



## 5.7 million ITSO English concessionary cards produced for April 1<sup>st</sup> 2008

The implementation of the new ITSO English National Concessionary Travel Scheme (ENCTS) cards are well under way and many will have been posted out by the time that this newsletter reaches you. As of 31 March 2008 the number of passes produced has reached the 5.7 million mark and this continues to increase daily.

**To date:**

- 1.5 million Cards produced by Smart Schemes such as NoWcard, Merseytravel, Nottinghamshire, Centro & GMPTE.
- 4.2 million Cards produced collectively by all 253 Travel Concession Authorities (TCAs) using the services of ISL.
- ISL is supporting 253 TCAs and as a result the ISL Host Operator Processing System (HOPS) is currently the biggest operational ITSO HOPS / Asset Management System (AMS) implemented to date.
- The ISL HOPS is provided under contract by Applied Card Technologies (ACT).
- ISL has and continues to work closely with all suppliers to ensure successful integration of card bureaus and TCAs to the ISL HOPS. Some five card bureaus are now fully integrated including ESP Systex, Euclid, Novacraft, Payne Security and Smart Citizen.

## Message from the ISL Chairman & Suppliers' Views



"ITSO Services Limited (ISL) was set up late last year to support smart pass production for many of England's travel concession authorities (TCAs) and suppliers. Since then, some 253 TCAs have signed up to ISL and, collectively, 4.2 million passes have been produced across seven suppliers.

ISL took on the enormous task of integrating card bureau suppliers for the majority of the TCAs as, for many this was the first time they had integrated with a live ITSO HOPS. ISL also facilitated the provision of ISAMs to bureaus and TCAs. To date more than 800 ISAMs have been profiled all with a compressed timescales of just under five months, which is phenomenal achievement.

ISL is delighted with its HOPS/AMS supplier, Applied Card Technologies (ACT) who have provided a first class managed service, the ISL HOPS is now the largest operational HOPS/AMS anywhere in the UK.

This has been a huge success for ISL, the Department for Transport, suppliers and TCAs and I pass on my sincere thanks to everyone who made it happen.

This is an exciting time for ISL and I speak for many when I say that we are proud to be at the forefront of this technology. Smart cards will jump-start the digital economy and help modernise the way millions of people use public transport."

**Neil Scales, Chief Executive and Director General for Merseytravel and Chairman of both ITSO Limited and ITSO Services Limited**



ESP Systex has been involved in the bureau production of ENCTS cards for the majority of TCAs and we have supplied card issuance systems to 4 TCAs who decided to take on the card printing and encoding function themselves.

Most of the card production undertaken by ESP's bureaus or by TCAs using ESP card issuing equipment necessitated communication with the ITSO Services Ltd HOPS, which provides a secure central repository for all ITSO transactions and messages associated with the card creation process.

As anticipated, the ESP Perso POSTs' at our bureaus and customer sites communicated with the HOPS in the manner laid down by the ITSO Specification and the systems performed well throughout the bulk issuance process.

In total ESP Systex's bureaus and our devolved printing/encoding systems issued and mailed in excess of 3.3 million cards before the 1st April and this is testament to the enormous effort, diligence and commitment invested in this project by our staff, customers and ITSO Services Ltd, whose support was key to the success of this process.

**Terry Dunn, Managing Director of ESP Systex**



Novacraft has worked closely with ITSO Services Limited (ISL) to ensure bulk production of concessionary travel cards on behalf of local authorities for the Department for Transport's English National Concessionary Travel Scheme (ENCTS), launched on the 1 April 2008.

Novacraft has worked with a wide range of local authorities across England for this purpose, and can confirm that Novacraft has met its commitment to deliver the cards to these local authority applicants in time for 1 April 2008.

Debra Charles, Managing Director at Novacraft, has commented: "Successful, succinct and timely communications between Novacraft and ISL have made the process of producing such a large number of smart encoded concessionary travel cards in such a short time run as smoothly as possible. Regular frequency messages were sent from the ISAMs used in Novacraft's production facility to the HOPS, with acknowledgements being received back. These ISAMs were a mixture of 'super' ISAMs (to enable encoding of cards for multiple local authorities via a single ISAM) and individual ISAMs. These factors, and more, have greatly assisted us in meeting our ENCTS project commitments."

Novacraft has now commenced the production of concessionary travel cards for new applicants to the ENCTS scheme, which are being produced from their ITSO v2.1.2 certified production facility and dispatched on the same day the application is received.

**Debra Charles, Managing Director at Novacraft**

## ITSO Services Helpdesk

ISL now has its own dedicated team in place to provide first line support through both online and telephone channels for all the TCAs on queries that you have regarding ITSO and ITSO Services Limited. With the growth in staff ITSO has moved from Centro House to new premises; the new contact details are:

**ITSO Services Limited**  
4<sup>th</sup> Floor  
Quayside Tower  
252-260 Broad Street  
Birmingham B1 2HF

**Tel: 0121 634 2758**  
**Fax: 0121 634 3737**  
[www.itsoservices.org.uk](http://www.itsoservices.org.uk)

In addition to Helen Mitchell, Head of Operations and Delivery for ITSO Services Limited and Head of Business Development for ITSO Limited, the new team members are:

### **Kim Clarke – Senior Business Support Officer**

Kim joined ITSO Services on 3 March after four years of being Project /Account Manager for the Scottish National Entitlement Scheme and Association of Train Operating Companies (ATOC) for Novacraft.

### **Anthony McLaughlin – Business Support Officer**

Anthony joined ITSO Services on the 10 March after two years at consultant Transport & Travel Research Limited, a research consultancy specialising in the transport sector.

