

Happy New Year from our CEO

Welcome to the new ITSONews – the monthly update on the operations, implementation and evolution of ITSO across Great Britain.

It is my hope that you find this an increasingly useful resource for information and updates on our collective progress and achievements in enabling and delivering nationwide integrated and interoperable smart ticketing.

2010 was a watershed year for ITSO in many ways. From the completion of the nationwide bus implementations in Scotland and Wales, through to the first, large scale commercial ITSO schemes, the advent of v2.1.4 of the ITSO Specification, through to the continued support for the concept of interoperable ticketing on ITSO from the National Governments in England, Scotland and Wales.

For ITSO Ltd, 2010 began with my appointment as CEO, progressed through the development of a new Vision and Mission for ITSO and the subsequent development of a strategy and business plan to enable us to deliver the national visions of integrated, interoperable smart ticketing across Great Britain, and finishing with us signing the lease on our new Head Office in Milton Keynes (more on this below).

This approach has resulted in increased national government support of ITSO, including the funding to support the next generation development (v3 of the ITSO Specification, ITSO Security Management System and ITSO Security Application Module). This funding will ensure we have a specification ready to meet



Licensed Operator requirements through to 2020 and beyond.

At Board and organisational level we saw the resignation of Neil Scales, a previous Board Chair, and Louise Outram, Company Secretary.

Within ITSO Ltd, we finished the year saying our farewells to Martyn Roper, Edel Harkin and Ryan Larner, who had chosen not to apply for new roles or to relocate with us to Milton Keynes. We wish each of them well and again thank them for their contributions to the development and operation of ITSO – without their valuable contributions ITSO wouldn't be where it is today.

Looking ahead 2011 promises to be the most challenging and important year in the history of ITSO. In order to more effectively support you, our members, we are making some major internal changes, including bringing Testing and Certification in house, establishing the first ITSO Testing, Interoperability and Demonstration Suite, and restructuring to ensure we can provide the services and

support you our members require. More information on the new structure and the rationale behind this will be included in the February edition of ITSONews.

2011 will also see some significant milestones achieved: for the first time in the history of ITSO we will see widespread commercial interoperability in action; a number of Licensed Operators will launch ITSO Stored Value (or STR) projects enabling 'pay as you go' travel across selected parts of their network; and we will all have the opportunity to herald the development and implementation of a testing regime which will include inter-scheme and interoperability testing and provide the capability to undertake regression testing across versions of the ITSO specification for the first time.

We will also welcome the implementation of the upgraded ITSO Security Management System (ISMS v1.5 – more on this can be found later in ITSONews), and begin the mammoth task of reviewing and redeveloping the ITSO Specification to a new baseline version, v3.0.

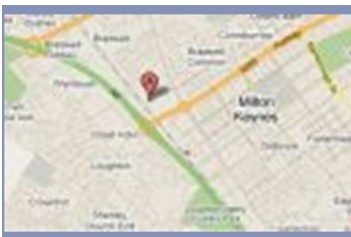
There are also a number of critical projects outside of ITSO that we will continue to keep you updated on throughout the year, such as the ITSO on Prestige (IoP) project, which will enable ITSO customer media to be used on the Transport for London (TfL) network from the end of 2012. This project will play a critical role in enabling the vision of national integrated and interoperable smart ticketing a reality and is sure to be of interest to you all.

Finally, I would like to take this opportunity to thank the many of you who have engaged with ITSO over the last year. Your continued support is greatly appreciated. Our recent achievements give me confidence that we can look forward to a successful and rewarding 2011 and make a giant step towards achieving the national vision of interoperable and integrated smart ticketing.

Michael Leach

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BREAKING NEWS: We are relocating



We are pleased to announce that ITSO has started relocating to Milton Keynes in Buckinghamshire. Our new premises are just a 10-15 minute walk from Milton Keynes Central Station, in the suburb of Rooksley.. We will provide further detail in the February newsletter and extend an invitation to you all to come to see us in our new base.

ADVANCE NEWS: Scoping of Version 3.0 of the ITSO Spec

We are also pleased to announce that the initial scoping workshops for the development of the next generation of the ITSO Specification (v3.0) are being planned for February 2011.

We are very keen to include as many members of the ITSO community in these workshops as possible and will be sending out more information and invitations soon.

Update on the migration to ISMS Version 1.5

As you will all have been painfully aware, the performance of the ITSO Security Management System (ISMS) has deteriorated rapidly since the summer.

Rather than waste scarce financial and people resource in trying to fix a broken system, we have focused our attention on developing a new contract which will have significantly more capacity and resilience.

That new contract was signed in the final days of November and a new version is now being built up.

We will distribute the implementation and migration plan in the next couple of weeks once we have certainty about the



resources that will be applied to the project.

Our current expectation is that we will be ready for testing to begin by the middle of January, and that we will then bring the AMS / HOPS providers into the environment .

This should enable us to begin comprehensive testing with each of the AMS / HOPS providers through the remainder of January and February to make sure there will be no issues arising from migration.

The new environment includes new hardware (both servers and HSMs), improved bandwidth, upgraded application, and improved resilience, and is backed up by contracts under which ITSO's interests are properly protected and are supported by Service Level Agreements.

We will continue to update you on progress.

ITSO Reorganisation

As some of you will be aware ITSO Ltd is undergoing a major reorganisation to make sure we can deliver our business plan.

This means, among other things, significantly boosting our technical team to deliver testing in-house, and reorganising our current team to better reflect our aim of becoming a member-centric organisation which delivers on budget and to time.

We are also boosting our project management and communications capabilities. We are currently recruiting and hope to have the majority of the new team in place by April this year. We will keep you posted on developments.

The new ITSO organisational structure is taking shape and we will be introducing some of the key new faces to you throughout the coming months.

Work starts on unique new testing facility

Work has started on building our new testing and demonstration facility at the Milton Keynes site. We hope to have this fully operational by April this year however there is likely to be a dual running process between ITSO and Integri during the first few months of the 2011/12 financial year.

The Testing environment will form part of the new Testing, Interoperability and Demonstration Suite, a facility we believe

will be unique in Europe, and which will play an invaluable role in the development of the next generation ITSO Specification, ISMS and ISAM as well as assuring the concept of ITSO interoperability for the first time across all certified components.

We will be inviting you all to visit the centre when it is up and running and are sure that you will all take a keen interest in the developments on this front.