

## UKROEd Briefing

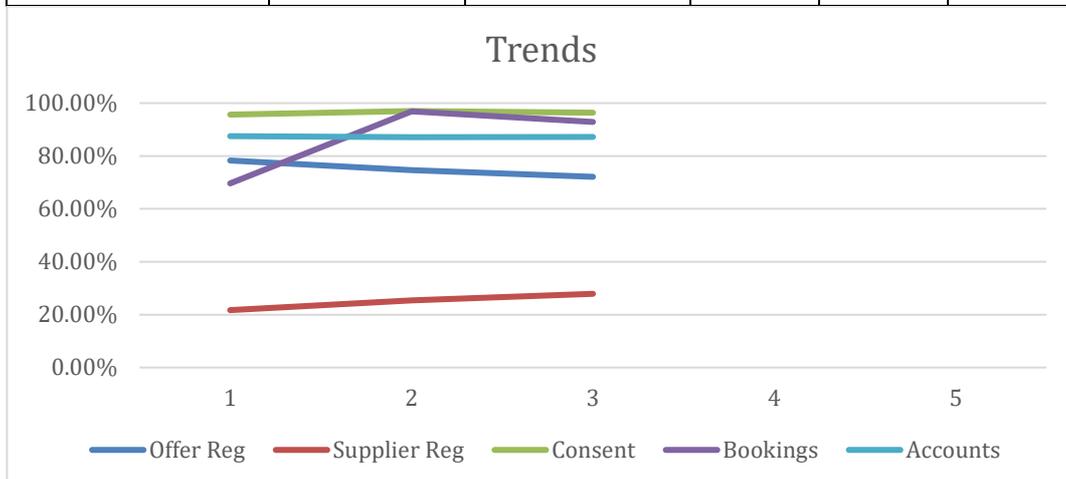
To: DORS+ User Community  
 Subject: DORS+ V4 Daily Briefing  
 Author: Stephen Cole, NDORS Product Manager  
 Date: 15/05/2019

### Background

DORS+ V4 was implemented successfully over the weekend of 10-12 May. Having confirmed two-communications with PentiP and all implementations of the Course Provider Booking systems, the DORS+ Offer Portal was made available to the public at 15:00 on Sunday 12-May.

### DORS+ Offer Portal Statistics

	Percentage	Totals	Day 1	Day 2	Day 3
<b>Registrations</b>		18492	6934	6382	5176
Offer Portal	75.31%	13927	5429	4765	3733
Supplier Portal	24.69%	4565	1505	1617	1443
<b>Consent to Share</b>	96.33%	17814	6633	6191	4990
<b>Bookings</b>	85.53%	15817	4828	6183	4806
<b>Accounts</b>	65.75%	12158	4751	4151	3256



The number of registrations has now approached the expected daily average as the backlog from the weekend outage has been processed. There is a concern with an increasing trend of individuals booking by telephone with the supplier. Based on emails received from the general public, this is largely due to problems related to the Reference Number & PIN. As a result, we have committed more resources to identifying a technical solution rather than waiting for the issues to be addressed through normal processes.

There are no significant trends in the statistics – with all other KPI remaining static.

The database performance remains strong with transactions remaining at an average of sub 1 second. There was a performance “spike” which caused several errors at 11:45-12:00 today when a resource heavy investigative report was run. When identified, the report was immediately terminated.

### Issues Addressed:

The number of issues being raised has dropped, and the severity and impact of the issues has reduced. The need for emergency patch releases is also therefore reduced. We are now looking to move to a more structured release programme to address bug fixes. Emergency patch releases will still be considered if the issue warrants them. For this reason, there have been no releases today. We have reached this stage earlier than expected.

### Items being progressed:

- **PIN issues**

In yesterday's briefing I reported that we had identified the root cause of this issue – an incorrect merge field used in some Police Force Course Offer letters. We expected that this would have to work its way through the process naturally. However, trend analysis of the KPI has re-focused our attention on implementing a data fix to address the PIN mismatch. We are working with the Home Office to identify how this can be quickly achieved.

