

The view from the chair

You might remember I said last month that the ITSO Ltd Business Plan had been agreed, subject to some fine tuning. Well, I can now report that the Business Plan has been formally and finally adopted and is now the compass by which Michael and his team will steer the Company.

This Plan covers the financial years 2011/12 to 2015/16, and shows how ITSO Ltd will fulfil its Mission and Vision over this period. As well as committing the Company to nine key strategic objectives that Michael and his team will be delivering over the

coming months, the Business Plan gives information on the roles and responsibilities of each of the three ITSO Ltd Directorates - Member Services, Technical, and Finance and Commercial.

Members will be particularly interested to know that amongst the strategic objectives are reviews of the ITSO Specification and a review of pricing. Both of these topics have previously generated considerable interest and I am sure that most, if not all, members will want to get involved again. To ensure that happens, ITSO Ltd is planning to hold a number of engagement events in the coming months, at various locations around the country, to ensure that members' views can be properly understood. Members



can therefore expect to be contacted over the next few weeks to make the arrangements.

In the meantime, please take a few moments to look at the ITSO Ltd Business Plan that is available

to download [here](#).

It is complete apart from financial information which would harm our commercial interests if we were to publish it.

The last few months have seen intense activity in the Company as we have implemented vital changes in the organisational structure, upgraded systems and brought the new Milton Keynes testing suite online. As we enter the holiday period I hope that you get the chance to take a bit of break, relax and recharge the batteries. Not everyone in ITSO Ltd will be able to get away but, to all those of you who can, thanks for all the hard work and have a great holiday!

Mike Fuhr

Welcome from the CEO

Welcome to the August edition of ITSOnews.

We've deliberately kept this edition briefer than usual as many of you may be taking a few days' holiday this month.

It is with great pleasure that we publish today the ITSO Ltd Business Plan for 2011/12 to 2015/16. You can find it by clicking [here](#). This plan identifies the top nine Strategic Objectives for ITSO Ltd over the coming months and I am sure will be of great interest to you all.

The activities in the plan cover a range of issues deemed critical to the delivery of our Vision and Mission Statements and the ongoing success of the ITSO concept. These have been grouped into three areas: Business as Usual (BAU); Testing and Demonstration; and Key Projects. The plan also contains further detail on the new ITSO Ltd organisational structure and the areas of focus within each of the three Directorates, to ensure transparency and clarity on areas of responsibility and accountability.

Over the next month, we will be in contact with ITSO



Breaking News

Congratulations to Go-Ahead, Stagecoach and Oxford City Council on the go-live of the Oxford integrated smart ticketing scheme on 24 July - we are planning to include more on this scheme in the October issue of ITSOnews.

members with more information on how you can play your part in helping us to deliver against our Strategic Objectives. More will follow on our progress against the objectives in ITSOnews over the coming months.

ITSO Ltd Organisational Structure

Strategic Objective 7 covers a range of activities deemed essential to making sure ITSO Ltd is able to meet the challenges ahead. Central to this is the completion of recruitment to the ITSO Ltd organisational structure. Since the end of last year a number of new faces have joined ITSO Ltd, bringing new insights, experiences and wider best-practice approaches to the way we support the Specification and deliver services to our members.

Our latest round of recruitment is in the final stages and we are expecting to be able to announce further appointments over the next couple of months. We'll also make sure you get to meet as many of our staff as possible at events and workshops between now and the end of the year.

Regards, Michael

Testing Update:

In-house Testing Services now in full swing

THE ITSO Testing Team in Milton Keynes has started working with suppliers to test their systems for compliance with the ITSO Specification.

Since the start of July we have completed several testing sessions with various suppliers and have noticed a steady increase in the booking of testing slots into October/November.

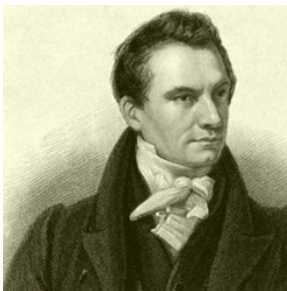
Testing Services comprises both in-house and on site testing as required. With the new facilities (test rooms) we are better able to run multiple testing sessions. With this in mind we are actively recruiting to increase the availability and capacity of the Testing Team.

We have also procured new test equipment to better meet testing commitments, and we are looking at increasing the number of units in our interoperability suite.

