

ISL Newsletter – July 2010

In this ITSO Services Newsletter: the release of the ISL Annual Report 2009/10, TCA Migration, ISL HOPS updates and details of a new service from Unicard named Concessioncard.net.

ISL Annual Report

The ISL Annual Report is available for download via the ISL Website under '[Documents & Links](#).' The report details ISL activities over the financial year 2009/2010 and topics include ISL Achievements, HOPS & ISAM summaries and analysis, ISL financial summary and TCA Migration progress. Should you have any questions regarding the Annual Report, or if you would like to request a hard copy, please contact the ISL Helpdesk (helpdesk@itsoservices.org.uk).

TCA Migration

The latest migration away from ISL sees Northamptonshire County Council's data transferred from the ISL HOPS to the new Northamptonshire HOPS. This is Northamptonshire's final step in the migration to individual ITSO Licensed Membership. The ISL Annual Report discusses current and projected ISL TCA Migration in greater detail, should you have any questions regarding migration or would like to receive advice on the matter, please contact the ISL Helpdesk.

Shared HOPS Facilities

The potential for shared HOPS facilities was discussed at the May meeting of the ISL User Group. South Gloucestershire announced that it has recently acquired HOPS provisions and would be willing to share this facility with other TCAs. If you are a migrating TCA and would like to discuss this matter with South Gloucestershire, please contact roy.steele@southglos.gov.uk. Three other HOPS facilities managed by ITSO Licensed Operators also offer shared HOPS facilities – Cheshire County, Northamptonshire County and Kent County & Medway. Should you wish to explore these options, please contact the ISL Helpdesk for contact information.

ISL Helpdesk Notice

ISL would like to thank and extend best wishes to Mark Palmer, ISL's former Customer Helpdesk Advisor, who has taken up a new position with Wolverhampton City Council. Please note that the ISL Helpdesk email and telephone service will continue as the primary point of contact for ISL TCAs. ISL's direct points of contact remain Kim Clarke (kim@itso.org.uk) and Ant McLaughlin (ant@itso.org.uk).

Surplus Mifare® Classic Customer Media Stock

Should a TCA wish to sell any surplus Mifare Classic Customer Media stocks subsequent to the Mifare Classic phase out programme, please contact the ISL Helpdesk.

ISL HOPS Statistics & Updates

To date, ISL TCAs have issued over 7.9 million concessionary passes for ENCTS, with 503,000 stop list records uploaded to the ISL HOPS. All Class 3 'keep alive' messages for ISL ISAMs are now automatically generated 30 days prior to expiry. This means that all working ISAMs maintain connectivity to the ISL HOPS, saving ISL TCAs the need to request repeat security messaging from ISL.

If you are reading this newsletter for the first time, here are some useful ITSO acronyms: **HOPS:** Host Operator Processing System (ISL's asset management/data repository facility). **POST:** Point of Service Terminal (such as Electronic Ticketing Machines, ticket vending machines or card printing/encoding machines, where a concessionary pass is read/written - predominantly to encode data to or to be read in a live environment, e.g. on a bus). **ISAM:** ITSO Secure Application Module (the size of a mobile SIM card and present in each HOPS and POST, this holds TCA concessionary information and facilitates encoding of cards and the storage of encoded data).

For more ITSO terminology, please visit the [Glossary of Terms](#) page on the ISL website.

Companion Cards

Should any TCA wish to issue companion cards as part of its concessionary scheme, please notify ISL as soon as possible in order that we may register an IPE 14 (companion card product) to your scheme and update your ISAMs. Please note there is an annual registration fee attributable to each scheme issuing companion passes.

Unicard – Online Passenger Portal

The following has been forwarded to ISL by Unicard, for the attention of ISL TCAs: Unicard's online passenger portal "www.concessioncard.net" is helping TCAs to meet their channel shifting objectives with respect to the supply of the free ENCTS bus pass. **Concessioncard.net** offers eligible citizens the ability to register online, have their identity approved in real-time and request a new or expired ENCTS card to be printed and sent to them. If you are interested in learning more, please visit <https://concessioncard.net> or contact Alex Di-Re, Unicard, Tel: 01202 850 814 or email ad@unicard-uk.com

Coming Up

Further migrations away from ISL are anticipated in the near future, particularly in light of funding granted to urban areas in England by DfT. In addition, Department for Transport will be providing guidance to all TCAs regarding the movement of administration from District to County level authorities. Should you have any ITSO-specific questions relating to this guidance, please feel free to contact the ISL Helpdesk. For the latest ISL developments, please check the 'Latest News' sidebar on the [homepage](#) of the ISL website.

If you have any questions regarding this newsletter, please e-mail helpdesk@itsoservices.org.uk

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