- **StarDOME Eligibility Checks**

A great deal of time has been assigned to investigating this issue today. It affects the Eligibility Checks from two forces using the Police One-Way interface which has a 2-step process. DORS+ log files have shown that the first step (Eligibility Check) completed successfully but that there is no record of the second step (Driver Entry) hitting DORS+. StarTraQ are investigating this.

- **Police Offer Withdrawn Requests**

A small number of Forces are impacted by a failure when trying to withdraw a Course Offer of an offender via the Police One-Way interface or when using the Police Portal. This error is similar to the Reference Number format issues addressed in the Supplier & Offer Portals. The issue affects particular Driver Numbers rather than any functionality. A fix is in development and is due to be tested tomorrow. A patch release may be progressed early afternoon tomorrow. The PentiP Offer Withdrawn processes are not affected

- **Supplier Portal "transfer" errors**

Due to "transfer" errors experienced by an individual Course Provider during Registrations via the Supplier Portal, we have identified an unhelpful error message in DORS+. If the post-Registration transfer to the Course Provider Booking System fails, it blanks out the screen with an error message giving the impression that the Registration data has been lost – which is not the case. An enhancement is being progressed to address this issue so that an elegant "transfer failed" message is displayed, consent to transfer is recorded, the details are retained on the page and the AttendanceID is displayed. This will assist the Course Provider user in progressing the booking in the Course Provider system. This enhancement is set to be included in the scheduled "full" release.

- **AttendanceID copy to clipboard**

The automatic one-click copy to clipboard has been poorly implemented. It has only been applied to the post-Registration banner. Following feedback from Course Providers, we are looking to implement this on all appropriate screens.

- **Telephone Number from Offer Portal Registration**

The records transferred to Course Provider systems following Registration on the Offer Portal are often missing a telephone contact number. The telephone number is an optional data item in Registration as it is not a critical piece of data to progress the Course Offer. However, the telephone number field has been poorly sited in the Offer Portal Registration process (after Address Search at the very bottom of the screen) and, as a result, individuals may be skipping over the field rather than refusing to provide a number. The telephone number is very useful to the Course Provider – for emergency updates and for text reminders. UKROEd does not believe we have a “lawful basis” to mandate a telephone number can be provided. Following discussions with the NADIP DORS+ User Group, it was agreed that Course Provider Booking systems would look to capture this as “additional data to improve course delivery” following “transfer” from DORS+. UKROEd will also look to review the placing of the Telephone Number field in future releases.

- **Average Call Length**

We are aware, and greatly concerned, by reports that the new Registration process is currently leading to an increase in average call lengths. At the present moment, however, there are too many variables (familiarisation/training, PIN issues, transfer issues, and issues in 3<sup>rd</sup> party systems) to review what the full impact on call length is. We are committed to working with the NADIP DORS+ User Group to track the average call length, identify any pinch points, and address these if possible.

- **Since “go live” 38 issues have been reported to the Service Desk.**

- **6** have had “fixes” deployed either in DORS+ or 3<sup>rd</sup> party systems
- **3** are in development / testing
- **10** are being investigated by the Development Team
- **14** are awaiting further details from the organisation / individual who reported it
- **6** have been closed as the system is working as intended, advice/guidance has been provided or the issue has been added to the Requirements backlog for consideration in a later release.

If you report an issue, please keep an eye out for communications from the Service Desk as they may require further information to fully investigate your issue.

If reporting issues by email – please only report one issue in each email as this makes it quicker for the issue to be logged, triaged and investigated and reduces a great deal of confusion.

The DORS+ Service Desk can be contacted at: [digital.servicedesk@civica.co.uk](mailto:digital.servicedesk@civica.co.uk)

The DORS+ Service Desk information **should not** be made available to the general public.