



## **QUESTIONS & ANSWERS**

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This document contains questions and answers taken from the first RTA Portal 'Release One' A2A User Workshop held on 26 October 2010.

### **QUESTION 1**

**When sending new claims after release one is live, how will an A2A user know which version number of the add claim schema to use? Could there be a new 'Get Version Number' call?**

A1 – Yes, the wsdl contains the new function “getSystemProcessVersion()” which retrieves the number of the latest version of the process deployed.

The A2A clients will call this function everyday in order to keep this information up to date, until the system retrieves the number of the version that indicates that the “Release 1” of RaPId is in Production. From that moment on, the best practice is not to use this functionality anymore (only to manage the switch for the next Release 2).

Please refer to RaPId Claim Settlement – A2A interface v0.23 document, available from the [www.rtapiclaimsprocess.org.uk](http://www.rtapiclaimsprocess.org.uk) members' area.

### **QUESTION 2**

**With the new function that allows a claim to be taken out of the process, will the system prevent existing claims sent prior to Release One from being taken out of the process?**

A2 – Yes, if you try to use the new function for existing claims that were created prior to release one the system will return an error.

### **QUESTION 3**

**If you want take an existing claim out of the process that was added prior to release one, how is this done?**

A3 – Only claims created after Release One can use the new function to take them out of the process. Existing arrangements and practices will need to continue for existing claims.

### **QUESTION 4**

**Would it be possible for an A2A user to send new claims to the portal using the A2A technology, but instead of sending them straight away to the compensator would prefer to do the quality checks online and then do the sending from the Web UI?**

A4 – No, it is not possible. The AddClaim() ends with the delivery of the CNF. The AddClaim() command is intended to be called by a Case Management System locally, so any quality check should be done within the CMS prior to confirm executing the AddClaim().



## **QUESTION 5**

**Will it be possible for representation from Software Houses to be included within the Change User Group (CUG)?**

A5 – It is important to gather the views of all stakeholders and the composition of the group is currently being reviewed. A Terms of Reference will be developed for the CUG that will determine how this group will operate for future portal releases, including the selection process for participants.

## **QUESTION 6**

**Will there be a function that allows the complete Insurer Index to be downloaded and used within an organisation's own system?**

A6 – The functionality to achieve this can be developed but is not currently specified. This will be considered for a future Portal release by the Change User Group.

## **QUESTION 7**

**For Software Houses that need to test and install at many customer sites, the integration test period between 8 Feb 2011 and 11 March 2011 will be too short. Can the start date for integration testing be bought forward a few weeks?**

A7 – After consultation with the Directors of Portal Co, an additional two weeks has been added on to the end of the integration testing period. The revised date for completion is 25 March 2011.

## **QUESTION 8**

**Over time will the systems have to support more than two versions of the schemas? E.g. Claims that have been created in Release 0, Release 1 and Release 2 etc.**

A8 – Yes. The functionality that enables a claim created in an earlier version and process in a later one is part of the release.

## **QUESTION 9**

**Will future changes be notified early?**

A9 – Notification will be made as soon as the composition of each release is decided. Every effort will be made to give the maximum notice possible.



## **QUESTION 10**

**Will changes be highlighted in Technical Specifications so the reader does not have to re-read all of the specifications?**

A10 – Yes. A description of each change being delivered in Release 1 is available on the [www.rtapiclaimsprocess.org.uk](http://www.rtapiclaimsprocess.org.uk) website in the 'Release One' section of the members' area.

## **QUESTION 11**

**Will there be regular conference calls during the integration testing period to discuss changes (similar to that which Howard Missin at IDSL did for the original release)?**

A11 – The support arrangements in place throughout the integration test period will be monitored. If it is deemed necessary to arrange a conference call facility for those organisations that are having difficulties with the release, then this will be arranged by MIB Management Services Limited (MSL).

## **QUESTION 12**

**When will the Management Information reports be available?**

A12 – MI is currently being developed to allow the Portal Co Board to monitor the effectiveness of the Portal. MI at a user level is currently not available. The provision of user level MI should be subject to a change request which will be assessed and prioritised as appropriate.

## **QUESTION 13**

**Will A2A users be able to speak directly to a technical resource rather than always go through the Helpdesk?**

A13 – To enable the support teams to manage and track the incoming work, the helpdesk must remain the central point of all reported issues with a ticket number being issued. To aide the process, it will be important that issues or questions raised in relation to Release One are correctly labelled and the special reporting template is used. The format for this request will be circulated in advance.

## **QUESTION 14**

**Will there be email updates to advise users of new and updated material on the [www.rtapiclaimsprocess.org.uk](http://www.rtapiclaimsprocess.org.uk) website?**

A14 – A communication plan will be determined for each release to ensure that all stakeholders receive adequate notice of planned changes. This will include emails, web posts and workshops. The website is always kept up to date and it is good practice to make regular checks for any updates posted there.



## **QUESTION 15**

**Will there be workshops for future releases?**

A15 – It is the intention to maintain an active programme of communications. Workshops will form an important part of this.

## **QUESTION 16**

**Will A2A users receive test logins in time for the start of Integration Testing?**

A16 – The Integration testing will be performed in the same environment already used by A2A users to test their A2A clients in the past. We suggest that all A2A testers check that their login details are active prior to the start of the Integration Testing period.

## **QUESTION 17**

**Will there be an integration test area that mirrors the current live area when Release One goes into the integration testing phase?**

A17 – No, during the Integration phase there will just be the integration environment aligned to the Release One.

## **QUESTION 18**

**Can the integration area be upgraded to Release One at the same time the final versions of the Technical Specifications are issued?**

A18 – Unfortunately this is not possible as it would mean we would need to put a version of the system that has not been signed off into the integration site.

There is also the risk that those testing Release One would raise issues that have already been identified and are being fixed in the UAT A2A site.

It would also mean that no environments would be aligned with the Production system and users would be unable to check their systems and train themselves with respect to the Release 0.