

# Project Status Report

<b>Project Name:</b>	AT HOP Daily Pass	<b>Project Manager:</b>	██████████
<b>Reported date</b>	6 May 2014	<b>Period covered</b>	17 April – 6 May
<b>Status Summary</b>	Still awaiting completion of AIFS testing to confirm go-live date		

Project Indicators				
	2 back	1 back	Current	Status / Comment
<b>OVERALL</b>	Yellow	Yellow	Yellow	- AMBER – due to risk around scope and schedule. Can change to green once go-live date for B/R/F pass is known
<b>Scope</b>	Yellow	Yellow	Yellow	- Until testing has been completed and product specs and limitations are confirmed this will remain amber
<b>Progress / Schedule</b>	Yellow	Yellow	Yellow	- Still uncertainty re. launch date as testing has not been completed
<b>Budget</b>	Green	Green	Green	- No significant expenditure anticipated (assuming AIFS component can be managed as part of existing project budget)
<b>People / Resources</b>	Green	Green	Green	- Sufficient staffing and resources are in place
<b>Risks</b>	Yellow	Yellow	Yellow	- Technical risk – if problems arise during AIFS testing, and limited AIFS resource should problems arise during bus roll-out. - Customer risk – ability to clearly communicate complex usability rules re. no. passes per card - Commercial risk – that operators relitigate agreed apportionment process – will draft letter/agreement to confirm (previous verbal agreement has been minuted).
<b>Issues</b>	Yellow	Green	Yellow	- Some uncertainty re. ability to produce usage-based reports (i.e. number of stages travelled by operator per pass type) hence change from green to amber. Required for pass reconciliation process.

Progress This Period	Activities Planned for Next Period
<p><b>Testing update</b></p> <ul style="list-style-type: none"> <li>Testing has identified a number of critical issues – refer Attachment 1 for detailed description.</li> <li>Result is it's highly unlikely to make the target 14<sup>th</sup> May EOD deployment date.</li> <li>Awaiting advice from AIFS team re. next available launch date (assuming technical issues are resolved). Current estimate mid-June.</li> </ul> <p><b>Other</b></p> <ul style="list-style-type: none"> <li>Finalisation of marketing content awaiting results of AIFS testing.</li> <li>Decision to withdraw Discovery Day Pass on 31 May, even if further delays to AT HOP Day pass has been revisited – now plan to keep it in-market until Day Pass is available (subject to agreement from key stakeholders/retailers).</li> </ul>	<ul style="list-style-type: none"> <li>Website content and day pass map to be finalised.</li> <li>Complete marketing collateral internal review process (to be submitted to lawyers once launch date is confirmed).</li> <li>Liaise with BI/AIFS to ensure reporting requirements are achievable (linked to Monthly Pass settlement report development).</li> <li>Letters of agreement sent to operators to formalise reconciliation process (once reporting specs confirmed).</li> <li>Operator update to be circulated</li> <li>Agreement from key stakeholders to further extend Discovery Day Pass</li> <li>Track return of letters of agreement</li> <li>Ongoing AIFS testing</li> </ul>

Specific Requests of Steering Group / Escalations
<ul style="list-style-type: none"> <li>Confirmation required from AIFS team re. implementation dates for B/R/F pass (post testing)</li> </ul>

Upcoming Milestones			
No.	Date	Milestone	Comment
1	10 Feb 2014	Phase 1 AIFS testing completed (Bus/Rail-only pass)	Done
2	Mid May 2014	Phase 2 AIFS testing completed (Bus/Rail/Ferry pass)	Assuming no further issues arise
3	16 May 2014	Marketing comms drafted	Web content and maps still to be finalised
4	1 June 2014	Marketing comms approved	Internal approval will progress in parallel with AIFS testing
5	Mid June 2014	Go-live B/R/F pass (indicative)	Estimate to be confirmed with AIFS team

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## ATTACHMENT 1 – AT HOP DAY PASS TESTING UPDATE – 1/5/14

### 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 – [REDACTED]  
[REDACTED] – 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 the 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)

Further update expected re. Issue 1 from Thales 6<sup>th</sup> May (who subsequently confirmed the issue sits within their Ticket Processing engine which means a software patch will be required).