

## Portal Update

With less than 60 days left, focus is shifting to the mechanism for passing information between the parties. All the time spent planning in the lead up to the reforms should be paying off, but with still much uncertainty in the actual operation of the process, there remains the stark reality of the enormous task in hand.

There is more clarity on the shape and nature of the portal and there have been several group sessions organised by the consultants involved (IDSL). Some of the commonest questions asked of us are reproduced here:

### How will we access the portal?

Accessing the electronic portal will be simple and flexible with two interface methods:-

- Secure access to the portal web site to allow data entry via web browser screens
- The ability for in-house case management systems of claimants and defendants to submit and receive appropriate data electronically via Application – to– Application (A2A) links.

### Who is involved in the design of the portal?

Key stakeholders including claimant and defendant representatives have been working together to develop and implement an electronic communication portal to support the MOJ process reforms.

### Do we have to use the portal?

There is nothing to suggest that the use of the portal is mandatory, current guidance has specified that communication must be electronic and secure. However, we are waiting for the final rules to be released which will hopefully contain further information not only in respect of the portal but also the fee structure. Keep checking the web page for updates!

### Will the portal be ready?

It is understood that the portal will be ready in time and time scales for the delivery of the portal is going to plan.

### What are the key milestones?

- 10/12/2009 Stage 1 development (Web browser) complete
- 23/12/2009 Stage 1 User Acceptance Testing (Web browser) complete
- 07/01/2010 Stage 1 Training/Demo system (Web browser) starts
- 01/02/2010 Stage 1 Training/Demo system (A2A) starts
- 25/02/2010 Stage 2/3 Training/Demo system starts
- 01/03/2010 Live rollout starts
- 06/04/2010 Full go-live

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The timescales are challenging and everybody is working together to meet these time lines. Now is the time to understand how the portal will work and what impact the portal could have to your existing systems processes and structures.

For more information, speak with Bavita Rai on 0121 200 3499 or consult IDSL's website [www.rtapiclaimsprocess.org.uk/](http://www.rtapiclaimsprocess.org.uk/)

#### Important

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