To date feedback from our suppliers has been positive and we are keen to ensure we use the knowledge and understanding gained through delivering these essential services to improve the delivery, performance and quality of ITSO solutions.

Any queries concerning our testing and certification services should be directed to Testing Services Senior Analyst, Ashfaq Hamid on 01908 255467 email ashfaq.hamid@itso.org.uk.

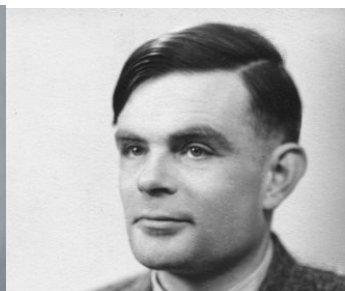
Testing Suite honours British IT excellence



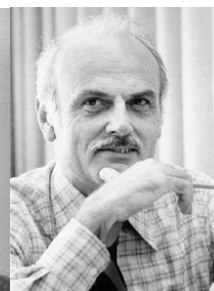
Babbage:
Father of the computer



Lovelace:
First computer programmer



Turing:
Artificial Intelligence



Codd:
Relational model



Berners-Lee:
www inventor

In the spirit of IT excellence, we have decided to name the five secure testing rooms after British computing pioneers. We asked Wikipedia to help us with the low-down on them:

Charles Babbage (1791-1871): Considered the 'father of the computer', this English mathematician and engineer designed the Difference Engine, a mechanical, programmable computer. He later came up with a more complicated design for a machine he called the Analytical Engine, which includes many features which are common in computers today like looping, branching and sequential control. http://en.wikipedia.org/wiki/Charles_Babbage

Ada Lovelace (1815 - 1852): The only legitimate child of Lord Byron, she was a contemporary of Babbage and a formidable mathematician in her own right. She grasped the nature of Babbage's work and developed the first

algorithm to run on Babbage's Analytical Engine. She was the world's first computer programmer. In 1979, she had a programming language, Ada, named after her. http://en.wikipedia.org/wiki/Ada_Lovelace

Alan Turing (1912 – 1954): An English mathematician, logician, cryptanalyst and computer scientist. He was highly influential in the development of computer science, providing a formalisation of the concepts of algorithm and computation with the Turing machine, which played a significant role in the creation of the modern computer. Turing is widely considered to be the father of computer science and artificial intelligence. Famously he broke the German Enigma codes while working at Bletchley Park in the Second World War http://en.wikipedia.org/wiki/Alan_Turing

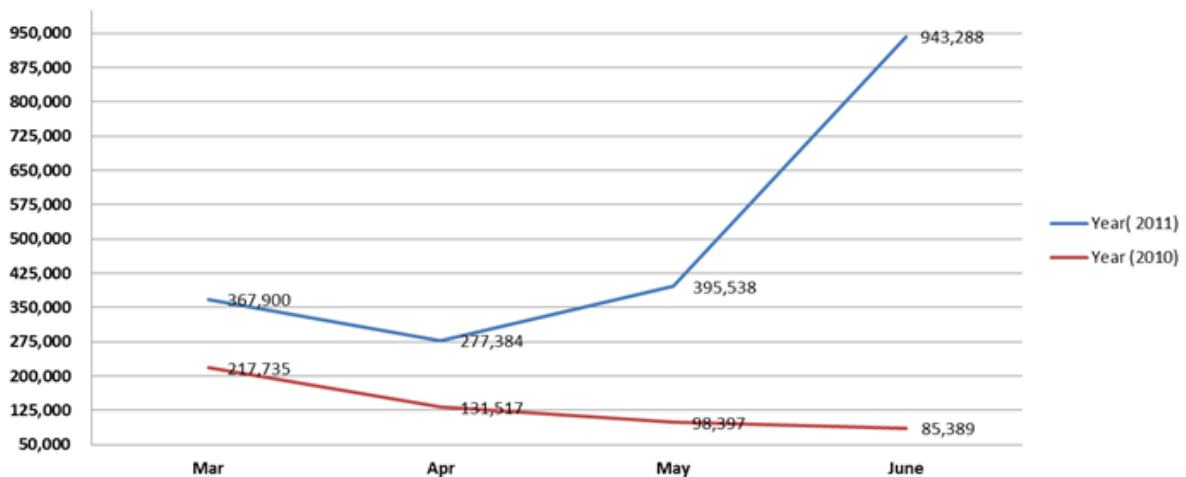
Edgar Codd (1923 -2003): A British computer scientist who, while working for

