From: ████████████ (AT)
Sent: Monday, 5 May 2014 12:15 p.m.
To: ████████ (AT)
Cc: ████████ (AT); ████████ (AT); ████████ (AT); ████████ (AT); ████████ (AT); ████████ (AT); ████████ (AT); ████████ (AT); ████████ (AT)
Subject: RE: Status Update for AIFS Day Pass implmentation

Hi ████████████,

Thanks for your email. You are correct we are looking very unlikely to make the 14/5 EOD deployment date with a working Day Pass product(s). Typically we would look to move the implementation date out but for this EOD we don't have that option due to needing to deploy to accommodate some Bus Network changes that take effect 16/5.

Thales have confirmed the performance issue sits within their Ticket Processing engine which means a software patch will be required. We are trialling a ABC and Ferry only day pass – this is being undertaken as a 'technical feasibility test' only – I have chosen this Product as it is the closest representation of the current Discovery pass.

With regards to the apportionment issue, we will also trail the percentages proposed as a technical test – these can be modified if required (as long as they are 'whole' percentages).

My expectation is we will have an EOD late today ready to commence testing tomorrow.

Regards

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████████████ I ████████████

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From: ████████████ (AT)
Sent: Monday, 5 May 2014 9:00 a.m.
To: ████████ (AT)
Cc: ████████ (AT); ████████ (AT); ████████ (AT); ████████ (AT); ████████ (AT); ████████ (AT); ████████ (AT); ████████ (AT); ████████ (AT)
Subject: FW: Status Update for AIFS Day Pass implmentation

Hi ████████████

Thanks for the update – given the target launch of 14th May is now only a week and a bit away, and the number of outstanding issues, is it safe to assume this date is highly unlikely to be achievable? Even if it was, one week is not enough time to notify operators, organise comms etc – however could potentially nominate a forward date (e.g. 1 June) if you thought a 14th May EOD drop

was do-able? Otherwise I assume the next available date will be the June EOD drop (which I think is around 10th June?)

Re. the critical issues you've listed below:

1. Performance issues on TOT devices
Will await your advice on this. If reducing the available number of day pass products is the only way to rectify this, will need internal agreement on which products to drop – and will also require updating comms (hence need decent lead time if this is the case).

2. Fixed apportionment percentages not being treated correctly
Again – will await your advice as to whether apportionment must be to full percentages. If this restriction cannot be overcome can look at rounding – on the surface the percentages you've assigned look OK, but may need to re-consult with operators. Note an out-of-system wash-up is already proposed to ensure accurate settlement (quarterly basis – anything more frequent is too onerous to administer). The report will mirror what is being developed for the HOP Monthly Pass apportionment workaround - there have been a few issues with this which ▇▇▇▇▇▇▇▇▇ ▇▇▇▇ are working through.

3 & 4. Incorrect contract types and day pass purchase across channels
Not sure what this means in practice, but sounds like you're onto it!

5. Purchase of adjacent zones not possible
Aware of and accept this limitation, and will be reflected in the comms – just need confirmation from testing re. which combos are/are not possible (i.e. any updates to Mike's matrices).

Regards

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From: ▇▇▇▇▇▇▇ (AT)
Sent: Thursday, 1 May 2014 6:16 p.m.
To: ▇▇▇▇▇▇ (AT); ▇▇▇▇▇▇ (AT); ▇▇▇▇▇▇ (AT); ▇▇▇▇▇▇ (AT); ▇▇▇▇▇▇ (AT)
Cc: ▇▇▇▇▇▇ (AT)
Subject: Status Update for AIFS Day Pass implmentation

Update for Day Pass Testing for the May Implementation:

High level Scope:

EOD 16.1.x Implementation update:

Key deliverable – Implementation of a set of day pass products to replace the Discovery Pass

Products include:

Bus/Rail
Zone A
Zone B
Zone C
Zone BC

Bus/Rail/Inner Harbour Ferry
Zone AB
Zone ABC

Target EOD Release and date: 16.1.x 14/5/2014 22:00

Key release drivers – Day Pass, Murphy Buses to support go live 19/4/2014, and a number of BAU changes (some route/timetable changes go live 16/5)

Testing Update:

Testing has identified a number of critical issues, including

1. Critical - Performance issue on TOT devices – sub second to around 10 seconds to read a card – this issue is under investigation with Thales France
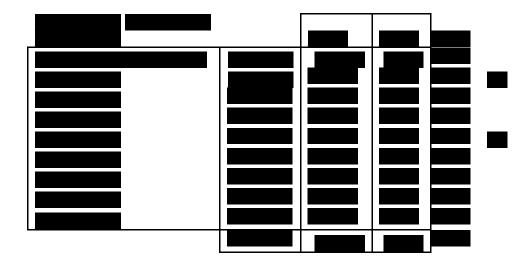2. Critical - Fixed apportionment percentages not been treated correctly – ███████████ ██ – this issue is with OSL for review, investigation has indicated it is not a database issue – further review will be undertaken next week in HK
3. Incorrect contract types – IVU export issue – to be resolved with an additional export and EOD – this will compress testing time
4. Major – Inconsistent treatment of day pass purchase across sales channels (VRD, TOT, SRD, and Web) – Jira raised and passed to Thales for investigation
5. Minor - Use of Frontier stop points has meant purchase of adjacent zones is not possible, while the system is working as designed – it would extensively mean customers using the other period monthly pass product would not be able to use their existing card for Day Pass.

Potential mitigation options:

1. Delay Day Pass implementation (already done at least twice – potential reputational to AT)
2. For the TOT performance issue – it may be mitigated by reducing the available day pass products from the proposed 6 to less products (potentially just he ABC and AB Ferry products – a small test has indicated this may be viable)
3. For the appointment issue – potentially adjusting percentages and undertake an out of system wash up at an agreed interval (weekly/monthly perhaps)

I am expecting a further update from Thales on issue 1 tomorrow.

For Issue 2 (Ferry day pass only – Bus/rail are usage based apportionment)

Regards

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