

**ICL Pathway****Service Levels  
Acceptance Test Specification**Ref.: CR/ACS/019  
Version: 1.0  
Date: 21/10/98**Document Title** Service Levels Acceptance Test.**Document Type** Acceptance Test Specification**Abstract** This document describes the Acceptance Test for Service Levels**Status** Approved**Author** J N Coakes**Approval By** Approved**Distribution** Pathway Management Team  
Test Operation Managers  
Pathway Library

POCL/DSS tba

PDA Mary Reade

**Recommended  
for Approval** ICL Pathway Test Manager Authority(ies) Test Manager**Signature****Name****Date****Approved** For and behalf of ICL Pathway For and behalf of Authority(ies)**Signature****Name****Date**

**ICL Pathway****Service Levels  
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<b>Version</b>	<b>Date</b>	<b>Reason</b>
0.1	3/4/98	Issued for initial review
0.2	20/7/98	Revised in line with Authorities' comments and ICL Pathway responses and updates to the Performance HLTP (15)
1.0	21/10/98	Approved issue

**0.2 ASSOCIATED DOCUMENTS**

	<b>Reference</b>	<b>Version</b>	<b>Date</b>	<b>Title</b>	<b>Source</b>
(1)					
(2)	Acceptance Standard	0.1	13/09/96	Standard for Raising and Progressing Acceptance Incidents.	Pathway
(3)	Acceptance Standard	1.2	13/7/98	Standard for documenting Acceptance Specifications	Pathway
(4)	Authorities' Agreement	7.2	22/5/97	Acceptance Procedures Schedule (A)A07	DSS/POCL
(5)	POCL Agreement	7.2	22/5/97	Acceptance Procedures Schedule (P)A11	POCL
(6)	DSS Agreement	7.2	22/5/97	Acceptance Procedures Schedule (D)A11	DSS
(7)	Authorities' Agreement	8.1	8/3/98	Requirements Schedule (A)B04	DSS/POCL
(8)	Authorities' Agreement	8.1	8/3/98	Solutions Schedule (A)B05	Pathway
(9)	DSS Agreement	8.1	8/3/98	Requirements Schedule (D)A15	DSS
(10)	DSS Agreement	8.1	8/3/98	Solutions Schedule (D)A16	Pathway
(11)	POCL Agreement	8.0	13/11/97	Requirements Schedule (P)A15	POCL
(12)	POCL	8.1	8/3/98	Solutions Schedule	Pathway

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Agreement			(P)A16		
(13)	CR/FSP/004	4.0	30/9/97	Service Architecture Design Document	Pathway
(14)	PA/STR/009	2.0	24/2/98	Release Contents Definition for Pathway New Release 2	Pathway
(15)	VI/TSC/113	3.3	27/07/98	Performance Assurance High Level Test Plan for Release 2	Pathway (TSC)

**0.3 ABBREVIATIONS**

BT	Business Thread
DSS	Department of Social Security
HLTP	High Level Test Plan
PDA	Programme Delivery Authority
POCL	Post Office Counters Ltd

**0.4 CHANGES IN THIS VERSION**

Change of status to Approved.

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## 1. PURPOSE & SCOPE

This document describes the Acceptance Test for Service Levels in accordance with the Acceptance Procedures that are set out in the Schedules referred to in section 0.2 and also in the Pathway document "Standard for Documenting Acceptance Specifications". This Test will determine that Service Levels meets all the Acceptance Criteria that are agreed in the Acceptance Specification and that are within the scope of the "Pathway Release Contents Specification" document for New Release 2, if applicable.

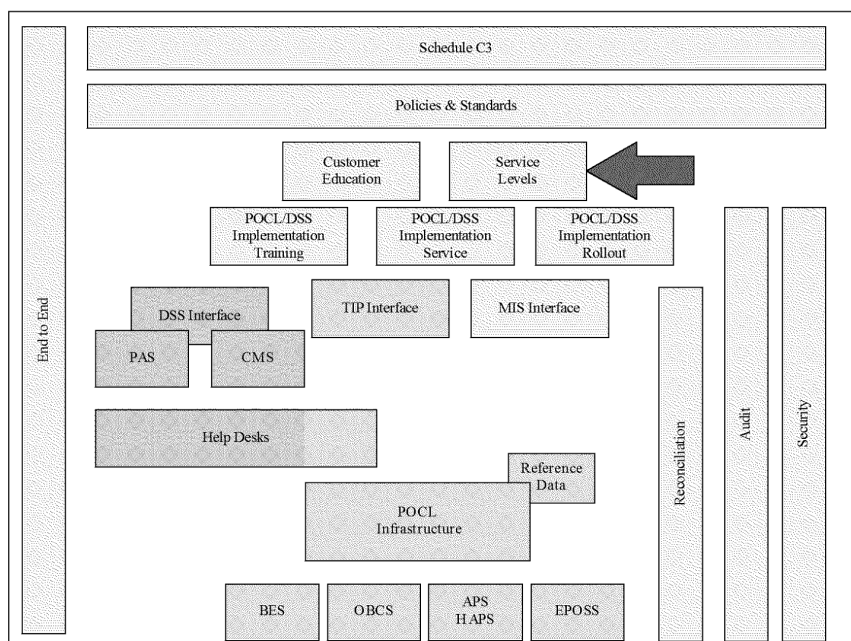


Figure1-1: This Acceptance Test in relation to others

## 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 Service Levels 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
Service Levels	(D)D08, (D)E08; (P)D08, (P)E08, (P)F08, P(H08), (P)G10	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, Technical Test, or Live Trial.

