**Requirements**

1. ***The ability to make amendments to the BERTI/eBTI front end, guidance, printed outputs (application and decision templates) etc to remove all reference to the EU on Day 1. Recent experience shows the existing services are difficult to amend so early reassurance on delivery confidence is requested, please. (It is understood that the expert tech resources for these services are Tony Markwell and Peter May.)***

This will involve changes to the eBTI Internet, eBTI Intranet and BERTI services. Both the application form and the decision form (C61) will require amending along with help text (both associated with the application form and the help/faq pages on the websites).

I am assuming that we are coding for a ‘big bang’ change. That is, everything to be released on 29/03/2018 and not some interactive facility that will allow the relevant texts to be altered by our business users (currently this is only implemented for the C61 and it is not the simplest of functions to use…. Trial and error with the live data… so we tend to perform the changes as a part of the development cycle).

We will require replacement UK texts to be provided by our business colleagues.

There is also a question as to what happens to reprints of previous applications/rulings. Will these still be reprinted on the current (i.e. EU) forms or will there be a change to this as well?

Additionally, how will the backlog of cases be handled? We currently have approximately 800 case (largely being worked on to come to a decision but some applications also) backlog. Will there be an exercise to clear these or will there need to be some kind of migration to the new forms?

We will no longer be sending cases to the EU and as a result the plan is for the TBTI service to be decommissioned. This will require a number of additional changes to the remaining services.

* The TBTI service currently loads the commodity code data (validity) that we receive from the mainframe. The future of this needs to be decided (see later bullet…).
* There needs to be an approvals process for new applications and decisions that are made on behalf of the UK. This is currently performed by the EU when we send the data via TBTI. This effectively will be a rules engine that checks key data of the case to ensure that it can move forward. Data to be checked would include validity of the commodity code (it needs to be current on the day the decision is made), the EORI number (must exist) and certain date checks (to be determined). There has been no output from the architects to indicate how this should work so we would need a lot of input from the business users to establish an acceptable process. It is likely that this will form a part of the BERTI application.
* Commodity code and EORI validation would be performed by all three remaining services (to ensure data quality) and it has been suggested that CDS would have a service that would make this possible. If so we will need to obtain details of how we can access it. If not we will need to consider alternatives (possibility of a daily commodity code file from the mainframe and EORI checking on DTR…. Or manual checks by the business.

These changes that are required to our current legacy services are not trivial and they do carry a risk. However, the recent knowledge of developing these services and the many releases over recent years (culminating in a very successful release in July 2018) gives greater confidence that we would not have any problems performing the work. The problems, if any, could be connecting our legacy service to the new services such as CDS).

1. ***The ability for the IT system (eBTI, BERTI and any supporting system components) to cope with an estimated 3x increase in the number of applications (baseline 3,000 p.a.) for a BT Decision***

Ideally this would be confirmed by stress testing the finished product… however, I am not sure if this would be possible. One for our testing colleagues to consider.

Having looked at the transaction levels previously I don’t think that a threefold increase in processing would be of too much concern. However, what will happen on day 1 of BREXIT. My understanding is that only UK rulings are going to be extant on day 1 as we will not be requesting a copy of rulings made by other member states. We currently process less than 30% of all EU BTI decisions so does this mean that one day 1 we could be swamped by thousands of BTI applications (for the goods where the decision was originally made by another member state)….? This would be an interesting scenario….

1. ***The ability for the email enquiry channel to cope with an estimated 3x increase in the number of submissions (baseline 100,000 p.a.) to the existing mailbox ‘classification.enquiries@hmrc.gsi.gov.uk' by increasing mailbox capacity if necessary (traders send in digital specifications, photographs, etc)***

This would be a non-system requirement as BERTI has no access to the current mailbox and does not support/utilise it in any way. A request for another area….

1. ***The ability for the CAF filestore supporting the BTI processes (whether eBTI/BERTI system or email) to cope with an estimated 3x increase in the number of submissions (see baseline estimates in 2 and 3 above).***

As for the mailbox the CAF file store is a non-system requirement and would be handled elsewhere.

1. ***An enhanced search facility against the existing database of BTI rulings, if improvements are achievable within D1ND timescale. The existing search is known to be defective but has never been rectified due to the availability of the EU’s superior search. Successful migration/emulation of the EU search is in doubt. (see item #6).***

This would relate to the search facility within the current BERTI application as neither of the eBTI websites have the ability to query BTI rulings (eBTI Internet allows a trader to see all of their previous electronically submitted applications but with no search facility). BERTI currently has a number of different search modes (open cases, BTI’s for printing, etc.) so I would see this as an additional search option based on what is used on EBTI-3 currently. Note: This is only for our internal business users.

1. ***The ability to retrieve from the Commission-hosted EBTI3 system the prior UK BTI rulings and supporting information including photographic images, storing this in the UK and with search access available to BTI users before D1ND. The data should be stored as per the BSP SDD’s recommended solution and searchable via suitable query tools.***

I believe that this requirement relates to the need to provide the traders a system so that they can view the current BTI decisions that are valid in the UK (our version of EBTI-3 if you like). This will need a new website supported by a new database that is capable of storing or accessing images held on the CAF. This would not be delivered by the VBOR team.

Note: If there was a requirement to store images permanently on the current BERTI live database… then there would be issues with storage space. If this is an option then there needs to be a very rapid assessment as to how much additional storage would be required and as to whether a new database server would be needed.

If there is to be a new database for the new website then consideration needs to be given as to how BERTI would deliver the data to it.