

**Mailer Technology Advisory Council (MTAC)
Meeting Report
03/02/2016 12:30 PM - 1:30 PM**

USER GROUP 4 (UG4) SESSION

AGENDA

- 1) **IV™ Education and Awareness Campaign**
- 2) **New STID publication**
- 3) **NPF**
- 4) **AOB**

DISCUSSION POINTS

The purpose of this meeting is to provide an ongoing forum to facilitate communications between the Postal Service and users, define and review improvements in process/production functionality and address and resolve issues.

IV™ Educational and Awareness Campaign

- Informed Visibility™ Educational Awareness is to inform stakeholders about the benefits of IV™, the systems/processes it will impact, what mailers need to do to get ready, and provide the associated Mail Tracking & Reporting timeline of events.
- The migration timeline was reviewed. This timeline is being used for both USPS and for Industry, as shown below.

	Migrate IMb Tracing	Container and Tray Visibility	Bundle Visibility	Assumed Handling Events	Web-Enabled Mail Tracking	Flexible Data Provisioning	Flexible Data Delegation
Apr.							
May	• 5/20 – Pilot start for IMb Tracing and Logical Delivery Events	• 5/20 – Pilot start for Container and Tray Visibility	• 5/20 – Pilot start for Bundle Visibility		• 5/20 – Start Pilot for Web-Enabled Mail Tracking (Phase 1)	• 5/20 – Pilot start for Flexible Data Provisioning (Phase 1)	• 5/20 – Pilot start for Flexible Data Delegation (Phase 1)
Jun.	• 6/10 – Begin National Rollout of IMb Tracing and Logical Delivery Events	• 6/10 – Begin National Rollout of Container and Tray Visibility	• 6/10 – National Rollout of Bundle Visibility	• 6/27 – Pilot start for Assumed Handling Events	• 6/10 – National Rollout of Web-Enabled Mail Tracking (Phase 1)	• 6/10 – National Rollout of Flexible Data Provisioning (Phase 1)	• 6/10 – National Rollout of Flexible Data Delegation (Phase 1)
Jul.	• 7/8 – Migration of IMb Tracing Complete	• 7/8 – Migration of Container and Tray Visibility Complete		• 7/25 – National Rollout of Assumed Handling Events	• 7/5 – Pilot enhancements for Web-enabled Mail Tracking (Phase 2) • 7/25 – National Deployment of enhancements for Web-enabled Mail Tracking (Phase 2)	• 7/5 – Pilot enhancements for Flexible Data Provisioning (Phase 2) • 7/25 – National Deployment of enhancements for Flexible Data Provisioning (Phase 2)	• 7/5 – Pilot enhancements for Flexible Data Delegation (Phase 2) • 7/25 – National Deployment of enhancements for Flexible Data Delegation (Phase 2)
Aug.							
Sept.							

- The communications plan was reviewed. Lisa suggested adding a column to the timeline to define who the audience is, who needs to take action and who is receiving the communication.

PRODUCT INFORMATION

- Questions were raised about the crossover of functionality, what repercussions would be if no action were taken, and whether the systems will be running in parallel. A statement indicating what actions would be required of mailers to migrate to IV™ will be included in the collateral.
- Sharon suggested the timeline include requirements of what's changing. Perhaps provide a way to test or provide a sample.
- A sample file format, as well as a test deck and sample raw data to enable testing ahead of time were also requested. As data attributes are still being defined, the IV Data Model for Mail Tracking is not yet available.
- Existing subscriptions will be migrated over to IV™, and existing mailers will receive them in the same format.
- Mailers will be required to log into the Business Customer Gateway (BCG), request access and set up the users in IV™ to enable them to log in to the IV web portal, should they wish to manage their subscriptions and data delegation themselves online.
- The national migration will begin on June 10th and run through July 8th for IMb Tracing and Container and Tray Visibility. Each customer will have one single day when they cut over to IV™. There will be a short period (perhaps 6 hours) during which the user may receive duplicate data from legacy and IV systems.
- Customer preferences for specific days on which to schedule the cutover were discussed (Sundays or work days). The current plan is to provide users with an opportunity to choose their cutover date in April. The Help Desk will be consulted on the plan for customer migration.
- Tracy would like to have a preview of the Training to see what it will look like.