Kim and Anthony's main focus will be to support and give guidance to all 253 TCAs and assist TCAs in migrating from ISL to becoming ITSO members.

### **Mark Palmer – Customer Help Desk Advisor**

Mark joined ITSO Services on 20 March, after 5 years service as a Housing Services Advisor for Bromford Housing Association. Mark will be the first point of contact for all the TCAs to assist with any queries that you may have.

## TCA Regional Road Shows

Coming soon are the ISL Regional Road Shows; this is your chance to meet the ISL team and discuss your plans with them.

We have listed below the dates and locations please put these in your diaries. The main focus of these events will be for the TCAs to meet the ISL team, talk through any problems, and for ISL to assess their needs. ISL has some 253 TCAs (80 schemes) and hope that most, if not all, can be seen over the 5 days.

If you work as a scheme or consortium can you nominate two people to attend? These Regional Road Shows are **FREE** and all we need is for you to turn up.

<b>28 May 2008</b>	<b>Birmingham</b>
<b>29 May 2008</b>	<b>Leeds</b>
<b>3 June 2008</b>	<b>Bristol</b>
<b>4 June 2008</b>	<b>Brighton</b>
<b>5 June 2008</b>	<b>Cambridge or Peterborough</b>

If you would like to register an interest in attending please email [helpdesk@itsoservices.org.uk](mailto:helpdesk@itsoservices.org.uk) detailing what TCA/Scheme you will be attending on behalf of and where you would prefer to attend.

## ISL Board Directors

**ISL is a limited company in its own right and as such has a Board of Directors, who are:-**

**Neil Scales - Chairman**  
Chief Executive and Director General of Merseytravel

**John Henkel**  
Director of Passenger Services—West Yorkshire Passenger Travel Executive

**Peter Nash**  
Commercial Director for Stagecoach Manchester

**Stephen Green - Financial Director**  
Financial Controller, RSP

**Mike Eastham - Managing Director**  
General Manager and Head of Technology, ITSO

**Louise Outram - Company Secretary**  
Legal and Administration Manger, Merseytravel

**Gordon Tennant**  
Programme Manager, Arriva UK Regions

## What next.....

### Producing passes in-house

ITSO Services Limited is aware that some TCAs are considering issuing passes in-house from April onwards. It is important that all TCAs can process new applications after April and the complexity of establishing in-house card production should not be underestimated.

Bulletin #11 from the DfT mentioned that TCAs who are planning to produce cards in house should get in contact with the Lot 4 suppliers from the DfT Framework who can offer them the equipment for in house use. Details of the Suppliers can be found in Bulletin #7. (*Bulletins available for download on the ITSO Services website [www.itsoservices.org.uk](http://www.itsoservices.org.uk)*)

TCAs intending to produce their own passes from April should contact the ISL helpdesk support team who will be able to provide further guidance.

Kim and Anthony will be contacting all the TCAs over the next coming month to establish what your next intentions are and how to assist further.

ISL will need to know the following information in order to assist TCAs with in-house production:

- Number of ITSO Secure Application Modules (ISAMs) required and do they require Companion passes – type 14
- Advise TCAs they will need a SSL certificate from ACT for connectivity to ISL HOPS, these cost £200. Please contact Gary Watts from ACT on [Gary.Watts@card.co.uk](mailto:Gary.Watts@card.co.uk)
- An estimation of the annual turnover of cards in order to allocate ISSN range (this is the ISL card numbering)
- What supplier the TCA is using to ensure and check they are fully ITSO compliant
- When will the equipment be installed

### Pass Validation

[Bulletin # 11](#) from the DfT announced the initial details of the card validation service from ITSO. This service will be available any day now and already we have a queue to join the booking queue. We have a trial which is being carried out with a TCA currently.

*Why would you want your cards validating when a supplier has already achieved some level of certification?* Certification only proves that the supplier can meet all the ITSO criteria in a general situation. Validation takes this one step further to ensure that the personalisation that you have asked for is on the card and has been done correctly.

This will be done by using the same equipment that is used in the certification process. ITSO will examine the content of the card, the ITSO shell and the products on it. This verifies that the Customer Media Device (Card/Pass) has been encoded in accordance with the declared parameters submitted for use to the ITSO Specification, before informing you of the results.

*How do I arrange to have a batch validated?* – Detailed procedures to be issued shortly, this will also include the costs for this service.

## What ISL will do for you.....

### ISL Customer Help Desk

The helpdesk hours are 9am to 5pm Monday to Friday (excluding English bank holidays)

The helpdesk telephone number is 0121 634 2758

The email address is [helpdesk@itsoservices.org.uk](mailto:helpdesk@itsoservices.org.uk)

The contact details for ISL are:-

**Mark Palmer - 0121 634 2758 - [mark.palmer@itso.org.uk](mailto:mark.palmer@itso.org.uk)**

**Anthony McLaughlin - 0121 634 2757 - [anthony.mclaughlin@itso.org.uk](mailto:anthony.mclaughlin@itso.org.uk)**

**Kim Clarke - 0121 634 2755 – [kim.clarke@itso.org.uk](mailto:kim.clarke@itso.org.uk)**

### User Support and Guidance

We will provide to non smart TCAs a comprehensive range of Support and Guidance during smart card project set up, implementation and migration.

### ISAM Provision

We will source, personalise and distribute ISAMs to each TCAs selected card service bureaus in a timely manner.

### Concessionary Transaction Collection and Depository through the ISL HOPS

We will commit to provide transaction, product account and shell account data, the Storage of data for TCAs and the usage of data available securely online for TCAs with audit/security capabilities.

### Stop listing Processing

We will implement the agreed Stoplisting strategy for the ENCTS, for both smart and non-smart TCAs.