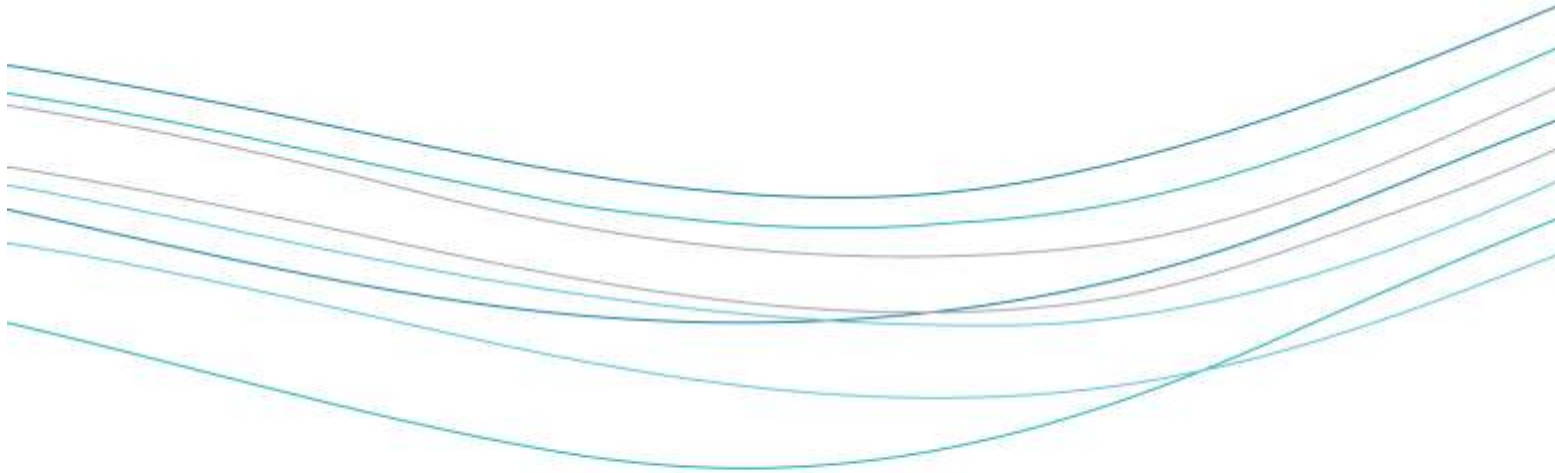


Operational Advisory Group (OAG)

29 June 2021 meeting

Minutes



Operational Advisory Group Minutes of 29 June 2021 meeting

Attendees

OAG Members and Guests

- ◆ Ashley Connors (AC), Wholesaler
- ◆ David Buchan (DB), Retailer
- ◆ David Moss (DM), Retailer
- ◆ Deborah Morton (DMo), Wholesaler
- ◆ Michael Floyd (MF), Wholesaler
- ◆ Frances Lickley (FL), Retailer
- ◆ Jenny Ansell (JA), Wholesaler
- ◆ Jon Fuller (JF), Wholesaler
- ◆ Laura Morgan (LM), Wholesaler
- ◆ Madeleine Moores (MM), Retailer
- ◆ Onkar Singh (OS), Wholesaler
- ◆ Patricia Quintana (PQ), Wholesaler
- ◆ Paul Baker (PB), Retailer
- ◆ Sian Forward (SF), Wholesaler

Apologies

- ◆ David Harris (DH), Wholesaler – Apologies
- ◆ Lewis Orr (LO), Retailer - Apologies
- ◆ Matthew Garfield (MG), Wholesaler- Apologies
- ◆ Paul Treagust (PT), Wholesaler - Apologies

MOSL

- ◆ Evan Joannette (EJ), Chair - Apologies
- ◆ Chris Dawson (CD) - Apologies
- ◆ Chris Chiorean (CC)
- ◆ Kevin Fearn (KF)
- ◆ Mayuresh Tamboli (MT)
- ◆ Matthew Weaver (MW) -Apologies
- ◆ Ivy Mandinyanya (IM)
- ◆ Lisa-Ann Lott (LAL) – Chair & Secretariat

Agenda

- ◆ De-register SPID
- ◆ Email notifications – are these still considered to be useful
- ◆ Child/linked requests
- ◆ B1 process
- ◆ AOB

Meeting notes

1. De-register SPID

LAL confirmed agenda and opened the meeting

KF advised members no functionality at present to monitor and take action to create a notification should a request be made against a deregistered SPID. KF confirmed MOSL's proposal not to take any further action at this time to build. TP's should close requests as they become aware

JF proposed a daily report could show deregistered SPIDs with active ORIDs –

ACTION: MOSL to consider a deregistration report and revert

2. Email notifications – are these still considered useful

KF shared the update regarding LVI only – current challenges in respect of data protection relating to the content of email notifications as unable to verify email addresses as being from a company email account as opposed to e.g. Gmail. KF confirmed MOSL proposal to delay further work until post go-live and review the necessity of email notifications.

SF proposed that better filters within the hub would obviate the need for email alerts. KF confirmed more advanced filters are in development and will be released to Pathfinders w/c 5 July.

OUTCOME: Members generally content to review need for email notifications post go-live (a simple notification telling users an update is available may be sufficient) and will look to rely on hub filters in the meantime.

3. Child/linked requests

KF presented the slide pack showing screen shots of the linked requests which will be embedded in the history view tab. Currently only for LVI.

OS queried when there are multiple follow-on linked requests how will this display, will the whole chain be shown? KF confirmed only single link to preceding process as a trail of breadcrumbs.

OUTCOME: OAG members supportive of this feature. Is one they've asked for early in the OAG's life cycle.

4. B1 process

KF presented the slide pack of the strawman of the B1 process

Members queried some of the process flow, including where Retailers and Wholesalers can submit information and if the process can be "completed" without a second site visit. KF confirmed process can be followed either with or without a site visit however does not currently allow for complete during first site visit. JF confirmed it should be possible for completion on first site visit in the same manner as B5.

ACTION: MOSL (KF) to review B1 process flow and revert to OAG

A member noted that B1 also has implications on MPS7 which MOSL needs to consider.

Following discussion members generally preferred that B10 be retained as a separate process with clarification/guidance on which process of B1, B10 and B7 should be used at any given time to provide consistency across the market.

OS noted that this process, like B5 leads to unbooked visits which would need consideration as to whether this is coded appropriately.

DM proposed that the hub could inform/reject the retailer if a wholesaler does not offer a process such as H2 in the same manner as SWIMPool

5. AOB:

JF queried if the group could get an update on process prioritisation. Other members agreed. **LAL** confirmed that group would see B3 at its next meeting.

ACTION: MOSL to revisit process prioritisation with OAG

6. Actions

- 1. MOSL to consider building a deregistered SPID report**
- 2. MOSL (KF) to review B1 process flow and revert to OAG.**
- 3. MOSL to revisit process prioritisation with OAG**