ICL Pathway	MIS Services Acceptance Test Specification	Ref.: CR/ACS/022 Version: 1.0 Date: 20/10/98

Document Title: MIS Services Acceptance Test Specification

Document Type: Acceptance Test Specification

Abstract: This document describes the Acceptance Test for MIS Services

Status: APPROVED

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Comments To: Author
Pathway Customer Requirements

Approval By: 26th October 1998

Distribution:

Pathway:	Management Team	
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Approved: For and on behalf of ICL Pathway   For and on behalf of the Authority(ies)

Signature:

Name:
Date:

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0.   DOCUMENT CONTROL

0.1   DOCUMENT HISTORY

Version	Date	Reason
0.1	15/04/98	First draft issue of NR2 document
0.2	29/05/98	Second draft issue for internal QR validation
1.0	20/10/98	Versions 0.1 and 0.2 previously known as CS/ACS/008. Document reference changed to CR/ACS/022 at the request of Customer Requirements as the initial reference incorrect. Issued for approval.

0.2   ASSOCIATED DOCUMENTS

	Reference	Version	Date	Title	Source
(1)	Acceptance Criteria		11/02/97	Acceptance Criteria	Pathway
(2)	Acceptance Standard	0.1	13/09/96	Standard for Raising and Progressing Acceptance Incidents.	Pathway
(3)	Acceptance Standard	0.1	17/09/96	Standard for documenting Acceptance Specification	Pathway
(4)	Authorities' Agreement	8.0	14/11/97	Acceptance Procedures Schedule (A)A07	DSS/POCL
(5)	POCL Agreement	8.0	13/11/97	Acceptance Procedures Schedule (P)A11	POCL
(6)	DSS Agreement	8.0	14/11/97	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 Agreement	8.1	8/3/98	Solutions Schedule (P)A16	Pathway
(13)	CR/FSP/004	4.0	30/9/97	Service Architecture Design Document	Pathway
(14)	CR/FSP/004	5.0	9/1/98	Service Architecture Design Document	Pathway
(15)	CS/PER/034	0.1	31/03/98	Service level Reports Production	Pathway
(16)	DSS Agreement	7.2	30/03/98	(1)BES Service Levels (2)Schedule D08	(3)POCL
(17)	DSS Agreement	7.2	30/03/98	PAS Service Levels Schedule D08	BA/POCL
(18)	Authorities Agreement	7.2	30/03/98	APS Service Levels Schedule E08	BA/POCL
(19)	Authorities Agreement	7.2	30/03/98	CMS Service Levels Schedule E08	POCL
(20)	Authorities Agreement	7.2	30/03/98	OBCS Service Levels Schedule H08	POCL
(21)	Authorities Agreement	7.2	30/03/98	EPOSS Service Levels Schedule F08	POCL
(22)	Authorities Agreement	0J (7.2)	30/03/98	POCL Infrastructure Service Levels Schedule G10	POCL
(23)	CS/PER/0013	1.0	14/04/98	Horizon Service Review - Performance Statistics	ICL Pathway
(24)	ICL Pathway	0.1	19/03/98	Processes for Managing Reference Data Changes	ICL Pathway
(25)	ICL CFM	2.0	01/07/97	SMC Operations Manual	ICL CFM
(26)	ICL Pathway	5.1D	27/03/98	Pathway - TIP Application Interface Specification	ICL Pathway
(27)	SD/DES/005	2.3	07/05/98	Functional Specification	ICL Pathway

0.3   ABBREVIATIONS

BA	Benefits Agency
BES	Benefits Encashment Service
CAPS	Customer Accounting and Payment Strategy
CMS	Card Management Service
CS	Customer Service
DSS	Department of Social Security
EIS	Executive Information System
ID	Identification
PAS	Payment Authorisation Service
PDA	Programme Delivery Authority
PCHL	Payment Card Help Line
POCL	Post Office Counters Ltd
PPD	Processes and Procedures Description
SLA	Service Level Agreement
SLAM	Service Level Agreement Monitor

0.4   CHANGES IN THIS VERSION

None. First Issue

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0.5   TABLE OF CONTENT

1.

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PURPOSE & SCOPE

This document describes the Acceptance Test for MIS Services 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 MIS Services meets all the Acceptance Criteria that are agreed in the Acceptance Test Specification and that are within the scope of the "Pathway Release Contents Specification" document for New Release 2 if applicable.

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 MIS Services 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
Services MIS Criteria - 894/1 894/5 894/6	Joint Agreement Schedule B01 - Services Requirements	Acceptance Review Comprises of: Review and walkthrough of each Criterion with associated Documentation Demonstration of SLAM and Business Objects application as required

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		Site visit as appropriate

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 MIS Services Acceptance Criteria will be demonstrated through 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 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. The Test Condition(s) are described in section 5.1.2.

