

ICL Pathway	DSS/POCL Implementation Part C -	Ref: IM/ACS/003
	SERVICES	Version: 2.0
	Acceptance Test Specification	Date: 23/06/98

Document Title: DSS/POCL Implementation Part C - Services Acceptance Test Specification

Document Type: Acceptance Test Specification

Abstract: This document describes the Acceptance Test for DSS/POCL Implementation Part C - Services

Status: Issued

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0. DOCUMENT CONTROL

0.1 DOCUMENT HISTORY

Version	Date	Reason
0.1	11/04/97	First draft for internal Pathway review
0.2	25/04/97	Second draft removing criterion from DSS/POCL Implementation Test into Help Desk Acceptance Test
1.0	02/06/97	Final version for sign off by PDA following QR
1.1	25/06/97	Final version for sign off by PDA following QR complete with Approvals sheet
1.2	06/04/98	Incorporating revisions to the document format and updates to Release 2
2.0	23/06/98	Final version for sign off by PDA following QR

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	1.1	29/5/98	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	09/03/98	Requirements Schedule (A)B04	DSS/POCL
(8)	Authorities' Agreement	8.1	09/03/98	Solutions Schedule (A)B05	Pathway
(9)	DSS Agreement	8.1	09/03/98	Requirements Schedule (D)A15	DSS

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(10)	DSS Agreement	8.1	09/03/98	Solutions Schedule (D)A16	Pathway
(11)	POCL Agreement	8.0	13/11/97	Requirements Schedule (P)A15	POCL
(12)	POCL Agreement	8.1	09/03/98	Solutions Schedule (P)A16	Pathway
(13)	CR/FSP/004	4.0	30/09/97	Service Architecture Design Document	Pathway
(14)	PA/STR/009	2.0	24/2/98	Release Contents Definition for Pathway New Release 2	Pathway
(15)	CS/PRO/013	2.0	3/3/98	Pathway Customer Service PPD Structure and Review Method	Pathway
(16)	CS/PRO/027	1.0	12/6/98	(1)NR2 Introduction PPD (2)	(3)Pathway
(17)	CS/PRO/021	1.0	17/6/98	NR2 Electronic Point Of Sale Service PPD	Pathway
(18)	CS/PRO/022	1.0	15/6/98	NR2 Order Book Control Service PPD	Pathway
(19)	CS/PRO/023	1.0	9/6/98	NR2 Benefit Encashment Service PPD	Pathway
(20)	CS/PRO/024	1.0	11/6/98	NR2 Operating Environment PPD	Pathway
(21)	CS/PRO/025	1.0	16/6/98	NR2 Access Control and User Administration PPD	Pathway
(22)	CS/PRO/045	1.0	12/6/98	NR2 Automated Payment Service PPD	Pathway
(23)	CS/PRO/046	1.0	10/6/98	NR2 Pathway Card Distribution Facility PPD	Pathway
(24)	CS/PRO/047	1.0	18/6/98	NR2 Payment Card Helpline PPD	Pathway
(25)	CS/PRO/048	1.0	19/6/98	NR2 Horizon System Help Desk PPD	Pathway

0.3 ABBREVIATIONS

ICL Pathway	DSS/POCL Implementation Part C - SERVICES Acceptance Test Specification	Ref:	IM/ACS/003
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DSS	Department of Social Security
ESNCS	Electronic Stop Notice Control System
NR2	New Release 2
OBC	Operational Business Change
PDA	Programme Delivery Authority
POCL	Post Office Counters Ltd
PPD	Processes And Procedures Description

0.4 CHANGES IN THIS VERSION

This version includes revisions to the document format and changes as a result of PDA comments.

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1. PURPOSE & SCOPE

The requirements under the DSS/POCL Implementation Acceptance Test have been divided into three parts. This document, Part C, describes the Acceptance Test for DSS/POCL Implementation - 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 DSS/POCL Implementation - 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.

