



## Services

## Newsletter

facilitating the implementation of the  
English National Concessionary Travel Scheme

In this edition of the ITSO Services Newsletter we discuss the current issues that matter to ITSO Services TCAs operating in ENCTS, such as the phasing out of Mifare® Classic card media, a request for more test cards and the importance of supplier certification for the production of concessionary cards.

### Mifare® Classic Phase Out

In response to the security issues that have been identified regarding Mifare® 1K and 4K cards, ITSO has announced that it will be phasing out both cards from the ITSO environment through a timetabled withdrawal. This means that both card media types are to be phased out of ENCTS. It should be pointed out however that within ENCTS the security aspects of both cards **remain uncompromised** due to the ITSO security system (which uses independent and more secure cryptography).

For further information on this strategy, as well as details of card alternatives and useful Questions and Answers, please go to the new 'Mifare® Classic Phase Out' page on the ITSO Services website. The Questions and Answers will be updated periodically with responses to newly posed TCA questions; questions that have already been put forward by TCAs are highlighted within the document.

### ITSO Services HOPS

The ITSO Services HOPS has now been operational for one year, and to celebrate this ACT have compiled a few statistics to highlight its achievements in such a short space of time.

*"ACT are simply delighted to recognise the one year anniversary since the commissioning of the live ISL HOPS (AMS) managed service. The past year has seen the ISL HOPS service process an unprecedented volume of ITSO transactions resulting from the issuance of some 5 million ITSO Concessionary Travel Passes across seven ITSO bureaus, making the ISL HOPS the largest live operational HOPS (AMS) system in the UK. This past year has also seen some significant developments of the ISL HOPS (AMS) product and services to meet the evolving needs of the DfT, ISL and its customers. I look forward to continuing our programme of work with ISL and to the continued success of ISL services."*

*Gary Watts, Managing Director, Applied Card Technologies Ltd.*

### Stop listing

Stop listing data is now coming through thick and fast to ITSO Services from both TCAs and suppliers on behalf of TCAs. To date ITSO Services has received approximately 145,000 strands of data and this is expected to increase as more information comes through. ITSO Services has been manually amending minor data errors to ensure that stop listing data is competent. However, if all submitted data conforms it would greatly help to minimise unnecessary modifications to the master stop list.

In accordance with the draft DfT Technical Advice Note #5, it is a requirement for all TCAs who use ISL's services to comply with the Stop Listing procedures put in place by ITSO Services. If a TCA fails to comply, ITSO Services reserves the right to **stop providing ANY services** to that TCA, this would in effect require a TCA to become a full ITSO member in its own right and manage its own membership and licence operator fees, as well as ISAM provisions and technical issues. Should ITSO Services refuse service, and a TCA fail to join ITSO in its own right, that **TCA will be unable to print passes** for the concessionary scheme.

**PLEASE NOTE:** ITSO Services will not accept stop listing data from any third party who has not signed the revised [Annex A letter](#) (available to download at <http://www.itsoservices.org.uk/page167/Documents-And-Links>). Where possible, please can you also submit stop listing data on a **weekly basis each Friday**.

### Test Cards

ITSO Services would like to thank those TCAs who provided test cards over the past month. However, in light of the increased demand from smart TCAs who need these cards to test the card reading capabilities of their newly installed POSTs, we would like to request more cards to assist in this process. Every card received will be logged onto a database at ITSO Services, and at the end of a testing session all cards will either be returned or destroyed depending on your preference.

If you would like to assist smart TCAs, please contact the ISL team to express your interest at [helpdesk@itsoservices.org.uk](mailto:helpdesk@itsoservices.org.uk), or via telephone on 0121 634 2758.

## Supplier Certification

ITSO Services would like to re-emphasise the importance of supplier certification in the production of concessionary cards. **All suppliers MUST be ITSO certified**, cards that originate from un-registered suppliers are not guaranteed to be valid within ITSO and may not function correctly within smart areas. This also applies to bureau certification and equipment providers. In view of this, ITSO Services will shortly be conducting an audit of all TCAs to ensure that any card media provided to them is fully certified.

It is the responsibility of ITSO Services as the Licenced Operator to ensure that all card suppliers used are ITSO certified. Any TCA who is found to be supplied by a non-certified card provider will leave ITSO Services in breach of its Operating Licence and this could have serious consequences for the TCA, such as **suspension of card production** pending further investigation or expulsion from ITSO Services Ltd.

If you would like to view a full list of certified card suppliers, please visit the 'ITSO certificates' section on the ITSO website at <http://www.itso.org.uk/page145/Home/Itso-Certificates>.

## Supplier Integration

The process of supplier integration is coming to a conclusion after a five month period. ITSO Services has been working hard to ensure that all card bureaus and TCAs who print cards in-house can continue to print and encode new card media for ENCTS for the coming year. This has been a highly extensive and intricate process and thanks go to all those involved over the course of the integration project.

For TCAs who print card media in-house, ITSO Services intends to send follow up messages to printers at some point in the new year to extend your ISAM lifespan; the date will be confirmed in due course. If you have left-over ISAMs that are no longer of use, you must return these to the ITSO Services Office so that these can be taken out of circulation. This is imperative as all ISAMs, whether in use or not, incur annual connection fees.

## In-house Card Production Assessment

One outcome of the TCA Liaison days from earlier in the year was the opinion that the entire process of printing cards in-house could be complex and expensive. In light of this, ITSO Services distributed a questionnaire to seek feedback on TCA experiences for the benefit of all ITSO Services' TCAs.

ITSO Services has compiled some key findings from completed in-house assessment forms by 11 TCAs; these findings can be found on the ITSO Services website under 'Documents and Links'.

In addition to this, if you are considering moving to a new card supplier, be it for in-house card production or for basic card supplies, **you must inform ITSO Services should any concrete changes occur**. Without any notification we cannot provide either your in-house card equipment, or your new card bureau, with ISAM provisions, **therefore you will be unable to print any cards for ENCTS**.

## ITSO Services Website

As well as information on the phasing out of Mifare ® Classic Customer Media, the ITSO Services Website now features an interactive map of ITSO concessionary pass implementations in the UK, providing a breakdown of which TCAs are members of ITSO Services and which are full ITSO members in their own right. This can be found at [www.itso.org.uk/map](http://www.itso.org.uk/map).

## DfT Communities of Practice

The DfT is pleased to announce the arrival of a new discussion forum for concessionary travel in England. It discusses topics such as pass eligibility, reimbursement and appeals and eligible services. This forum is intended to be a useful point of interaction between the DfT and TCAs and can be located at [www.communities.idea.gov.uk](http://www.communities.idea.gov.uk). For further information, please contact Oliver Chadwick at the DfT ([oliver.chadwick@df.gsi.gov.uk](mailto:oliver.chadwick@df.gsi.gov.uk)) or contact the ITSO Services team.

If you have any questions or feedback regarding this newsletter, please send to [helpdesk@itsoservices.org.uk](mailto:helpdesk@itsoservices.org.uk)



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