5.1.1 Description of tests conducted by Acceptance Trial

This requirement is against ad-hoc and supplementary MIS requirements. Those that are generic will be tested, where applicable, in the acceptance trial via the functional areas for which they belong (i.e.: TIP, Helpdesks etc.)

The non-generic will be tested in Acceptance Review (i.e. Service Review Reports etc.) as defined below in section 5.1.2.

5.1.2 Description of tests conducted by Acceptance Review

The table below shows which acceptance criteria 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.

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Requirement Id	894
Criterion	0.1.2 (a)
Derivation	Schedule
Criterion Description	The CONTRACTOR shall make available POCL data in support of MIS requirements that identifies office, user and stock unit registration/deletion with mutual association.
Test Condition	Visibility, by demonstration, of an event log showing user and stock unit registration/deletion with the option to obtain screen print out of the results obtained. Office details will not be accessible via the above route. This data to be obtained from TIP.
Method	Demonstration
References	-
Phase	Operational

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Requirement Id	894
Criterion	0.1.2 (b)
Derivation	Schedule
Criterion Description	The CONTRACTOR shall make available POCL data in support of MIS requirements that will identify log-on and log-off.
Test Condition	Log-on and Log-off status is passed across the TIP interface where the test condition can be validated
Method	Document Inspection
References	(26)
Phase	Operational

Requirement Id	894
Criterion	0.1.2 (c)
Derivation	Schedule
Criterion Description	The CONTRACTOR shall provide POCL data that shall include completion of summaries and returns/reports, roll over to new Balances and/or POCL outlet accounting periods.
Test Condition	Information will be provided via report production that will identify:

Receipts (Returns) relating to:
- APS Copy / APS Mag Card
- EPOSS session / EPOSS session (duplicate)
- Event Log
- Other Banks Cheques
- Rem In Slip / Rem out Slip
- Revaluation
- Transaction Log
- Transfer In Slip / Transfer Out Slip

Stock Units Level (Daily) relating to:
- APS Transaction List
- BES
- British Telecom Bills
- Cheques Listing
- Daily Cash on Hand
- DNS Deposits / DNS Withdrawals
- Giro Deposits / Giro Withdrawals
- Other Banks Cheques CRU
- UKPA

Stock Units Level (Weekly) relating to:
- Balance Report / Balance Snapshot
- BES
- Declaration of Cash / Stamps / Stock
- DVLA V10 Summary / DVLA V11 Summary
- Green Giros & Milk Tokens
- Pensions & Allowances
- Postal Orders Paid
- Rems In / Rems Out / Rems Summary
- Stock on Hand
- Transfer In / Transfer Out / Transfer Summary

Office Units Level (Daily) relating to:
- BES Card / BES PUN Summary
- British Telecom Bills
- DNS Deposits / Withdrawals
- Giro Deposits / Withdrawals
- Rem In Daily / Rem Out Daily Summary
- UKPA

Office Units Level (Weekly) relating to:
- Balance Report / Balance Snapshot
- Cashflow

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	• Counters Revenue • Green Giros & Milk Tokens • P&A P2311MA / P&A P2311(B) • Postal Orders Paid • Redeemed Savings Stamps • Rems in Summary by Product 33 & 34 • Sales Report • Transfer Reconciliation • Unclaimed Payments & Uncharged Receipts
Method	Document Inspection
References	(27)
Phase	Operational

Requirement Id	894
Criterion	0.1.2 (d)
Derivation	Schedule
Criterion Description	The CONTRACTOR shall provide POCL data that ensures polling events information is provided.
Test Condition	To be shown that offices for which no data has been collected for the current day, due to failure to detect an end of day marker, this will be reported on the Pathway to TIP interface.
Method	Document Inspection
References	(26)
Phase	Operational

Requirement Id	894
Criterion	0.1.2 (e)
Derivation	Schedule
Criterion Description	The CONTRACTOR shall provide management information to POCL in the areas of receipt/ implementation of new issues of Software, Reference Data and Local Reference Data updates.
Test Condition	This will be demonstrated by: • walk-through of the documented operational process relating to software and reference data upgrades. • walk-through of a full audit trail that is in place for software and reference data upgrade issues. • walk-through of the process that shows all changes made relating to software and reference data over any given period.
Method	Document Inspection
References	(24) & (25)
Phase	Operational

