

AMS-HOPS Managed Service

Introduction

The AMS-HOPS Package forms the foundation of SAM's Managed Service, providing a fully managed, dependable back-office. The AMS-HOPS system can support a wide range of Smart Ticketing Schemes, from basic Entitlement Schemes to the most complex Commercial Schemes.

At the heart of any ITSO implementation, the AMS-HOPS underpins any ITSO Smart Ticketing Scheme, manages all the communication and security functions (including Hotlisting and Actionlisting), and controls and updates the Scheme's ISAM estate.

SAM's core AMS-HOPS Package supports Members with a fully managed AMS-HOPS service. This not only includes the day-to-day management of the HOPS itself, but our technical team also actively manages the ISAMs connected to your HOPS, ensuring that both stock and live ISAMs are always up to date with the latest product and media definitions and that the latest firmware updates and Key Extensions have been applied.

As a SAM Member, when purchasing a Managed Service package from us, you are not just getting access to the software from the Supplier, but the support of a team dedicated to ensuring you can get the best out of your integrated smart system – however large or small that may be.

Services Provided within the AMS-HOPS Package

The services provided by the SAM Managed Service under the AMS-HOPS Package are based upon providing a secure, unique AMS-HOPS partition. It is delivered to the required technical specification and functionality defined within the National Procurement Framework (page 15), including all Service Levels. Key attributes and services of the AMS-HOPS Package provided by SAM for its Members include:

1. Actionlist Management.
2. Perso & HSAM Management.
3. Hotlist Management.
4. Standard AMS-HOPS Performance Monitoring.
5. Supplier Liaison & Management.
6. SAM Member AMS-HOPS Support.
7. AMS-HOPS Package Supplier Service Levels (SLAs).
8. Enhanced Reporting via SAM's own Data Visualisation Service (DVS).
9. ITSO Support.

Standard AMS-HOPS Performance Monitoring

- Performing daily checks within the AMS-HOPS. to ensure systems are operating correctly.
- Generating weekly reports within the AMS-HOPS to monitor overall performance.
- Liaising with the Supplier and reporting anomalies via the Service Desk.
- Reporting any identified risks or threats to BAU to Members.
- Testing new reports via UAT testing before release to live.
- Monitoring of data exports to external systems, inc. checking and validating data exports.

Supplier Liaison & Management

- Assessment of performance against SLAs.
- Regular Account meetings with key Suppliers.
- Registering identified issues with the Service Desk.
- Managing issues through weekly calls.
- Broker support between Supplier and Member as required.
- Project escalation and solution standardisation as required.
- UAT & SAT Testing Inc. advice and guidance

Perso ISAM & HSAM Management

- Define and oversee Perso ISAM & HSAM profiling.
- Development and management of Perso ISAM Profiles.
- QA Perso ISAM profile per batch.
- Troubleshoot Perso ISAM and HSAM issues.
- Liaison with Suppliers to ensure that Perso ISAMs do not expire.

SAM Member AMS-HOPS Support

- Provide 0900-1700 M/F standard phone support for Members.
- Provide email support for Members.

- Provide access to AMS-HOPS Supplier Phone Service Desk 0900-1700 M/F.
- Provide access to AMS-HOPS Supplier Email Service Desk.
- Access Member's AMS-HOPS partitions to resolve queries as required.
- Log issues with Supplier(s) as required.
- Work with the wider supply chain to identify the source of any issues.
- Oversee management of resolving any identified issue.

Hotlist Management

- Monitor apportionment of dedicated ISAM space to optimise Hotlisting.
- Daily checking of the Hotlist activity.
- Daily Monitoring of active and master lists.
- Production and distribution of weekly reports for Members.
- Produce and maintain a Hotlisting toolkit for Members.
- Produce individual ISAM Hotlist apportionment strategies.
- Support Members in developing a Hotlist Strategy in line with BSOG Conditions.
- Represent Members at ITSO meetings about Hotlisting and respond to consultations.
- Advise ITSO and DfT on National Hotlisting guidance.
- Produce templates of Hotlisting marketing material, including posters, driver guides, amnesty leaflets and PR guidance.
- Assist other areas on 'the SAM approach' as appropriate.
- Inform Members where an Operator is failing to meet requirements.
- Support Manual Hotlist Processing as reasonably required.
- Raise Hotlist messages within the AMS-HOPS as required.

Actionlist Management

- Local apportionment of dedicated ISAM space to optimise Actionlisting.
- Daily check of the Actionlist activity.
- Produce weekly reports per operator and area.
- Troubleshoot ISAM issues.
- Attend ITSO meetings about Actionlisting.
- Respond to ITSO consultations about Actionlisting.
- Provide customer support for Actionlist issues.
- Actionlist testing.
- Produce Actionlist strategies.
- Monitor Actionlist content.

ITSO Support

- Production of user guides for Members.
- National engagement with ITSO.
- Representation on Member's behalf at ITSO working groups.
- Engagement with ITSO on specification issues.
- Application of relevant corrigendum with Suppliers.
- Bulk purchasing of ITSO services to reduce costs.
- Support Members with ITSO news story development as required.
- Central management of core ITSO initiatives (TKR).
- Management of ITSO OIDs, products, etc. (Serena) as required.
- Responding to ITSO requests on behalf of Members (surveys, etc)
- Developing funding applications with ITSO.
- Representation at ITSO-related events as required.

Enhanced Reporting via SAM's own Data Visualisation Service (DVS)

The Data Visualisation Service (DVS) is SAM's bespoke reporting platform for Members. The basic system is provided to all AMS-HOPS Package

customers at no additional cost. DVS enables a secure platform for:

- Monitoring and verifying import data.
- BAU review of product performance.
- Produce member-specific reports for weekly, monthly, and annual usage.
- Bespoke products report service (available from SAM via email or phone).
- Onsite DVS training where required.
- Ability to undertake 'What If' analysis and drill down to transaction level.
- Provide bespoke data to support the police and other agencies where needed.
- Fraud and similar trend identification.

To ensure that as many members can benefit from DVS, it has been developed to run using Tableau, a freely available data presentation platform.