PROGRESS REPORT

20 August 2003 to 30 October 2003 (Summary)

Project Update

Project plan
As the NIAB database development work was taking longer than anticipated to complete a decision was made to go-live on ESP without the NIAB back end validation in place. Submissions made via ESP would be printed off by NIAB and processed in the same way as manual forms. The NIAB back end validation would be introduced at a later stage.

The ESP system therefore went live on 20 October 2003 to internal PVS users using the enforcement database. We had planned for Cert 7, Cert 7summ and Cert 10 forms to also be available from this date however connectivity problems have delayed these forms going live. It is hoped that the Cert 7 and Cert 7summ forms will go-live on 31 October and Cert 10 forms will go-live within the following week.

User testing and End to End testing
User testing began on Wednesday 6 August 2003. This has been completed for Cert 7, Cert 7summ and Cert 10 forms and a first round has been completed for Cert 2, Cert 3summ and Cert 4 forms. UAT has also been completed for enforcement and for payments. This testing has involved 2 members of NIAB staff as well as Fran Foster, Karen Older and Nathan Willits – more resource than was originally anticipated. UAT for Cert 2, 3 and 4’s will be completed shortly once developers have completed the work required to allow the Cert 7, 7summ and 10 forms to go live.

It has not been possible to carry out full end to end testing as the NIAB database is not yet ready but testing has been carried out to ensure messages are accepted by the NIAB XML server. This has been completed for Cert 7 and Cert 7summ forms. Further work is required to complete Cert 10. Tests on Cert 2, 3 and 4’s have not yet been carried out.

Payment Engine testing
Testing of version 2 of the Payment Engine has been completed and this is now live on the Government Gateway. Several issues arose during this testing which caused delays and the need for further development work within ESP. In particular there was confusion over the need for start dates for Mastercard/VISA and the requirements for Switch card issue numbers was unclear. These concerns were raised with the OeE when accepting payments 2.

Several test payments have been made on the live ESP system which have appeared to be successful and refunds were also successfully made. The first payment was received into our bank account on 30 October.
UAT has discovered that it is possible for a duplicate payment to be made for a submission if a system error happens while submitting a form that requires payment. This is because submission of applications and payments is separate. This only happen once in approximately 50 payment tests so the decision was to go-live before a fix was put in place but this issue is a high priority to resolve to ensure customers have confidence in the system.

Further work is needed to ensure both PVS and Finance in York are happy with the information made available from ESP and the procedures in place.

Payment issues
Following further information being received on likely throughput in 2003/04 ASD advised that they would not be able to cover the credit card and debit card transaction fee. Costs will be covered from within the project until the end of this financial year. The project team have notified PVS Business Support team that this will be an additional cost in 2004/5. A decision will also be needed on how this cost will be recovered.

Direct debit – ASD have indicated that they are looking to develop a corporate solution and are planning to set up a working group of interested parties.

ESP has been set up so that a fee would be charged for an involuntary downgrade (Cert 7 Summ) which would not be charged under manual submission. We have instructed industrial partners not to submit this type of form electronically to avoid being charged however a decision on future charging needs to be made so that ESP can be programmed accordingly. This needs to be considered under the fees review. There may also be similar issues with the Cert 2.

Technical update
As a decision had been made to phase go-live this has meant that a second DIS box has had to be set up at NIAB so that a separate live and test environment are available. This has resulted in extra cost both for the hardware and the time required for configuration.

There have been many problems trying to establish end to end connectivity for both these DIS boxes and much time has been wasted. Messages can now be successfully received at NIAB but there are still problems to resolve in the messaging between the NIAB DIS boxes and the Government Gateway. This has resulted in go-live for the cert7, 7summ and 10 forms being delayed.

There have also been several issues with the original schemas which came to light when test submissions were received by the NIAB XML server. Correction of these issues has taken time and again contributed to the delay in the go-live.

Seed Cert Regulations Project
All phase 1 forms (i.e. needed for ESP) have been developed and tested at
least once.

Progress with the Cert7/7summ and Cert10 cereals continues to be slow. The main issues are the complexity of the validations and the conflict of resources with ESP. The number of iterations of development and testing of these forms now approaches 10 for each of them. After the latest iteration of Cert7/7summ testing, the number of errors is down to two. There are some more complex issues to be resolved for the Cert10, related to validation of the analyst's decision against the seed test results, the category of the seed lot, and potential re-classification of the seed lot.

NIAB has recruited an additional Oracle developer who has been working on the Cert7/7summ and has now re-started work on the Cert2, which has been on hold since the initial testing.

**REFLEX Analysis, development and costs**

No progress has been made on REFLEX because resources at both PVS and Guildford have been diverted to complete the seed certification system. Once phase 1 is completed (all seed certification forms are available on line) then work will continue on analysis and development of REFLEX.

**Finance**

Delays in the Go-Live date and greater complexities in resolving connectivity and payment issues have added dramatically to the cost of the project.

**First 4 Farming – Integrated Solution**

No progress has been made on this front.

**Helpdesk/Customer support**

The PVS helpdesk has been set up and is initially being manned by staff from the IT and Business Projects Team. The helpdesk will be manned between 9 a.m. and 5 p.m. (4.30 p.m. on Fridays) with an answerphone if staff are unavailable. Calls will be logged on an access database. Response times have been agreed with NIAB. Draft agreements are awaited from ITD and the Government Gateway.

**Industrial Partners and Phase One of Seed Certification**

Industrial partners were contacted on 16 September to update them that go-live was planned for 20 October and that we would soon be registering and enrolling them on the system. They were asked to provide some test data – Monsanto and Advanta responded positively.

Advanta and Monsanto are working on producing XML data for bulk uploads but some advice has been needed from ITD to provide examples and help with doing this work.
Training and Guidance
A second session of training on the Government Gateway helpdesk was carried out on 15 October for staff likely to man the PVS helpdesk and for NIAB staff who have been closely involved in the project.

PVS Enforcement section was trained on its new system and provided with a first draft of a user guide.

A demonstration of the system is to be provided to several PHSI in November.

Industrial partners were asked to let the team know whether they would like a training seminar at PVS or at their premises. However, feedback was poor and only Syngenta expressed any interest in training.

A user guide for Cert 7 and Cert 7summ forms has been drafted and will be made available to Industrial Partners when these forms go live.

Planned activities for the coming month

i. Finish User Acceptance testing for Cert 2, Cert 3Summ and Cert 4 forms

ii. Carry out testing to ensure Cert 2, 3summ and 4 forms can be accepted by NIAB XML server

iii. Progress the detailed analysis of REFLEX

iv. Go-live with Cert 10 forms

v. Draft user guide for Cert 10 forms