

RTA PI CLAIMS PROCESS

****Your invitation to take part in RTA Portal web user testing****

The 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?

- A Claimant Representative who uses the web interface.
- A Compensator Representative who uses the web interface.

What is involved?

- Undertake testing of all new Release 2 functionality by managing test claims within the web under simulated live conditions.
- Tests will simulate actual claims and pass from the Claimant Rep to the Compensator across the Web Portal.
- 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.
- The required skill set is one of business and process knowledge rather than IT as the testing will be a simulation of the live claims environment.

When will it happen?

- Testing is scheduled for 20 February 2012 to 23 March 2012. Testers are required to be available throughout the period although it is not a full-time requirement as it has been assessed as 2 weeks worth of effort per participant.

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 and you will have 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) by 4pm on Friday 20 January 2012.

Regards,
Ashley Sutton
Head of Information Systems, MIB

Email: 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.