PROGRESS REPORT

6 February 2004 to 28 April 2004

Project Update

Project plan
A release to ESP live was scheduled for 10 February however this was delayed until 8 March 2004 due to the amount of problems found during testing and problems with connectivity.

A further release (4) is due to go-live on 30 April. The main changes in this release are:

- Introduction of Cert 3summ and cert 4 forms (delayed from 10 February)
- Changes to previous cropping
- Provision for interim cert 10 reports
- Further reporting facilities
- Payment facility to allow cheque/BACS payments
- Enforcement reports

Another release (5) is planned for the end of June which will be the final chance to make any substantial amendments. The main changes planned for this release are:

- Improvements to refund process
- Facility to be able to query payments made
- Interface with NIAB for enforcement and non-NL variety information
- Further reporting facilities
- Improve timeouts
- Minor improvements to forms

A final release (6) is expected for the autumn to correct any errors found or any issues raised once the system has been made live to all users.

A total of 151 submissions have been made on the live system up to 23/4/04.

User testing and End to End testing
User testing continues to take up a significant amount of resource both for PVS and NIAB staff. We are currently working on release 4 for ESP. Testing started on 5 April 2004 and so far 86 problems have been raised during testing.

NIAB are making plans for full end to end testing. This has started for Cert 7, Cert 7summ and Cert 10 cereals forms.

A test submission of bulk upload has been made by ATS with few errors but we are waiting for them to make further progress.
PROGRESS REPORT

CAL have not started any work on developing XML messages as they are awaiting the go ahead from their user group

Payment issues
A meeting was held with ASD in York on 9 February to consider setting up a direct debit facility. It is clear that further technical development is still needed before such a facility would be sufficiently robust. Once such a facility is available within Defra we will make it available on ESP.

As an alternative to Direct Debit ESP has been developed to enable applicants to make payment by cheque/BACS. This has gone a long way to alleviate applicants concerns about having to pay using credit cards.

Technical update
A meeting was held on 10 March between PVS, ITD and the Government Gateway to improve procedures and communication for the future. Actions arising from this meeting were:

- Single point of contact at Defra changed
- Responsibilities for support of DIS boxes now clearer. Routine monitoring to be set up
- Service definition document provided by Government Gateway
- Clear procedures for reporting problems via the Government Gateway both on test and live
- Gateway helpdesk to accept calls from both ITD and PVS
- Regular service review meetings to be set up

Much work had been carried out to resolve current timeout problems – this would be copied on to the live system as part of the next release. Further testing and feedback from industrial partners would be required to ensure this had resolved problems. If not a Microsoft expert would be invited to monitor the environment.

Seed Cert Regulations Project
Unit development of Cert7/7summ and Cert10 cereals signed off, business rules prepared and ESP end to end testing underway.

Cert10 oil & fibre, Cert2 and Cert3 close to unit sign off.

Competing for resources with ESP and development of the enforcement database.

Project plan revised with an estimated completion date of mid-November for Phase 1 and late February 2005 for the full project.
REFLEX Analysis, development and costs
Progress on REFLEX continues to be delayed because resources at both PVS and Guildford have been diverted to complete the seed certification system and a decision has yet to be made about funding.

Finance
There is still no news on budgets for 2004/5.

Helpdesk/Customer support
Over 70 calls have been logged by the helpdesk since it started operation though these do not all relate to ESP as the helpdesk now offers a service for the whole division.

Outstanding ESP problems relate to timeouts

Training and Guidance
Visits have been made to Syngenta and Allied Grain to obtain feedback on the system and get user experience of timeout and performance problems.

Demonstrations of ESP and Enforcement have been given to NIAB, PHSI and Scotland (Seerad and SASA).

A meeting has been held between ITD and Bartholomew’s to assist them in the production of XML.

User guide for cert 3summ and cert 4 will be made available when these forms go live.

Planned activities for the coming month

i. Release 4 to go-live on 30 April

ii. Development work to be carried out for release 5

iii. Progress publicity plans

iv. Progress contacts with 3rd party software suppliers

v. Start REFLEX analysis work if funding available.