Communications Plan

The Communications and Training Plan for the migration to IV™ was discussed . The draft Communication Plan/schedule that was presented is as follows:

Week of 4/4: Message #1	What is Informed Visibility™ and what does IV™ Mean to Your Company?
Week of 4/18: Message #2	Training Set #1; IV™ is coming - Preparing for Administrative Roles
Week of 4/25: Message #3	Training Set #2: Roles & Permissions Management
Week of 5/2: Message #4	IMb Tracing and Container and Tray Pilot Participants Needed
Week of 5/2: Message #5	Training Set #3; Subscriptions and Delegations
Week of 5/9: Message # 6	Training Set #4; Logical Delivery Events
Week of 5/16: Message #7	Training Set #5; Web-Enabled Mail Tracking
Week of 5/23: Message #8	Pilot Kick-off Meetings (2 week parallel-testing duration)
Week of 5/30: Message #9	IV™ User Guide
Week of 6/6: Message #10	Pilot Conclusion and Preparation for Deployment
Week of 6/6: Message #11	Ready to Deploy IV™

Training Highlights:

- Live Webinars are being planned during the week that the communication goes out.
- It was estimated that trainings would be approximately 20 minutes or less in length.
- All the training material will be covered in the IV User Guide.
- Multiple people will be able to fill a given administrative role (Message #2, Training Set #1).
- Instructions for how to apply for access to IV via the Business Customer Gateway will be released in Message #3.
- Sample raw data to enable testing ahead of time is being considered.
- Training materials needed for the Help Desk will be discussed.
- Details on migration to one single Help Desk will be communicated

The IV™ Communications Plan for 7/25 Deployment was presented as follows:

PRODUCT INFORMATION

WBNR = Number of weeks before national rollout

WBNR	Week of	Implementation	Communication	Training Available
12	5/02			
11	5/09			
10	5/16			
9	5/23			
8	5/30			
7	6/06			
6	6/13		<ul style="list-style-type: none"> Solicit Pilot Participants 	
5	6/20		<ul style="list-style-type: none"> Training Set #6 Assumed Handling Events 	<ul style="list-style-type: none"> Overview of End-to-End Tracking and Assumed Handling Events
4	6/27	Pilot start – Assumed Handling Events	<ul style="list-style-type: none"> Pilot Kickoff & Demo Training Set #7 Enhancements for IV Release 2.0 	<ul style="list-style-type: none"> IV Release 2.0, What's New? Managing Company Subscriptions (revised) Managing Data Delegation (revised) Web-Enabled Mail Tracking (revised) Managing your Personal Data Subscriptions (revised)
3	7/04	Pilot start – Other Enhancements	<ul style="list-style-type: none"> Pilot Kickoff & Demo 	
2	7/11		<ul style="list-style-type: none"> Updated IV User Guide 	<ul style="list-style-type: none"> IV User Guide (revised)
1	7/18		<ul style="list-style-type: none"> Pilot Conclusion and Preparation to Deploy Ready to Deploy 	<ul style="list-style-type: none"> Training Curriculum Webinars
0	7/25	National rollout	<ul style="list-style-type: none"> TBD 	<ul style="list-style-type: none"> Training Curriculum Webinars (recorded sessions)

Communications Discussion:

- Judy expressed concerned about the possible impact of a broad communication released to all, as well as the individuals who are listed as subscriber/manager.
- Development Guide: Programmers will expect a guide to reference for the development cycle that includes data specifications, data format and layout (not a draft).
- Although it is possible to release the Development Guide early, due to the Agile development cycle it may be difficult to provide it too far in advance.
- A concern was expressed about releasing the User Guide only two weeks before the launch.
- Jody requested information on the number of users, and stressed the importance to mailers of knowing when the legacy system would be turned off.
- Bob – Users will mostly care about any disruption in visibility. Allow plenty of time for planning and testing as part of the schedule. Explain how additional attributes add to the data model, the best way to utilize it.
- Next week’s session will be devoted to discussing the migration, the IV™ communication plan and going over any concerns.

Action Item: Amy to include the IV™ Data Model to the Training Matrix

Action Item: Amy to add the Technical Guide (Development Guide) in the list of planned training collateral

Action Item: Amy to provide metrics on number of users for MAIL.xml push, pull and IV data distrution and number of users of IMb Tracing on MTR

Action Item: Industry Members to send requests for any additional information to Himesh or Amy

Agenda Item: Review of the Mobile App for Long Haul tracking

Agenda Item: Discuss NPF at the next session