

# RTA PI CLAIMS PROCESS

## \*\*\*Your invitation to take part in RTA Portal A2A testing\*\*\*

The RTA Portal is subject to a programme of change to enhance its functionality and to ensure that it continues to support the claims process effectively. As part of this, the new 'Release 2' initiative is being undertaken for additional functionality to be added to the Portal. To support this going live in September 2012 we are seeking partners to undertake User Acceptance Testing (UAT) prior to the release. The requirements are as follows:

### Who is required?

- A2A Claimant Representative.
- A2A Compensator Representative.

### What is involved?

- Undertake testing of all the new Release 2 functionality by managing test claims within your Application-to-Application (A2A) environment under simulated live conditions.
- Tests will simulate actual claims and pass from the Claimant Rep to the Compensator using your A2A functionality.
- Test scripts will be provided and the process will be co-ordinated and managed by a Test Manager provided by MIB MSL.
- Regular conference calls will take place to record results and provide feedback.
- Where faults are identified, fixes will be made to the system and then re-tested.
- Prior to testing you will need to complete the system development to transmit and receive the new claims using the Release 2 version of the Portal. To undertake this, full technical documentation will be provided by the Portal IT supplier.
- The required skill sets for testing are for business and process knowledge as well as the underlying IT architecture of your A2A system. It is required that your current solution supports all stages in the production environment. For this reason you are likely to need both business and IT professionals involved.

### When will it happen?

- System development will take place from 26 March 2012 to 27 April 2012.
- Testing is scheduled for 30 April 2012 to 8 June 2012. Although it is unlikely to be a full time requirement over this period it is important that those involved are available throughout the testing period.

Previous releases have been managed in this way and business partners have been secured to undertake the test work. It is considered important to widen the circle of testers to ensure that a representative cross section is used and that unfair demands are not being made on single organisations. We are not in a position to offer you funding to undertake this work but you will be playing a vital role in development of the Portal. You will also have the considerable advantage of a fully functioning and tested system well in advance of the scheduled Release 2 launch date as well as fewer training and familiarisation issues when Release 2 is implemented.

If you wish to become a test partner or require additional information, please reply to this email ([rtaportal@peak-marketing.co.uk](mailto:rtaportal@peak-marketing.co.uk)) by 4pm on Friday 20 January 2012.

Regards,  
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Email: [helpdesk@rapidclaimsettlement.org.uk](mailto:helpdesk@rapidclaimsettlement.org.uk)

*MIB MSL is a subsidiary of the Motor Insurers' Bureau (MIB) and is managing the online RTA Portal system on behalf of RTA Portal Co Ltd.*