

**TOTSCo Bulletin No 21****DATE: 11 August 2023****SUBJECT: Access to TOTSCo Hub for Integration Testing starts 4 September**

We are very pleased to announce that from 4 September, **the TOTSCo Hub will be open for Integration testing**, specifically, CP-to-CP testing using test data in a test environment. Our updated [TOTSCo Hub Delivery Roadmap](#) outlines the updated timetable to take you from initial connection testing to full integration with the hub in the live environment.

**It's important to follow our testing roadmap in sequential order** starting with connection testing. If you have any concerns about whether you are ready for testing, then please use our [industry readiness checklist](#) and do [reach out to us](#) if you need help.

On 20 October, we will add a live environment for testing using live data. From this date all environments will support API Key and mTLS, as well as OAuth2. Currently, our environments support OAuth2 only.

**If you're planning to perform integration testing in September**, ensure that you have completed the onboarding process with us and conducted connection testing in our Test Simulator. Review our [integration testing guidance](#) to ensure you are prepared. You will need to book a test slot and testing will take place in pairs using agreed test cases. When you are ready to start Integration testing [contact us](#) so we can support you through the process.

**Any questions?**

We've compiled a set of questions to assist you (see below). If you don't find a specific question addressed, please don't hesitate to [get in touch](#). We're here to help in any way we can.

Thank you for your ongoing commitment and collaboration in achieving a successful implementation of One Touch Switch.

**TOTSCo**  
**August**

**Supporting Question and Answers**

- 1. How do I onboard?**  
[Click here](#) to start your onboarding process. We have created a [TOTSCo Hub User Guide](#) with step-by-step instructions to guide you through the process.
- 2. How do I book a test slot for connection testing?**  
Once you have onboarded and received your unique ID (RCPID) you can book your test slot. Before coming to your test slot, please review the [TOTSCo Hub User Guide](#) to ensure you're well prepared.
- 3. What does it mean if I am using a Managed Access Provider (MAP)?**  
You will need to onboard with us initially. Then work with your MAP to complete testing in their test environment. Thereafter, you can start integration testing with us.

- 4. Why are you launching the Integration Test Environment earlier than expected?**  
Industry has had a long period to prepare for OTS and we know that you are keen to move at pace. We are making good progress with our development partner. Therefore, we want to take the opportunity to give Industry the maximum amount of time to conduct testing of both the hub and their own readiness.
- 5. Do we need to have completed commercial onboarding before we can start Integration testing?**  
This is not essential but preferable, because once you have completed commercial onboarding, you will have access to the online incident reporting and logging of your enquiries.
- 6. Do we need to sign the User Agreements before we can start Integration testing?**  
No. The Testing User Agreement provided to you with your RCPID when you onboard is sufficient.
- 7. What does integration testing prove that connection testing doesn't?**  
Connection testing is to test connectivity and basic messaging to and from our Test Simulator. Integration testing uses full hub functionality which enables you to test the complete end-to-end OTS process with another CP using test data.
- 8. Do we need to have completed testing in the test simulator before we can start Integration testing?**  
Yes. You need to complete testing sequentially. You can start testing when you are ready. If you have any concerns about whether you are ready for testing, then please use our Industry [readiness checklist](#) and do [reach out to us](#) if you need help.
- 9. What should I do if I would like to start integration testing?**  
Ensure that you have completed the onboarding process with us and conducted connection testing in our Test Simulator. Review our [integration testing guidance](#) to ensure you are prepared. You will need to book a test slot and testing will take place in pairs using agreed test cases. When you are ready to start Integration testing [contact us](#) so we can support you through the process.
- 10. What if my organisation is not ready for integration testing?**  
You can start testing when your organisation is ready. If you have any concerns about whether you are ready for testing then please use our [Industry readiness checklist](#) and do [reach out to us](#) if you need help.
- 11. How does integration testing fit into the full end-to-end testing programme?**  
The Industry Testing Groups (ITGs) are working on the full testing schedule which we expect to be completed by the end of September. [Here](#) you can read more about the role of the ITGs.
- 12. We are planning to implement security via API Key or MTLS. When can we expect to receive the specification for these?**  
We're currently in the process of updating the API Specification, and we'll promptly share it with you once it's finalised.

**13. What is the difference between the Integrated Test Environment and Industry Live Trials?**

We will use test data in the integration test environment. Industry live trials will involve using real customer data. This could be friends and family who agree to simulate a switch which is later cancelled off or additionally or alternatively, we may deploy some small number of customers via the new switching process who are manually supported through the back-end aspects.

**14. What if the testing shows that there are issues to be fixed?**

The very purpose of testing is to find the things that don't work. How we identify, triage and resolve those queries will be a key aspect of the testing plan.

**15. What hours will the test environments be open for?**

Support will be available between 8am – 5pm Monday to Friday. If you require any support out of hours, please advise us and we would try to provide this by agreement.