



PRACTITIONER GROUP UPDATE: 8

Date: 14^h April 2020

Email: rob@visav.co.uk



Note: You are receiving this email circular because you are listed as a nominated member of the Neighbourhood Alert Practitioner Group. This is specifically for advanced access, testing and feedback of current and planned developments of the system. If you feel you should not be on this list, please reply to feedback@neighbourhoodalert.co.uk and I will remove you.

Dear Rob Thewonderful,

I hope you had a good Easter! As you will be well aware we are now almost two weeks into the V4 testing and consultation process and we have received some very useful feedback from the end user testers (more detail below). Given the current situation we have decided to extend the testing process and again there is further information on this decision below.

End-user testers:



Of 37,000 end-user testers who opted in to help with the testing process, approximately **25% have physically logged in** to the test system in the 14 days since they received their welcome and login emails. We have received 158 feedback emails via our Zendesk support system and a similar number as system replies to the initial welcome email. The feedback received has generally been in relation to a few system bugs that we would have expected and also some very positive comments relating to the overall layout and speed of the system which is very encouraging.

We plan to send our own test email from the system this week to all end users to gain some direct feedback on the message functionality options. We don't have Practitioners in all areas of the country so our message will be national, so all end-user testers will have received something.

Practitioner group system access:



We sent login details to the 39 of you who make up this practitioner group on 31st March (1st April for NW administrators). Of the 22 people representing our emergency service partners, 7 have logged into the test system and at the time of writing this update **no test messages have been created or sent**. Of the 19 NW administrators on the practitioner group, 11 have accessed the system and 10 test messages have been created. This leads me nicely onto the next section of the bulletin....

Test process extension:

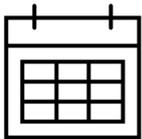


Given the current lockdown situation we find ourselves in, the above statistics and a few conference calls I have been involved in over the past couple of weeks, it comes as no surprise that the Coronavirus pandemic is stretching the resources of all our partner organisations to the absolute limit. We fully appreciate that this is having an impact on the resource time you can dedicate to this V4 testing process. We want the testing and consultation process to be as comprehensive and robust as possible so we can deliver the best system possible for those of you who opt to go live with the first version 4.0 release when the time is right.

We therefore propose to **extend the testing and consultation process until the end of June** to enable you all to have the time you need to conduct effective testing and feedback. This will clearly impact on the timeframe for delivering the first release of the new system, however it is imperative that we deliver the 'right' system for you and if that means delaying the process, we feel that is the right decision to make.

The good news is that the additional time enabled by this extension of the consultation period will allow a more comprehensive and yet simpler management of the next phase of development. Our Project Manager, Chris Davis will be compiling the numerous bug reports, suggestions and omissions into a **consultation document** which will clearly outline the finalised version of V4.0 and what it contains.

Postponed net meetings:



We had planned to host two follow-up net meetings this week (today & Thursday). Given that we want these meetings to be as productive as possible we have decided to postpone these until a time when we have sufficient system feedback from you all to generate some solid discussion points.

Please accept my apologies if you attempted to join these, no one appeared in the meeting, but I have received a couple of emails regarding them. We will communicate new dates to you in due course.

Please do continue to test the new V4 system when you can dedicate sufficient time and send your feedback to feedback@neighbourhoodalert.co.uk as per the process already communicated to you. As always please don't hesitate to get in touch if you have any queries.

Best regards

Mike Douglas

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