IBM, invented the relational model for database management, the theoretical basis for relational databases. He made other valuable contributions to computer science, but the relational model, a very influential general theory of data management, remains his most mentioned achievement. He won the Turing Award in 1981. http://en.wikipedia.org/wiki/Edgar_Codd

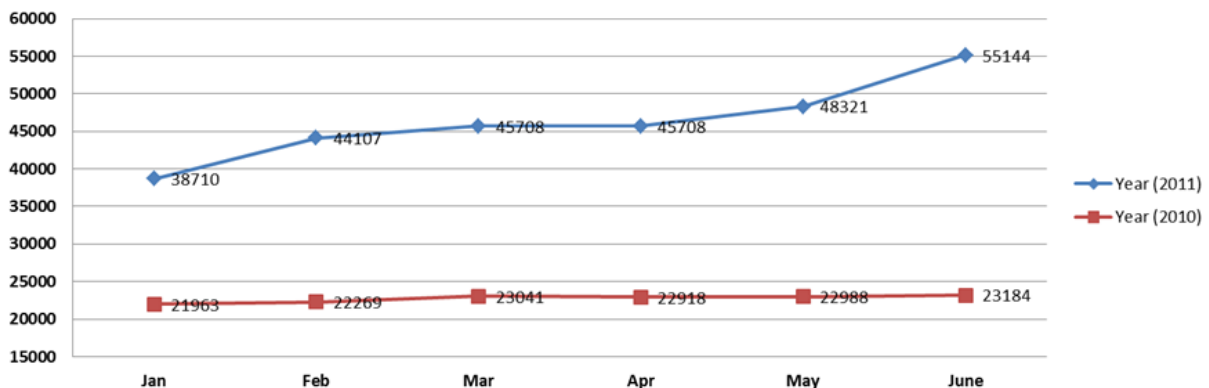
Tim Berners-Lee (1955): A British physicist, computer scientist and professor, credited for his invention of the World Wide Web, making the first proposal for it in March 1989. On 25 December 1990, with the help of Robert Cailliau and a young student at CERN, he implemented the first successful communication between a Hypertext Transfer Protocol (HTTP) client and server via the Internet. In 2004, he was knighted by The Queen for his work. http://en.wikipedia.org/wiki/Tim_Berners-Lee

ISMS facts and figures

Messages Processed (Mar-June 2011 Vs Mar-June 2010)



Total ISAMs Commissioned by Licence Members (Jan-June 2011 Vs Jan-June 2010)



ISMS v1.5 continues to perform very well and in line with our expectations.

From the migration to v1.5 in mid-May through to the end of July the ISMS has processed 2,380,578 messages, the equivalent to the entire throughput for the last 7 months of the original ISMS.

The average month before the migration to v1.5 would have seen around 300,000 messages processed. By comparison, the total of messages for June, 943,288, was almost three times the total for March, when 367,900 messages were

processed.

The above graphs cover the period through to the end of June with the previous year used as a bench mark. Further to the significant increase in connected ISAMs in June, we are pleased to advise that last month a further **1,914** ISAMs were connected, compared to **431** in July last year. This now means we have more than 57,000 ISAMs connected to the ISMS, marking significant progress towards the vision of nationwide smart interoperable ticketing becoming a reality.

On a less positive note, four major incidents occurred during June which affected the operation of the system for a total of 18 hours downtime. Steps have now been taken to ensure that there is no recurrence of these incidents, and that the performance of the ISMS continues to improve.

All queries concerning the ISMS should be directed to the ISMS Service Desk Hotline on 01908 255477 or email ismsdesk@itso.org.uk.

Bulk emails: MEMBERS may have experienced inconvenience when we have been sending out bulk emails to you.

As you know, we are working with you to update your contact details. At the same time we have been changing over our IT server and thus experiencing problems with our existing database and Outlook capacity.

We are currently looking to commission a new database and ask you to bear with us. If you do experience problems, please contact us at info@itso.org.uk.

Contribute to your newsletter

If you wish to contribute to ITSONews please contact **Sheila MacDonald, Communications Advisor, on 01908 255487, email sheila.macdonald@itso.org.uk.**