PROGRESS REPORT

1 November 2003 to 5 February 2004

Project Update

Project plan
Cert 7, Cert 7summ and Cert 10 forms went live on 4 December 2003. Cert 2 forms went live on 22 December. Cert 3summ and Cert 4 forms are due to go-live in the next release scheduled for 10 February 2004. This means that all forms will be available online from 10 February.

Procedures have been put in place by NIAB to allow all forms submitted via ESP to be processed manually. Full end-to-end testing to be started in the week beginning 16 February for Cert 7s and Cert 10.

A new release of code is due to go-live on 10 February. The main changes are:

- Introduction of Cert 3summ and Cert 4 forms
- Allow re-sample (re-test) of part seed lots on Cert 7summ
- Ensure only LSTS can submit Cert 10 forms
- Correction to allocation of sheet/line numbers for Cert 2
- Extra reporting facilities
- Correction to stop payment being taken twice on submission when password entered incorrectly

We have received Cert 2, Cert 7summ and Cert 10 submissions on the live system but there have been several problems with these.

Stuart Eastland left the development team in early January. Jon Brook has replaced him but this has resulted in some delays to development work as Jon is an experienced developer but does not know our system.

User testing and End to End testing
User testing has been completed for all cert forms and these will all be available by 10 February 2004.

User testing will continue for the next release of code due at the end of March and any subsequent releases.

Full end-to-end testing will also be required when NIAB are in a position to accept applications into COSACS.

Direct Debit is a facility we want to provide in the near future via the Government Gateway and this will require extensive testing as we will be the first service to use this facility.
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Payment issues
We are meeting with ASD to progress direct debit.

Report awaited from Government Gateway regarding incorrect payments into Defra bank account.

Technical update
There have been a couple of instances where connectivity has been an issue on the live system and submissions have been delayed reaching NIAB. Procedures to be put in place to track submitted applications.

Seed Cert Regulations Project
All forms had been developed and were currently undergoing testing. Cereals cert 10 was complete and full end to end testing would start in the week beginning 16 February. The cert 7summ form was causing some problems because of the complexities of re-grading. Defra need to confirm how previous cropping information will be collected so that the cert 2 can be completed.

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. Work will continue on analysis and development of REFLEX once the seed certification system has gone live to all seed companies as long as funding is available.

Finance
Treasury have agreed to a carry over of some funds to 2004/5. No funding has been allocated to the project for next year and without these funds it will not be possible to proceed with Reflex. A meeting with those responsible for IT capital budget will take place on 13 February.

Helpdesk/Customer support
Over 40 problems have been logged by the helpdesk since it started operation.

Response time of 2 hours agreed with NIAB.
Resolution time of 2 days suggested by ITD but this has not yet been agreed.
Still awaiting response time from the Government Gateway

Helpdesk problems currently awaiting resolution

- Users complaining of Time Out warnings after only a few minutes
- Forms not submitting (cert 2 and cert 7summ)
- Form (cert 10) submitted (27/1/04) but not yet received by NIAB
- Government Gateway unavailable with no warning
Helpdesk problems that have been resolved

- Applicants being able to submit Cert 10’s and LSTS’s being able to submit all forms.
- Certificate warnings while trying to log into the system
- Applicant number not being carried into the new application screen when trying to submit a Cert 10
- Problems with Defra DIS resulting in forms taking 4 days to reach NIAB
- Duplicate Cert 10’s received
- External Seed Cert page not connecting properly.
- Government Gateway not responding
- Single Sign in not recognising that a company is already registered.

Feedback from Industrial Partners
A workshop was held with industrial partners on 22 January 2004. A demonstration of the system was given and there was the opportunity for people to have a go themselves on our test system. This was a successful event which produced a lot of feedback. The key issues raised were:

- General slowness of the system and the regularity of timeouts
- Direct debit must be made available and also other payment options
- More finance information needed
- More information needed to show what applications have been submitted when
- Would like to be able to use system to produce interim seed test (cert 10) reports.
- General comments on format, layout and fields included

Training and Guidance
Demonstration provided for industrial partners as outlined above.

A meeting was held in early January with CAL (software provider) and their user group. This was held to encourage the uptake of the bulk upload facility and the response was reasonably positive. A further meeting is planned with CAL to discuss technical issues. They aim to introduce the bulk upload over the next 12 months.

A meeting has also been held with ATS (software provider). Response was positive and ATS have indicated that they should be in a position to do testing shortly.

Karen Older has trained NIAB on the new enforcement system.

Further demonstrations have been provided to several PHSI.
A meeting has been held with PHSI and PVS Enforcement section to discuss how ESP will interface with the PHSI Edomero system to ensure both PVS and PHSI staff understand how the systems will work and interact.

User guides for Cert 7, Cert 7summ and cert 10 forms have been made available to Industrial Partners. Guidance for the Cert 3 summ and Cert 4 will be made available next week when these forms go live.

Planned activities for the coming month

1. Development work to be carried out for release 4
2. Carry out user acceptance testing for release 4
3. Carry out full end to end testing for all forms
4. Letter to seed industry publicising the system
5. Progress contacts with 3rd party software suppliers
6. Follow up to Industrial Partner feedback meeting