Requirement Id	894
Criterion Number	0.1.2 (f)
Description	The CONTRACTOR shall provide MIS where impact on POCL business occurs in the areas of service infrastructure failures/repairs/replacement, down-time, recovery time, file corruption etc.
Test Condition	Information will be provided via SLAM and Business Objects. Reports interfacing to SLAM to be validated and tested in support of this requirement will be via: - Performance Measure Exception Report - Performance Analysis Report - Detailed Analysis Report Information delivered will relate to: • systems performance/availability • call to resolution where timing commencement shall be effective from call logged-time and termination shall be on return to customer. • unique call identification and progress according to priority and status. • service delivery analysis qualified by product, function, outlet and priority.
Method	• Site Visit Horizon Helpdesk • Demonstration of SLAM EIS • Demonstration of Business Objects
References	(15) through to (23)
Phase	Operational

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Requirement Id	894
Criterion	0.1.2 (g)
Derivation	Schedule
Criterion Description	Information is to be provided that enables POCL to monitor/manage service levels.
Test Condition	Information relating to SLA requirements will be provided to the agreed Horizon Service Review agenda against the review timetable. In addition 5 days prior to the time-frame agreed the review information will be passed to AUTHORITIES in both electronic (CD-ROM) and hard copy (Horizon Service Review Book) format. Service level monitoring information will be provided via SLAM and Business Objects. To enable this reports interfacing to SLAM to be validated and tested in support of this requirement will be: - Performance Measure Exception Report - Performance Analysis Report - Detailed Analysis Report The following criteria will apply: 1. A Review Book will be constructed to follow the defined content and format of the Service Review. 2. Following requirements will be fulfilled: • monitoring of service levels via the SLAM and Business Objects applications. • the agreed processed data to be made available in a format that will facilitate analysis by business objects. 3. Data to be provided that will enable ad-hoc derived service levels monitoring to be available. 4. SLAM will facilitate demonstration of key SLA areas and will embrace; • POCL services • Helpdesk Services • Card Management • System Performance and Availability as qualified by service requirements.
Method	Demonstration of SLAM EIS Demonstration of Business Objects
References	(15) through to (23)
Phase	Operational

Requirement Id	894
Criterion	0.1.2 (h)
Derivation	Schedule
Criterion Description	The CONTRACTOR will ensure that exception reporting shall be provided.
Test Condition	The above criteria will be met at the service manager level within Pathway Customer Service and subsequently, where required, via escalation routes to POCL. Access will be required during Release 2 phase data that will fulfil manual exception reporting needs, data being provided via a business objects application. Exception reporting arising out of call alerts and escalation on the PCHL Helpdesk and Horizon Helpdesk will be reviewed by site visit and demonstration of Helpdesk processes.
Method	Site Visit PCHL Helpdesk Site Visit Horizon Helpdesk
References	-
Phase	Operational

Requirement Id	894
Criterion	0.1.1
Derivation	Schedule
Criterion Description	The above criterion is qualified by provision of the sub-set criterion defined under 0.1.2 items (a) to (h) inclusive.
Test Condition	-
Method	-
References	-
Phase	-

Requirement Id	894
Criterion	0.1.3
Derivation	Schedule
Criterion Description	The CONTRACTOR will ensure the provision of POCL data in support of MIS requirements at the Outlet, Outlet type and Region level.
Test Condition	Information relating to outlet, outlet type and region will be provided via SLAM in respect of formal Horizon Service Reviews and Business Objects application as required. Reports interfacing to SLAM that will be validated and tested in support of this requirement will be: - Performance Measure Exception Report - Performance Analysis Report - Detailed Analysis Report as they apply to POCL at the Outlet and Regional level. The following criteria will apply: 1. Release 2 will facilitate monitoring of information at the outlet and regional level via SLAM and Business Objects. 2. the agreed processed data to be made available during Release 2 phase in a format that will facilitate analysis by business objects. 3. baseline data to be provided that will enable ad-hoc derived service levels monitoring to be available. 4. SLAM will facilitate demonstration of key areas relating to Outlet and Region and will embrace; • POCL services • Service Delivery • Helpdesk services as qualified by service requirements. This requirement excludes outlet and regional analysis being fulfilled via the TIP route.
Method	Demonstration of SLAM EIS Demonstration of Business Objects Site Visit (as required)
References	(15) through to (22)
Phase	Operational

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 AUTHORITIES to perform their business, or where there was a major impact on the resources of the 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 AUTHORITIES to perform their business, or where there was a medium impact on the resources of the AUTHORITIES necessary to overcome that impact on their business.

e.g. Non production of a weekly report, resulting in it's manual transcription, which causes additional resource or effort at every outlet of the average duration of 1 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 AUTHORITIES to perform their business, or where there was a minor impact on the resources of the AUTHORITIES necessary to overcome that impact on their business.

e.g. Non production of a weekly report, resulting in it's manual transcription, which causes additional resource or effort at 10 or fewer outlets of the average duration of 1 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.

Business Test Thread: None
-
High Level Test Plan(s): None
-
Organisation: None
-

8.

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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 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 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 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 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, 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.

10.   ACCEPTANCE TRIAL TEST CONDITIONS

Not required.