



Enforcement Operations Agreement

Schedule 2

Appendix 26 – Enforcement Interface Failover Thresholds

tfl_scp_000555

Service Operations Directorate
Transport for London
4th Floor, Palestra
197 Blackfriars Road
Southwark London SE1 8NJ

Copyright on the whole and every part of this document is owned by Transport for London. No reproduction of the whole or any part of this document is to be made without the authority of Transport for London. This document is confidential to Transport for London. No part of this document or information contained in this document may be disclosed to any party without the prior consent of Transport for London.

Table of Contents

1 Enforcement Interface Failover Thresholds2

1 ENFORCEMENT INTERFACE FAILOVER THRESHOLDS

1.1 Introduction

1.1.1 This document defines the Interface failover policy for the Enforcement Operations Service Provider for Enforcement Operations. It confirms the service thresholds for failover Third Party Interfaces.

1.2 Process

1.2.1 Table 1: Enforcement Interface Failover defines the Third Party, type of Interface and direction of the Interface, the criticality (the level of impact on the daily business processes that the outage of the Interface would cause) and backup facility in the event of a short term failure of the electronic Interface (less than twenty four (24) hours) and a long term failure (more than twenty four (24) hours).

Table 1: Enforcement Interface Failover

Area	Interface	Direction	Criticality	Short term <24hrs	Long term >24hrs
TEC – debt	2 way batch	To TEC	Medium	Outbound :Delay sending the batch file until the next scheduled batch run and call TEC for authorisation to send it if the combined batch is greater than five thousand (5000).	Send/receive batch file using [inset method] daily by [inset method
TEC - Warrant	2 way batch	To TEC	Medium	Outbound : Delay sending the batch file until the next scheduled batch run and call TEC for authorisation to send it if the combined batch is greater than five thousand (5000).	Send/receive batch file using [inset method] daily by [inset method

Area	Interface	Direction	Criticality	Short term <24hrs	Long term >24hrs
UK Bailiff	2 way batch	To UK Bailiff	Medium / Low	Delay sending the batch file until the next scheduled batch run. Call firms to notify.	Email information via excel spreadsheet, (the spreadsheet should be Win zipped and encrypted using a 256 Bit AES with an alpha numeric password)
		From Bailiff	Medium / Low	Save information and inform the Service Provider that the information will be sent the next day.	Email information via excel spreadsheet, (the spreadsheet should be Win zipped and encrypted using a 256 Bit AES with an alpha numeric password)
EDRA	2 way batch	To EDRA	Medium / Low	Delay sending information and include with the next scheduled batch run. Call firms to notify	Email information via excel spreadsheet, (the spreadsheet should be Win zipped and encrypted using a 256 Bit AES with an alpha numeric password)
	2 way batch	From EDRA	Medium / Low	Save information and inform the Service Provider that the information will be sent the next day.	Email information via excel spreadsheet, (the spreadsheet should be Win zipped and encrypted using a 256 Bit AES with an alpha

Area	Interface	Direction	Criticality	Short term <24hrs	Long term >24hrs
					numeric password)
PATAS	Paper (postal)	To PATAS	Medium / High	N/A	N/A
PATAS	EDI	To PATAS	Medium / High	Paper via Courer Service	Paper via Courer service

Congestion Charging Operations Service Provider	2 way batch	From Congestion Charging Operations Service Provider	Medium / High	Delay sending information and include with the next scheduled batch run.	Delay sending information and include with the next scheduled batch run.
Congestion Charging Operations Service Provider	2 way batch	From Enforcement Operations Service Provider	Medium / High	Delay sending information and include with the next scheduled batch run.	Delay sending information and include with the next scheduled batch run.
DTES – PCN export file.	2 way batch	From DTES to the Enforcement Operations Service Provider	High	Delay sending the batch file until the next day.	All DTES failover >24 hrs will be sent encrypted from DTES to the Enforcement Service provider usgin a courier. Any removable storage devices must include encryption – data contained in the batch files are sensitive. (using 256 Bit AES

					with complex passwords).
DTES – PCN status file	2 way batch	From Enforcement Operations Service Provider to DTES	Low	Delay sending PCN status batch file updates.	All DTES failover >24 hrs will be sent encrypted from DTES to the Enforcement Service provider using a courier. Any removable storage devices must include encryption – data contained in the batch files are sensitive. (using 256 Bit AES with complex passwords).
DTES – Dispensation file	1 Way	From Enforcement Operations Service Provider to DTES	Medium	Dispensation update by Email	Email information via excel spreadsheet,(the spreadsheet should be Win zipped and encrypted using a 256 Bit AES with an alpha numeric password)
Onstreet – PCN export file. (electronic)	2 way batch	From On-street PDAs to the Enforcement Operations Service Provider	High	Delay sending the batch file until the next day.	Delay sending information and include with the next scheduled batch run.
Onstreet – PCN export file. (Postal	1 Way	From On-street staff via Postal channel to the	High	Delay uploading the Printed PCNs until the next day.	Delay uploading the Printed PCNs until the next day.

Channel)		Enforcement Operations Service Provider			
-----------------	--	---	--	--	--