

In this edition of the ITSO Services Newsletter, the theme is looking towards the future. We will be discussing the impending TCA Liaison Days, the introduction of the new stop listing process, the introduction of a second Shell OID and other areas such as TCA migration.

## TCA Liaison Days

ITSO Services currently has arrangements for five TCA Liaison Days, the venues and dates for which are as follows:

<b>Wednesday 28<sup>th</sup> May</b>	-	<b>Birmingham City Council House, Victoria Square, Birmingham;</b>
<b>Thursday 29<sup>th</sup> May</b>	-	<b>WYPTE Offices, Wellington Street, Leeds;</b>
<b>Tuesday 3<sup>rd</sup> June</b>	-	<b>Avon Gorge Hotel, Sion Hill, Bristol;</b>
<b>Wednesday 4<sup>th</sup> June</b>	-	<b>Royal Albion Hotel, Old Steine, Brighton;</b>
<b>Thursday 5<sup>th</sup> June</b>	-	<b>Downing College, Regent Street, Cambridge;</b>

These events are supported by the Department for Transport, and as such the DfT will be attending these events. Programme details can be found on the ITSO Services website. In addition to this, it has been announced that a Government Officer for the South West will be attending the Bristol event, whilst Gordon Moore, Project Manager of NoWcard, will attend the Leeds event.

## Stop Listing

Stop listing is a prominent feature of ITSO Services involvement with TCAs at the current time; as part of the contracted agreement between non smart TCAs and ITSO Services, TCAs are required to provide information on lost, stolen or no longer needed passes. (Further details on the background to stop listing can be found at [www.itsoservices.org.uk](http://www.itsoservices.org.uk))

ITSO Services would like to express their thanks to the TCAs who have already started to provide stop listing information, this is greatly appreciated. The frequently asked questions below relate to the issues that have been raised so far by TCAs.

[There has been some confusion regarding the terminology to be used when talking about Hot Listing. Can you elaborate on the correct terminology?](#)

The correct terminology is: Stop Listing — the passive process, Hot Listing — the active process. This has been confirmed with ITSO and the Department for Transport.

[Why does ITSO Services need this information?](#)

ITSO Services under the current contract is the only body that can inform the ISL HOPS of cards that are required to be stop listed. CMS suppliers have no provision or authority to do this on behalf of TCAs or ITSO Services. Therefore in order for a card to be authentically stop listed on the back office system, the information must come to ITSO Services.

[What if a TCA has an existing agreement with a third party for CMS?](#)

ITSO Services is aware that some TCAs have contracted out their stop listing procedures to CMS suppliers. This is acceptable; the TCA will have to sign an amended "Annexe A" letter to confirm that their third party supplier will send the list on behalf of the TCA, to an agreed format and timetable direct to ISL. Please contact ISL at [helpdesk@itsoservices.org.uk](mailto:helpdesk@itsoservices.org.uk) or on 0121 634 2758 to request "Annexe A".

[What if a TCA has not received its data back from a card bureau for stop listing cards?](#)

Again, it has been brought to the attention of ITSO Services that some CMS suppliers have not provided the information required by ITSO Services as outlined in the stop listing template. ITSO Services would advise any TCA currently in this situation to inform ITSO Services of this delay, and also to monitor the situation with the supplier. ITSO Services will be chasing up TCAs who have passed on no stop listing information at all.

Can my Card Management System supplier interface directly with the ISL HOPS?

No, there is no interface from the ISL HOPS into any CMS. ISL does not have the DfT remit, budget or resource to initiate third party integration projects.

If a TCA is physically destroying cards securely, do I still have to add them to the stop list?

No, this is not necessary.

Do the TCAs need to set their own Business Rules on stop listing?

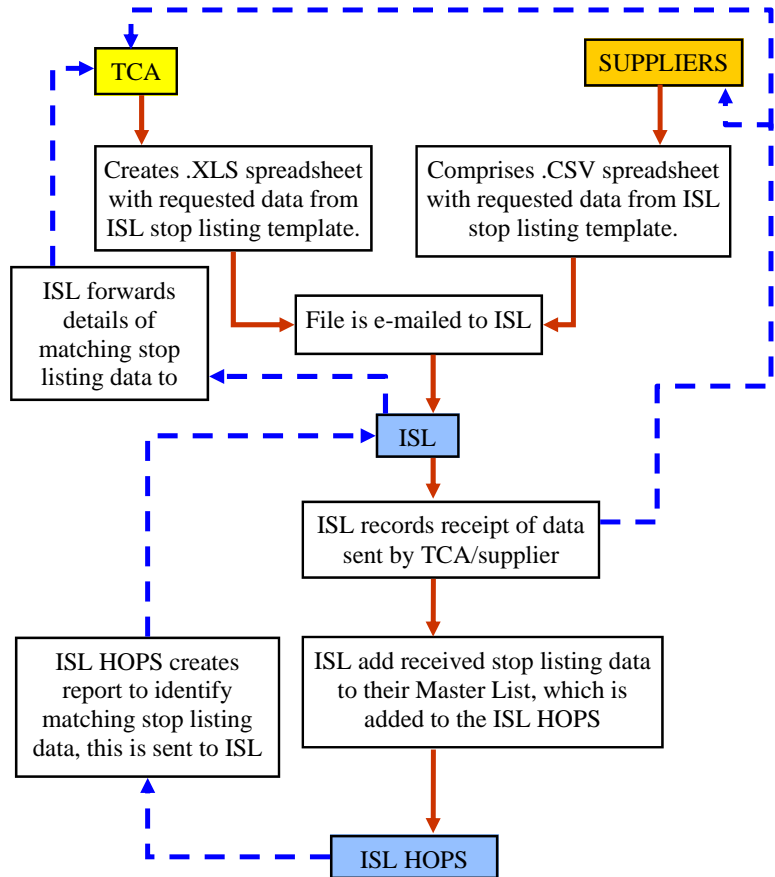
Yes – but there will be a TAN (Technical Advice Note) issued from ISL & DfT to all TCA's in early August with some guidance notes on what will be added to the stop list.