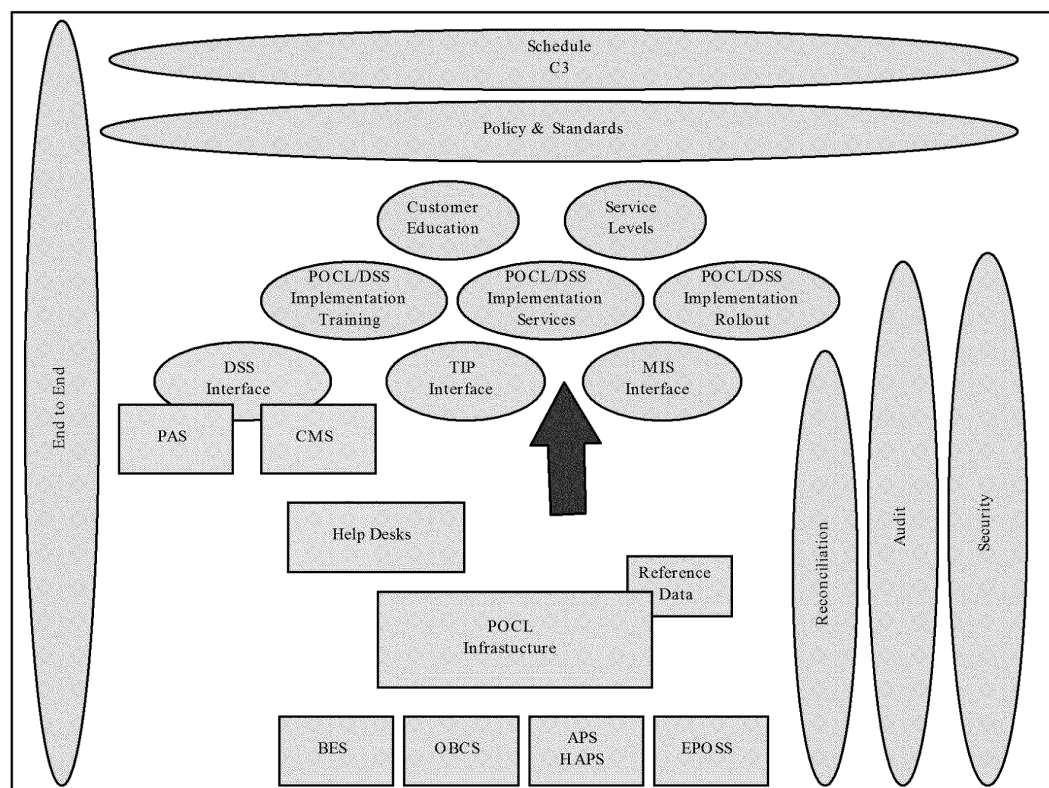


Figure1-1: This Acceptance Test in relation to others

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 DSS/POCL Implementation - 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
Implementation Acceptance Test Criteria which are Service related	Authorities Agreement Schedule B04 POCL Agreement Schedule A15 DSS Agreement Schedule A15	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 DSS/POCL Implementation - Services 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 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.

5.1.1 Description of tests conducted by Acceptance Trial

No acceptance criteria will be met by Acceptance Trial.

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.

Requirement ID	493
Criterion Number	1
Derivation	Requirement
Criterion Description	The CONTRACTOR shall be responsible for the removal / fitting of the Equipment when Outlets are either relocated or refurbished, subject to limitations defined in Schedule A06.
Test Condition	The above criterion will be met by completing the delivery of the Implementation Plan for Operational Business Change.
Method	<ul style="list-style-type: none">• Inspection of completed change activity at outlets• Document Inspection
References	<ul style="list-style-type: none">• Operational Business Change Implementation Plan• Operational Business Change Catalogue PCL/PBC/CC01 (POCL Deliverable) <ul style="list-style-type: none">• POCL Operational Business Change Processes CS/PRD/0019• Horizon System Helpdesk Telephone Verification - Regional Helpline PA/PRD/004
Phase	To be confirmed when the OBC Catalogue is formally released to ICL Pathway

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Requirement ID	493
Criterion Number	2
Derivation	Requirement
Criterion Description	Pathway shall move equipment within Outlets if needed for refitment / refurbishment reasons (including refitment / refurbishment to make such Outlets open plan), and shall if necessary provide extra Equipment. (Subject to Limitation in A06).
Test Condition	The above criterion will be met by completing the delivery of the Implementation Plan for Operational Business Change
Method	<ul style="list-style-type: none"> • Inspection of completed change activity at outlets • Document Inspection
References	<ul style="list-style-type: none"> • Operational Business Change Implementation Plan • Operational Business Change Catalogue PCL/PBC/CC01 (POCL Deliverable) <ul style="list-style-type: none"> • POCL Operational Business Change Processes CS/PRD/0019 • Horizon System Helpdesk Telephone Verification - Regional Helpline PA/PRD/004
Phase	To be confirmed when the OBC Catalogue is formally released to ICL Pathway

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Requirement ID	493
Criterion Number	3
Derivation	Requirement
Criterion Description	Pathway shall, if requested by POCL, equip new sites / relocated sites in line with POCL's evolving network strategy from time to time. (Subject to limitations in Schedule A06)
Test Condition	The above criterion will be met by completing the delivery of the Implementation Plan for Operational Business Change
Method	<ul style="list-style-type: none">• Inspection of completed change activity at outlets• Document Inspection
References	<ul style="list-style-type: none">• Operational Business Change Implementation Plan• Operational Business Change Catalogue PCL/PBC/CC01 (POCL Deliverable)• POCL Operational Business Change Processes CS/PRD/0019• Horizon System Helpdesk Telephone Verification - Regional Helpline PA/PRD/004
Phase	To be confirmed when the OBC Catalogue is formally released to ICL Pathway

