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| Inland Revenue |
| Business Transformation Programme  On-Boarding Approach  **Prepared by:** <Name>  **Date:** xx/xx/xxxx |
| IN CONFIDENCE - HIGHLY PROTECTED |

**About this Document**

This document is intended to serve as an On-boarding strategy for external clients/business partners and guiding then through the step by step process of consuming IR’s new digital service. On-boarding strategy is segmented into two individual documents- One is titled as ‘On-Boarding’ approach which is targeted to focus core business such as pre-requisites, testing activities, organisation contact lists etc. Second is ‘Build Pack’ which lists required technical specifications, solution design and other bidirectional information source between IR and external clients.

This document specifies On-Boarding approach.

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# Overview

## This solution

<Define the service and solution and how it fulfils the purpose>

**Author**- FAST

## Intended Audience- Service Provider

<List of Service Provider/s>

**Author**- ITDL

## Benefit of using the Service

<Define benefits of using this service>

**Author**- ITDL

# Path to Production

## Registration Pre-requisites

<Define list of pre-requisites >

**Author**- FAST

## Service Transition

<Define list of service transitioning steps/states such as New Service vs Upgraded Services >

**Author**- FAST

## Supporting your Software Development Lifecycle

<Define how on-boarding approach will support external’s design and build phase/s>

**Author**- FAST

## Testing Phases and Environment

<Define testing phases and list of environments to execute the test cases>

**Author**- Test Team

## Certification

<Define list of certificates (Self certified/external certified) required to support the new service>

**Author**- FAST + Architect

## Entry to Production and Early Life Support

<List entry steps to production and early life support process>

**Author**- FAST

## Production Support

<Define how externals will be provided production support>

**Author**- ITDL + BAU

# Contact List

## Service Provider contact list and escalation path

<Create a contact list for all service providers and include all key contacts>

**Author**- ITDL

## IR Contacts and escalation path

<Create IR’s contact and include all key contacts for immediate support>

**Author**- ITDL

# Appendix 1- Non Production Data

## Testing Personas

<Define list of personas used for test execution>

**Author**- Test Team

## Use Cases

<Define list of use cases for testing>

**Author**- BA (+ BTM)

# Appendix 2 – Build Packs

## XIAMS and OAuth2 <sample>

**Author**- Architect

<OAuth>

<PKI>

## Gateway Services

**Author**- FAST + Architect

<Return Service Attachment>

<Intermediation Service Attachment>

## Glossary

**Author**- All

|  |  |
| --- | --- |
| Term | Meaning |
| Abbreviation/Term | Description |
|  |  |

# Testing

## Pre-requisites

<Define list of pre-requisites items such as Environment access request, log-on access etc.>

**Author**- Test Team

## Environment and their use

<Define different environments such as DPS, DTE, QUAL etc. and how to effectively and efficiently use them>

**Author**- Test Team

## Environment and Data Management

<Define how data will be managed in different environments, co-existence etc.>

**Author**- Test Team

## Test Execution

<Define test execution process- Steps and activities required to execute test cycle>

**Author**- Test Team

## Test Exit Report

<Provide test exit report after completion of testing life cycle. For unsuccessful test, provide additional information such as process and steps followed>

**Author**- Test Team

## Production Connectivity and Verification

<Define scenarios to test and verify production connectivity between external server and IR etc.>

**Author**- Test Team