Can a TCA have direct access to data contained in the master stop list?

No.

If a TCA is experiencing any problems with the current procedure, please do inform the ITSO Services team at 0121 634 2758, or [stoplisting@itsoservices.org.uk](mailto:stoplisting@itsoservices.org.uk).

The diagram below depicts the processes undertaken by all parties in the stop listing process.



## Introduction to next Shell OID

ITSO Services are in the process of introducing a second Shell OID; the current Shell OID (100) has a maximum capacity for 10,000,000 cards, consequently as we are close to filling our allotted allocation we require a brand new Shell OID for any new allocations for in-house suppliers, or for TCAs who have used up existing ranges and require a fresh range of numbers.

A typical card is made of the following sequence of numbers: 633597 **0100** 7234814 3. The new Shell OID will be number 0110, meaning the previous example with the new OID number would be modified to look as follows: 633597 **0110** 7234814 3. Commencing in June, TCAs who will be producing cards in-house, or TCAs who request new ISAMs for their card suppliers, will have their cards encoded with using new Shell OID.

## The next steps for ITSO Services

### TCA Migration

With ITSO compliant cards now in circulation across England, some TCAs are taking the first steps towards becoming fully smart; at the moment two TCAs are in the process of migrating to a fully ITSO operation.

With this in mind, ITSO Services will be discussing TCA migration at the upcoming TCA Liaison Days. This topic will become increasingly important, considering the introduction of smart Point of Service Terminals in some areas of the country; with this in mind it is something that we would advise all TCAs, regardless of their intentions on going fully smart, to be aware of. Further documentation on TCA Migration will be available on the ITSO Services website shortly.

## Supplier Integration

ITSO Services has taken further steps in its supplier integration project, which has been earmarked to identify issues experienced by card suppliers, and to create a guideline by which all suppliers must adhere to. This process is designed to not only address the problems experienced during the run up to 1st April, but also to improve the service provided to TCAs in terms of quality and effectiveness. ITSO Services aims to have a guideline in place in the near future.

## Launch of new ITSO Services Website

The ITSO Services website is a source of information for all TCAs who are signed up to ITSO Services, and can be found at [www.itsoservices.org.uk](http://www.itsoservices.org.uk). Over the coming weeks the website will go under a phase of redevelopment, with additions to be made to the current sections on TCA Liaison Days and Stop Listing, as well as the introduction of new sections to further enhance its usability. Please check the website periodically for updates. An announcement will be made post-development.

## ITSO Services HOPS Statistics

The end of the month statistics from the ISL HOPS shows that over 4.6 million shells (cards) have been produced for ITSO Services TCAs. This accounts for over 35.2 million data frames containing information required for each card to be usable and valid. Further statistical information from the ISL HOPS will be presented at the TCA Liaison Days, including information on duplicate data.

## Pass Validation Service

ITSO offers an additional service for pass owners to confirm that cards produced by suppliers are correctly encoded to ITSO specification. As this is an additional service, it is not designed to replace any exiting testing procedures that have been agreed between pass issuers and suppliers, or remove the responsibility of suppliers to provide their customers with fully functioning passes. Pass issuers may consider this a useful supplementary service in certain scenarios, such as a change in supplier, a change in Card Management Systems, the addition of new functions to passes, or the process of bringing production in-house.

Further information, including price lists and a view of the online service schedule, can be found online at [www.itso.org.uk/validation.asp](http://www.itso.org.uk/validation.asp).

## Website Login Facility

The ITSO Services website will shortly contain a login facility for all TCAs, which will improve the security of information disseminated from the website, as well as provide services such as a web forum for TCAs to exchange information with one another. TCA login details will be made available as soon as this facility becomes available.

## Other News

ITSO is delighted to announce the introduction of its new specification, version 2.1.3. As this specification is a development of the previous 2.1.2, it should be noted that it will have no detrimental effect on existing concessionary cards that are in circulation. Further details of the new specification are available at <http://itso.org.uk/page49/Home/ItsoSpecification>.

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