Acceptance Criteria are split into three sets of tables according to the nature of the acceptance method, one set for those tested by Acceptance Trial, a second for those tested by Acceptance Review and a third which lists those criteria which are for Acceptance at a later release. The Release on which Acceptance is to be conducted is defined by reference to the Release Contents Description included in the Associated Documents section of the Acceptance Specification. Exceptionally, it may be necessary for one particular Acceptance Criterion to be tested by a combination of trial and review in which case there are entries for Trial and Review.

##### 5.1 ACCEPTANCE CRITERIA AND TEST CONDITIONS

Conformance of the Service Levels 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 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 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,

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site visits or presentations. If applicable the Test Condition(s) are described in section 5.1.2.

**5.1.1 Description of tests conducted by Acceptance Trial**

No acceptance criteria will be met by Acceptance Trial. See Acceptance Criterion 1 for an explanation.



**5.1.2 Description of tests conducted by Acceptance Review**

The table below shows which Acceptance criteria are to be met by Acceptance Review. Acceptance Tests will use the versions of any relevant documents (as referenced from section 0.2) contained in the approved version of the Acceptance Specification.

Requirement Id	SL
Criterion	1
Derivation	Letter from Pat Kelsey 23/7/97
Criterion Description	<p>The above letter states:</p> <p>“The Authorities need to be assured that service level monitoring procedures accurately reflect the delivered service levels, and that the Services have the capability of achieving the agreed service levels at the data volumes predicted for steady state operation.”</p> <p>Note: The presence of this criterion also facilitates the use of the numbering of criteria and subcriteria in (15) unchanged.</p>
Test Condition	<p>The objectives of (15) are directed at this criterion, viz.: “The primary aim is to assure that the ICL Pathway Release 2 services will support the daily projected workload within the time available, and if not, to identify the performance constraints and service capability at various points into full roll-out.</p> <p>The secondary aim is to yield measurement data which will be used to populate, calibrate and enhance the quality &amp; coverage of the performance models. These will be used to predict the capability of the system to support the ‘steady state’ workload. The model is an on-going activity as new services &amp; functionality are introduced and as designs are enhanced to meet the business needs.”</p>
Method	<p>This criterion will be met through the tests performed as part of (15). The satisfactory performance of the tests themselves is the first step in meeting this criterion: there has also to be analysis and assessment of the associated test reports; in turn these may indicate the need for modifications to aspects of the systems under test, retest, and further analysis and assessment.</p>
References	(15)
Phase	Operational Trial



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Requirement Id	SL
Criterion	2
Derivation	Letter from Pat Kelsey 23/7/97
Criterion Description	<p>The counters were evaluated at Release 1c. Performance should be regression checked during validation. Performance should focus on the Gateway PC for large outlets.</p> <p>2.1 Time taken to bring a counter on-line following the installation of a new counter terminal or replacement of the counter terminal disc</p> <p>2.2 Is the counter terminal disc large enough to support all the data generated by a 20-terminal outlet plus applications</p> <p>2.3 Gateway counter terminal - 20-counter outlet</p> <p>2.4 Tuning the ISDN links to meet SLA at minimum cost for different types of outlet</p> <p>2.5 Login, logout, end-of-day &amp; switch to training mode on a Counter Terminal</p> <p>2.6 Time to print counter receipts</p> <p>2.7 Time for Stock Control &amp; Accounting runs</p>
Test Condition	Performance of the Counter subsystem is satisfactory
Method	Test report review
References	(15) Group 2
Phase	Operational Trial

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Requirement Id	SL
Criterion	3
Derivation	Letter from Pat Kelsey 23/7/97
Criterion Description	Will the current configuration of 4 Correspondence Server groups deliver the throughput required to support the peak Release 2 workload? 3.1 Replication from Counter Systems to the Correspondence Server 3.2 Harvesting BES txns from the Correspondence Server to the Agent 3.3 Harvesting TPS txns from the Correspondence Server to the Agent 3.4 Concurrent Replication & Harvesting on the Correspondence Server 3.5 BPS Payment Authorisations Bulk Loader 3.6 Correspondence Server Archiving
Test Condition	Performance of the Correspondence Server subsystem is satisfactory
Method	Test report review
References	(15) Group 3
Phase	Operational Trial

