ID	952
Criterion	2
Derivation	Requirement
Criterion Description	In order to use the encrypted data, a key management system shall be in place so the encrypted data can be deciphered without risk of the cryptographic key being exposed.
Reason	Final Key Management facilities excluded from NR2

5.3 CRITERION SUMMARY

Req. ID	Criterion	Trial	Review	Later Acceptance
463	1		✓	
463	2		✓	
463	3		✓	
463	4		✓	
463	5		✓	
463	6			✓
464	1		✓	
465	1		✓	
465	2		✓	
466	1		✓	
466	2		✓	
466	3		✓	
467	1		✓	
467	2	✓		
467	3		✓	
467	4	✓		
467	5	✓		
467	6	✓		
468	1		✓	
469	1		✓	
469	2		✓	
469	3		✓	
470	1		✓	
470	2		✓	
470	3		✓	
471	1			✓
471	2			✓
471	3			✓
471	4			✓
472	1	✓		
472	2	✓		
472	3	✓	✓	
472	4	✓		
472	5	✓		
472	6	✓		
472	7	✓		
473	1			✓
473	3	✓		
473	4	✓		

ICL Pathway

POCL Infrastructure Acceptance
Specification

Ref:CR/ACS/007
Version:2.0
Date:31/03/1999

473	5	✓		
473	6	✓		
473	7	✓		
474	1		✓	
474	2		✓	
474	3		✓	
474	4		✓	
474	5		✓	
474	6		✓	
474	7		✓	
474	8		✓	
474	9		✓	
474	10		✓	
474	11		✓	
474	12		✓	
474	13		✓	
474	14		✓	
474	15		✓	
474	16		✓	
474	17		✓	
474	18		✓	
474	19		✓	
475	1		✓	
475	2		✓	
475	3		✓	
475	4		✓	
476	1		✓	
476	2		✓	
476	3		✓	
476	4	✓		
476	5	✓		
476	6	✓		
476	7		✓	
477	1		✓	
477	2		✓	
478	1		✓	
478	2			✓
478	3		✓	
478	4		✓	
478	5		✓	
478	6		✓	
478	7	✓	✓	
478	8		✓	
478	9			✓
478	10			✓

ICL Pathway

POCL Infrastructure Acceptance
Specification

Ref:CR/ACS/007
Version:2.0
Date:31/03/1999

478	11			✓
478	12		✓	
478	13	✓	✓	
478	14	✓		
479	1		✓	
479	2	✓	✓	
479	3		✓	
479	4	✓		
479	5		✓	
480	1		✓	
480	2		✓	
536	1		✓	
536	2	✓	✓	
537	1	✓	✓	
537	2	✓	✓	
538	1	✓	✓	
538	2			✓
540	1		✓	
540	2		✓	
541	1	✓	✓	
541	2		✓	
542	1		✓	
555	1		✓	
555	2		✓	
555	3		✓	
555	4		✓	
555	5		✓	
556	3			✓
557	1		✓	
557	2		✓	
557	3		✓	
557	4		✓	
557	5		✓	
558	1		✓	
558	2	✓	✓	
559	1		✓	
559	2		✓	
559	3		✓	
560	1		✓	
560	2		✓	
561	1		✓	
561	2		✓	
822	1			✓
826	1	✓	✓	
826	2		✓	

827	1		✓	
827	2		✓	
827	3			✓
831	3			✓
869	1		✓	
869	2		✓	
869	3		✓	
869	4		✓	
869	5		✓	
896	1			✓
912	1		✓	
921	1	✓		
921	2	✓		
921	3	✓		
921	4	✓	✓	
922	1		✓	
952	1			✓
952	2			✓
953	1	✓		
953	2	✓	✓	
953	3	✓		

6. ACCEPTANCE INCIDENT SEVERITY

This section identifies the guidelines to be applied during the analysis of Acceptance Incidents, in order to establish the severity of such Acceptance Incidents.

6.1 HIGH SEVERITY INCIDENTS

Failure to meet an Acceptance Criterion which would have a substantive impact on the service received by the Customer, e.g. failure to pay benefits to the right person, at the right place, at the right time.

Failure to meet an Acceptance Criterion which would have a major impact on the ability of the AUTHORITY or AUTHORITIES to perform their business, or where there was a major impact on the resources of the AUTHORITY or AUTHORITIES necessary to overcome that impact on their business, e.g. failure to support accurate POCL accounting.

