

Xoserve support during the MT Regression Phase

Following agreement of the regression scope, the support to be provided by Xoserve during the MT Regression phase(9th January – 24th March 2017) is anticipated to be light and will not be on a similar scale to that provided through the MT Execution Phase.

Support will be in 2 areas :

1. Support from the Market Trials Team will consist of :

- Management of the MT regression defect process
- Response to a limited number of queries
 - No support will be provided to business process queries, any raised will be referred back to the raising organisation.
 - There is a working assumption that all business process queries will have been asked and answered during the execution phase
 - Queries will not be a priority and no SLA will be assigned to queries
- In day activity based on schedules provided by market participants
 - These will only be activities which cannot be carried out by a market participant partner and not as a substitute as a default position
 - Priority will be given to C1/2 processes and any other activity will only be carried out on a reasonable endeavours basis
 - In day activity will only be processed with one week's notice(as per the MT process)
- Provision of updates(information and defect) through the progress call
- Provision of information and defect updates through the prioritisation call
- Co-ordination of Xoserve Manual workarounds (internal or external requiring the involvement of Xoserve)
- Manage the schedule of SAP BW reports
- Weekly reporting to the industry on files will no longer take place

2. Technical Support (Functional teams and SMEs) will consist of

- Infrastructure support across IX, EFT, AMT , SAP, Portal and Control M
- Investigation, resolution and deployment of P1 and P2 defects
- P1 defect SLA will remain in place, however, a fix date will provided for P2 defects to ensure a realistic fix time.
- No P3s , unless business process impacting and no workaround is available will be fixed during regression
- the development and agreement of workarounds (where appropriate) for P3 defects
- Delivery of invoices throughout regression
- Provision of all Portfolio reports
- light touch support and SLAs applicable during the execution phase will not apply for P3 defects
- CMS support will be available from 9th January -31st January 2017
- Gemini will not be available and, therefore, not supported
- Exception resolution to ensure effective file flows