



ITSO Services Newsletter

facilitating the implementation of the English National Concessionary Travel Scheme

This ITSO Services Newsletter highlights the upcoming ITSO Customer Media Alternatives Conference and the creation of the ITSO Services User Group, as well as providing practical information about stop listing and TCA migration.

ITSO Customer Media Alternatives Conference

In light of the recent decision to phase out MIFARE® Classic Customer Media, ITSO and ITSO Services have announced that a Customer Media Alternatives Conference is to take place on Thursday 12th March 2009 at the Porchester Hotel in London. The event will be chaired by Neil Scales, ITSO Chairman, and is designed to relay guidance on the phasing out of MIFARE® Classic Customer Media, the practical and technical implications of this phasing out and an in-depth examination of the alternative media available.

This event will be particularly useful for ITSO Services members as it gives the opportunity to view practical demonstrations of smart equipment (including ticketing machine demonstrations), enhance knowledge of the ITSO environment and the advantages that smart technology can provide to a wide range of local applications.

The event is free to attend for ITSO Services members and will include lunch and refreshments. It is currently scheduled to run between 10:30 and 15:30. This event is supported by ITSO and the Department for Transport will be attending.

If you wish to attend please contact events@itso.org.uk or call the helpdesk on 0121 634 2758. Further information can be found at www.itsoservices.org.uk/events.

Mifare® Classic Customer Media – Deadline Extension Requests

As a result of the recent information regarding the phasing out of MIFARE® Classic Customer Media circulated by ITSO to its membership, ITSO Services would like to inform its TCAs that should they wish to request an extension to the deadline for issuing new MIFARE® Classic media past 31st December 2009, a business case outlining a newly proposed deadline and the reasons for this should be submitted to the ITSO Board via ITSO Services. Should you require any assistance in this process, please feel free to discuss further with the ITSO Services team.

Test Cards

ITSO Services would like to thank those TCAs who provided test cards over the past two months. However, in light of the 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, or via telephone on 0121 634 2758.

Stop listing

The updated stop listing template can be found in the 'Stop listing' section of the ITSO Services website. We would like to remind TCAs that it is a requirement of their ISL membership that they provide stop listing information. The stop listing data from your entries is input into the ITSO Services HOPS and so it is very important to ensure that all submitted data is accurate.

TCA Migration

As the number of TCAs moving out of ITSO Services to become ITSO members in their own right increases, ITSO Services must insist that migrating TCAs contact the ITSO Services in the first instance to state their intentions. Not only is this important for our records and procedures, but in turn we can fully inform you of the processes and costs associated with migration.

ISL User Group

In order to improve dialogue and best practice between ITSO Services and its TCA members, we are launching an ISL User Group. The aim of this User Group is to provide a platform between ITSO Services and TCAs to discuss topical issues, such as stop listing/hot listing, handheld verification devices, MIFARE® Classic Customer Media Phase Out and Card Alternatives and other issues as they arise.

The following representatives have been added to the User Group, they are as follows:

Region	Name	Authority
East Midlands	Dave Wood	Derbyshire CC
East of England	John Wiseman	Hertfordshire CC
	Pauline Pownceby	Watford
North East	John Souter	NEXUS
	Bill Harbottle	NEXUS
South East	Jayne Ward	Bracknell Forest
	Anne Ebbett	Reigate & Banstead
South West	Roy Steele	South Gloucester
	Julie Terry	East Dorset
West Midlands	Roger Blick	Strafford-Upon-Avon
Yorkshire	TBC	TBC

A dedicated page entitled '[ISL User Group](#)' is available to view on the ITSO Services website, the date of the first meeting is Thursday 26th February 2009. The ISL User Group is supported by the Department for Transport, who have an open invitation to attend group meetings.

If you have any questions or feedback regarding this newsletter, please send to helpdesk@itsoservices.org.uk



ITSO Services Ltd
4th Floor, Quayside Tower
252-260 Broad Street
Birmingham B1 2HF
Tel: 0121 634 2758
E-mail: helpdesk@itsoservices.org.uk
Web: www.itsoservices.org.uk

© ITSO Services Limited. Registered in England and Wales No. 06317074