Failure to meet an Acceptance Criterion which would impact the security of the service where there is no procedural workaround.

Consistent failure to meet Minimum Acceptable Thresholds for Service Levels, e.g. where particular transactions do not meet the minimum Acceptable Threshold under normal loading.

6.2 MEDIUM SEVERITY INCIDENTS

Failure to meet an Acceptance Criterion which is visible to the Customer and is likely to give rise to an adverse public perception of the service, but does not substantively impact the service received by the Customer, e.g. incorrect spelling on a receipt.

Failure to meet an Acceptance Criterion which would have a medium impact on the ability of the AUTHORITY or AUTHORITIES to perform their business, or where there was a medium impact on the resources of the AUTHORITY or AUTHORITIES necessary to overcome that impact on their business, e.g. non-production of a weekly report, resulting in its manual transcription, which causes additional resource or effort at every outlet of the average duration of one hour per week per outlet.

Occasional failure to meet Minimum Acceptable Thresholds for Service Levels, e.g. at peak loading, some transactions fail to meet Minimum Acceptable Thresholds, but on average all transactions within the service do achieve Minimum Acceptable Thresholds.

6.3 LOW SEVERITY INCIDENTS

Failure to meet an Acceptance Criterion that is neither visible to nor has substantive impact on the service received by the Customer e.g. presentational, style and other cosmetic faults that are only visible to the user.

Failure to meet an Acceptance Criterion which would have a minor impact on the ability of the AUTHORITY or AUTHORITIES to perform their business, or where there was a minor impact on the resources of the AUTHORITY or AUTHORITIES necessary to overcome that impact on their business, e.g. non-production of a weekly report, resulting in its manual transcription, which causes additional resource or effort at ten or fewer outlets of the average duration of one hour per week per outlet.

Failure to meet an Acceptance Criterion which would impact the security of the service but where the workaround is as secure as the original solution (i.e. the only impact on risk is in ensuring that the workaround is performed, but where procedures have been agreed and are in place).

7. TEST DATA

The test data and the overall test environment used for the technical tests will be specified in a set of Test Reports that will be referenced within the POCL Infrastructure Closure Report.

8. AUTHORITY RESPONSIBILITIES

This section describes the AUTHORITIES' Responsibilities in relation to this Acceptance Test. Particular Acceptance Tests may also require additional participation and responsibility by the Authorities.

8.1 APPOINT TEST MANAGER

The AUTHORITIES shall nominate a Test Manager and other representatives to review the tests prior to commencement of the test.

8.2 ACCEPTANCE INCIDENT REPORTS

The AUTHORITIES' nominated representatives and Test Manager shall be diligent in raising complete, accurate and timely Acceptance Incident Reports as set out within this Acceptance Test specification.

8.3 ACCEPTANCE INCIDENT ANALYSIS REPORTS

The AUTHORITIES' Test Manager shall be diligent in returning signed Acceptance Incident Analysis Reports with their decision (e.g. Accept, Reject, Discuss) normally within five working days, or when urgency is requested by Pathway, within two working days of receipt from Pathway. A copy of all correspondence will be faxed to reduce delay.

8.4 ATTENDANCE AT TRIALS AND REVIEWS

The AUTHORITIES' nominated representatives shall attend Acceptance Test Trials and Reviews including repeat Tests at times and locations specified and with reasonable advance notice by Pathway.

8.5 MANAGEMENT AND CO-ORDINATION

The AUTHORITIES' nominated Test Manager shall be the single point of communication and co-ordination with Pathway's nominated Test Manager for all matters concerning this Acceptance Test from its initial planning through to Acceptance.

8.6 PROGRESS REVIEWS

Unless otherwise waived by both parties, Pathway's Test Manager and the AUTHORITIES' Test Manager shall meet each week to review the progress and actions of both parties until Acceptance of the Acceptance Test is achieved. The time and location of review meetings will be scheduled with at least one week advance notice by Pathway.

9. CONTRACTOR RESPONSIBILITIES

Upon receipt of a signed Acceptance Incident Analysis Report from the Authority, where correction is required to be re-tested within the same phase of Acceptance

Test, Pathway will return the amended component(s), on average, within 4 days.
This will include re-testing necessary as per the agreed test strategies.

10. ACCEPTANCE TRIAL TEST CONDITIONS

Not required for this Acceptance Specification since the Test Conditions are individually included in each Criterion.