

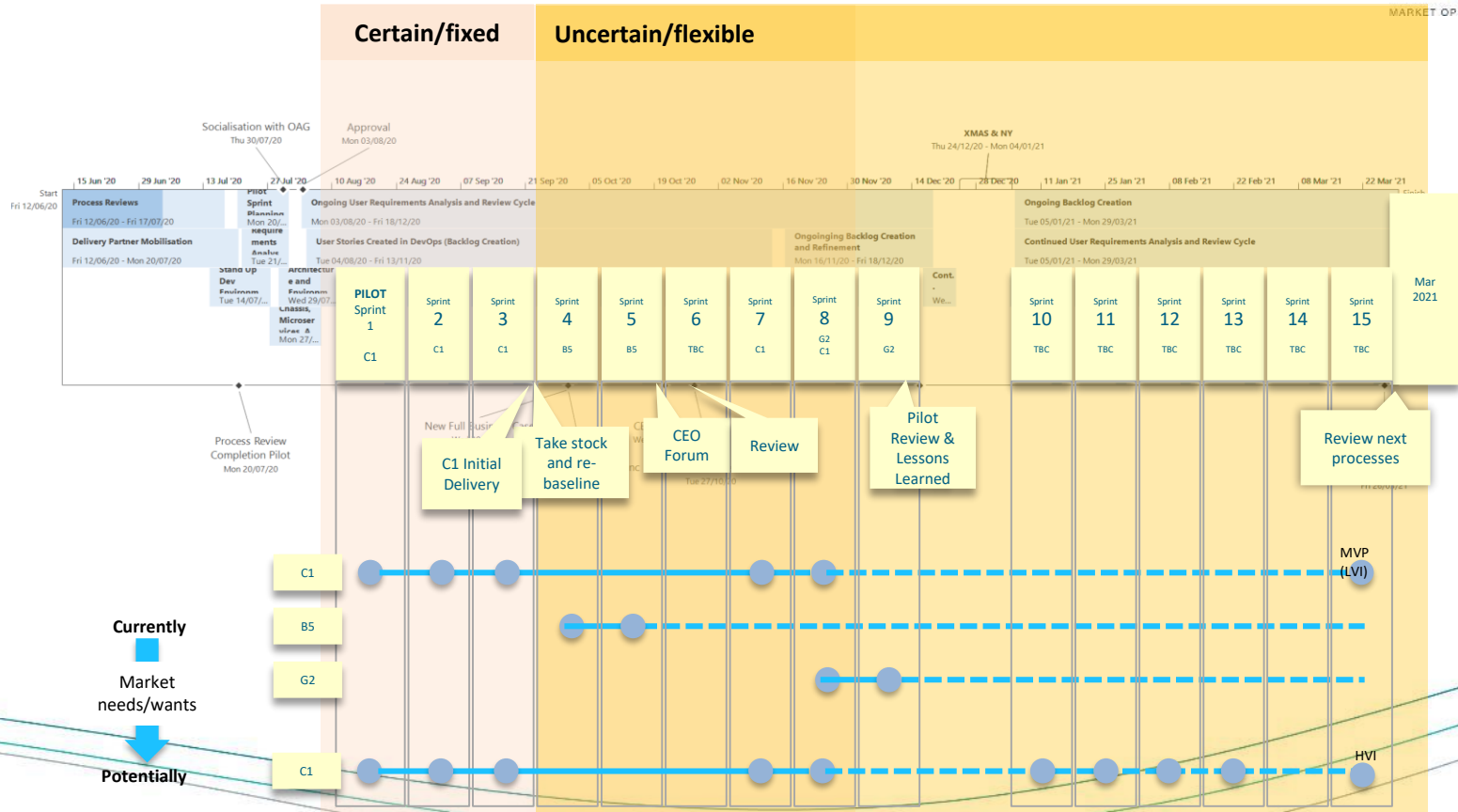
Operational Advisory Group Meeting

13 August 2020

Agenda

- ◆ Welcome and Introductions
- ◆ Project Update
 - ◆ Phase 1
 - ◆ Pilot deliverables
- ◆ Ops Review
 - ◆ C1 Process flow (update)
 - ◆ Activity status table
 - ◆ Update on rejection codes
- ◆ AOB

Phase 1: 15 Sprints



Pilot deliverables

“Must have” priorities for C1 Pilot

i.e. initial version of product with sufficient features to satisfy early adopters and provide feedback for future product development:

Awaiting confirmation from Technical Delivery that these can be delivered by November (i.e. ‘the Autumn’)

- ◆ Identify ‘Pathfinders’ (Trading Parties involved in the pilot)
- ◆ Web-based interface that allows submission and processing of C1 forms
- ◆ Real user accounts for the Pathfinders with permissions
- ◆ Emailed notifications
- ◆ Training & training materials
- ◆ Support capability to help users (e.g. what data to enter)
- ◆ Support capability to help with technical issues (e.g. can’t access the site)
- ◆ Review and report showing results/outputs of the Pilot.

Question: the Pilot will have the ability to generate performance data?

The goals of the Pilot:

1. Process enough C1 forms to provide adequate information for review
2. Get feedback on the user interface design
3. Get feedback on the process flow and steps
4. Gather metrics and statistics, e.g:
 - Time taken to complete a process
 - % of processes exceeding SLAs
5. Compare metrics and stats against manual processes
6. Produce a report showing the results of the pilot and any actions arising
7. Aim for User Acceptance Testing & signoff of Pilot deliverables by Pathfinder orgs.

C1 process Map update

Changes since last meeting

- ◆ Process action steps after decision points (i.e. 'ad' to 'h' not 'f', 'q3' & 'm2')
- ◆ Added explanation the 'ag' can apply to other Retailer or other Wholesaler
- ◆ Inserted deferral step to scheduling

Activity status table

Not finalised and is in first draft

- ◆ status levels
 - ◆ Request Status - Draft, Submitted, Re-Submitted, In Progress, Rejected, Canceled, Closed
 - ◆ Activity Status – approx. 14
 - ◆ Will show where the activity is responsible (Retailer/Wholesaler)
- ◆ Status will only change on activity, not on decision
- ◆ Status updates will change and will be viewable through landing page

AOB and Next meeting

AOB

- Rejection Code update (Chris C)

Next Meeting

- Further work on Rejection Code – Evan to confirm next week