

SCHEDULE 2 – Appendix 32
Enforcement Operations Failover Thresholds

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
OSE – PE List	Access to Enforcement notice processing system	To OSE	Medium	The OSE will use previous day's PE list.	Send information on CD-ROM daily by courier.
OSE – Pre-enforcement check	Access to Enforcement Notice processing system	From OSE	High	Phone and fax	Phone and fax
TEC – debt	1 way batch	To TEC	Medium	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 batch file on 3½ floppy disks in DOS readable format to the TEC daily by courier, in accordance with the TEC Code of Conduct.
TEC - Warrant	1 way batch	To TEC	Medium	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 batch file on 3½ floppy disks in DOS readable format to the TEC daily by courier, in accordance with the TEC Code of Conduct.

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.	Send information on CD-ROM weekly by courier.
		From Bailiff	Medium / Low	Save information and inform the Service Provider that the information will be sent the next day.	Send information on CD-Rom weekly by courier
EDRA	2 way batch	To EDRA	Medium / Low	Delay sending information and include with the next scheduled batch run. Call firms to notify	Send information on CD-ROM weekly by courier
	2 way batch	From EDRA	Medium / Low	Save information and inform the Service Provider that the information will be sent the next day.	Send information on CD-ROM weekly by courier
PATAS	Paper (postal)	To PATAS	Medium / High	N/A	N/A
PATAS	EDI	To PATAS	Medium / High	Paper via postal service	Paper via postal service
FCO	Email or post	To FCO	Low	N/A	N/A