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Requirement Id	SL
Criterion	4
Derivation	Letter from Pat Kelsey 23/7/97
Criterion Description	Will the current configuration of Agent & Vector Servers support the throughput required to support the peak Release 2 workload? 4.1 TPS Harvesting (single AGENT server) 4.2 TPS Harvesting (multiple AGENT Servers) 4.3 BES Bulk Harvester 4.4 OBCS Encashment Bulk Harvester 4.5 BPS Payment Authorisations Bulk Loader 4.6 Reference Data Bulk Loader 4.7 APS Bulk Harvester 4.8 Cluster Look-up Agent 4.9 OBCS Stops Bulk Loader
Test Condition	Performance of the Agent and Vector Server subsystem is satisfactory
Method	Test report review
References	(15) Group 4
Phase	Operational Trial

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Requirement Id	SL
Criterion	5
Derivation	Letter from Pat Kelsey 23/7/97
Criterion Description	Will the current SE70 Host Servers support the throughput required to support the peak Release 2 workload? 5.1 OBCS Encashment Harvesting and end-of-day processing 5.2 BPS Harvesting and end-of-day processing 5.3 BPS Payment Authorisations Loading 5.4 TPS Harvesting and end-of-day processing 5.5 Concurrent Harvesting /end-of-day processing on the Wigan Host i.e. OBCS & TPS (for Release 2) 5.6 Concurrent Harvesting/end-of-day processing on one Host in failover mode i.e. BPS, OBCS & TPS (for Release 2)
Test Condition	Performance of the SE70 Host Server subsystem is satisfactory
Method	Test report review
References	(15) Group 5
Phase	Operational Trial



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Requirement Id	SL
Criterion	6
Derivation	Letter from Pat Kelsey 23/7/97
Criterion Description	Will the external interfaces to/from Host Servers support the data transfer rates required to meet SLAs? 6.1 CAPS Interface 6.2 POCL TIP Interface 6.3 TIP PC Interface 6.4 MIS Interface
Test Condition	Performance of the External Interface subsystems is satisfactory
Method	Test report review
References	(15) Group 6
Phase	Operational Trial



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Requirement Id	SL
Criterion	7
Derivation	Letter from Pat Kelsey 23/7/97
Criterion Description	Will the external interfaces to/from Interactive Services support the data transfer rates required to meet SLAs? 7.1 Foreign Transactions 7.2 Help Desk 7.3 CAPS on-line
Test Condition	Performance of the Interactive Services subsystems is satisfactory
Method	Test report review
References	(15) Group 7
Phase	Operational Trial

## CONTRACT CONTROLLED

Nothing contained herein shall be deemed or construed as affecting existing contractual obligations or creating new contractual obligations between ICL Pathway and the DSS and/or POCL.

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Requirement Id	SL
Criterion	8
Derivation	Letter from Pat Kelsey 23/7/97
Criterion Description	Will the external interfaces to/from System Services support the data transfer rates required to meet SLAs? 8.1 PAS/CMS Archiving 8.2 Correspondence Server Archiving
Test Condition	Performance of the Systems Support interfaces subsystems is satisfactory
Method	Test report review
References	(15) Group 8
Phase	Operational Trial

## CONTRACT CONTROLLED

Nothing contained herein shall be deemed or construed as affecting existing contractual obligations or creating new contractual obligations between ICL Pathway and the DSS and/or POCL.

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None planned

**5.3 CRITERIA SUMMARY**

Req ID	Criterion	Trial	Review	Later Acceptance
SL	1		✓	
SL	2		✓	
SL	3		✓	
SL	4		✓	
SL	5		✓	
SL	6		✓	
SL	7		✓	
SL	8		✓	

**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 acceptable 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

Test data including any operator entered scripts that are required to run the Acceptance Test are defined below. The tests scripts referenced are for the running of the tests within (15).

**Business Test Thread:** Low Level Test Plans associated with (15)

**High Level Test Plan(s):** (15)

**Organisation:** Pathway (The Solution Centre)

## 8. AUTHORITY RESPONSIBILITIES

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

### 8.1 APPOINT TEST MANAGER

The AUTHORITY or 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 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 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 nominated representatives shall at their discretion attend Acceptance Test Trials and Reviews including repeat Tests at reasonable times and reasonable locations and with reasonable advance notice by Pathway.

## **8.5 MANAGEMENT AND CO-ORDINATION**

The 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 AUTHORITY's or 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 two week's advance notice by Pathway.

## **9. CONTRACTOR RESPONSIBILITIES**

The Contractor shall nominate a Test Manager for each Test who shall be the single point of communication and co-ordination with the AUTHORITY's or AUTHORITIES' Test Manager for all matters concerning this Acceptance Test from its initial planning through to Acceptance.

Upon receipt of a signed Acceptance Incident Analysis Report from the AUTHORITY or AUTHORITIES, where correction is required to be re-tested within the same phase of Acceptance Test, the Contractor will return the amended component(s), on average, within 4 days. This will include re-testing necessary as per the agreed test strategies.



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**10. ACCEPTANCE TRIAL TEST CONDITIONS**

Not applicable