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Requirement ID	494
Criterion Number	1
Derivation	Requirement
Criterion Description	The CONTRACTOR shall respond within a timescale (which shall be agreed between POCL and the CONTRACTOR before commencement of Roll Out of the Services), to network change requests supplied by POCL, in accordance with Service Levels. This requirement covers provision and installation of equipment in new and relocated POCL Premises as well as the movement / reconfiguration of equipment within existing POCL Premises.
Test Condition	The above criterion will be met by completing the delivery of the Implementation Plan for Operational Business Change
Method	<ul style="list-style-type: none">• Inspection of completed change activity at outlets• Document Inspection
References	<ul style="list-style-type: none">• Operational Business Change Implementation Plan• Operational Business Change Catalogue PCL/PBC/CC01 (POCL Deliverable) <ul style="list-style-type: none">• POCL Operational Business Change Processes CS/PRD/0019• Horizon System Helpdesk Telephone Verification - Regional Helpline PA/PRD/004
Phase	To be confirmed when the OBC Catalogue is formally released to ICL Pathway

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Requirement ID	927
Criterion Number	1
Derivation	Requirement
Criterion Description	The CONTRACTOR shall provide information to DSS to enable it to complete procedure manuals, forms and leaflets for internal DSS use. The information shall include sufficient detail to allow DSS staff to understand what happens in the post office and the type of problems Customers are likely to encounter. The information is required 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. In addition, CMS guides shall be provided directly by the CONTRACTOR.
Test Condition	The above criterion is met by the PPD document sets which are produced for each Pathway Release by ICL Pathway. The PPD sets are produced to a time scale and review period as documented in Pathway Customer Service PPD Structure and Review Method. After the document sets have been agreed and signed off by the POCL Product Management Team and ICL Pathway, they are maintained under Change Control following the ICL Pathway process.
Method	Document Inspection
References	Pathway Customer Service PPD Structure and Review Method NR2 PPD Document Set Consisting of :- NR2 Introduction PPD NR2 Electronic Point Of Sale Service PPD NR2 Order Book Control Service PPD NR2 Benefit Encashment Service PPD NR2 Operating Environment PPD NR2 Access Control and User Administration PPD NR2 Automated Payment Service PPD NR2 Pathway Card Distribution Facility PPD NR2 Payment Card Helpline PPD NR2 Horizon System Help Desk PPD
Phase	Technical Test

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Requirement ID	927
Criterion Number	2
Derivation	Requirement
Criterion Description	There shall be a process, to be agreed 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, for updating information in the procedure manuals, forms and leaflets. This information shall be available, where time scales allow, four (4) months before the proposed change.
Test Condition	The above criterion is met by the PPD document sets which are produced for each Pathway Release by ICL Pathway. The PPD sets are produced to a time scale and review period as documented in Pathway Customer Service PPD Structure and Review Method. After the document sets have been agreed and signed off by the POCL Product Management Team and ICL Pathway, they are maintained under Change Control following the ICL Pathway process.
Method	Document Inspection
References	Pathway Customer Service PPD Structure and Review Method NR2 PPD Document Set Consisting of :- NR2 Introduction PPD NR2 Electronic Point Of Sale Service PPD NR2 Order Book Control Service PPD NR2 Benefit Encashment Service PPD NR2 Operating Environment PPD NR2 Access Control and User Administration PPD NR2 Automated Payment Service PPD NR2 Pathway Card Distribution Facility PPD NR2 Payment Card Helpline PPD NR2 Horizon System Help Desk PPD
Phase	Technical Test

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Requirement ID	956
Criterion Number	15
Derivation	Requirement
Criterion Description	The CONTRACTOR shall provide all procedures and training required to deliver Services to the nominated ESNCS platforms. It is entirely responsible for operation and management of all such resources subject to the approval of DSS. The CONTRACTOR shall provide such connection(s) at sites nominated by DSS and which may change over time.
Test Condition	To confirm that procedures and training required to deliver Services to the nominated ESNCS platforms on the DSS nominated sites have already been provided in the operational service from release 1b and 1c.
Method	Procedural review with ESNCS operational support staff.
References	
Phase	Technical Test

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There are no Criteria associated with Later Acceptance.

5.3 CRITERIA SUMMARY

Req ID	Criterion	Trial	Review	Later Acceptance
493	1		3	
493	2		3	
493	3		3	
494	1		3	
927	1		3	
927	2		3	
956	15		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

There is no Test Data associated with this review.

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 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.

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10. ACCEPTANCE TRIAL TEST CONDITIONS

There are no Acceptance Trial Test Conditions associated with this review.