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NHS 111 online ITK Testing Prerequisites

Version 1.1

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# Document purpose

The purpose of this document is to set out prerequisites for testing call-back services for NHS 111 online.

For general information on DoS profiling for 111 online please [visit the Tools section of our microsite](https://111online.github.io/nhs111-resources/111online/tools/).

## Testing prerequisites

There are several prerequisites to testing, and these vary depending on the services in question. This section outlines these prerequisites in simple terms, providing a ‘readiness checklist’ that can be referred to before and during testing as needed.

### Submit DoS IDs in a Service Change Template and book testing

DoS IDs to be tested must be submitted to the 111 online implementation team before a testing date can be booked. The Service Change Template provides the implementation team with an idea of how much time to schedule for testing sessions, as well as all the information they need to prepare for and complete testing. The implementation team requires a minimum of 5 working days’ notice from receipt of this template and booking of testing to submit the IDs and get them added to the **test** ITK approved list. Due to the back-office processes involved, testing cannot occur without sufficient notice.

The Service Change Template provides space to list the details of each DoS service ID (including the ID number and the postcode). Against each service ID row is a column for every DX code relevant to 111 online. These should be marked with an ‘X’ to indicate where testing is required.

See below for a partial example:



Figure 1 - Example Service Change template entry

### Finalise receiving service endpoint configuration

Any service providers who will receive ITKs from 111 online must configure their systems to:

* recognise the DoS service ID;
* recognise and accept the relevant DX codes;
* place incoming messages in the correct queues for management with the correct priority/urgency.

Configuration of DoS profile endpoints MUST be **fully** **completed** prior to the testing date.

The following broad questions should have been considered, answered and configured as appropriate before testing is scheduled (detail will vary according to receiving system):

* Which queue will receive referrals?
* Do the DXs need to be added to a system-supplier approved-list to avoid them being rejected upon receipt?
* If relevant, how should these referrals be tagged in the receiving system?
* Who will manage these referrals?
* Are there any upcoming service changes that will require additional configuration after initial implementation?

## Activation and/or amendments to profiles during the test session

### Add temporary SG/SD codes for testing

The disposition tab on the Service Change template contains a list of SG/SD/DX combinations that are used for the pre-set testing scenarios.

Temporary SG/SD codes can be added to new profiles prior to testing to expedite the testing process, but for existing profiles it is acceptable to add these at the point of testing.

### Newly created profiles

**Newly created** profiles are DoS IDs that are only onthe **test** approved-list at the time of testing. These profiles are not at risk of **returning** for live users because DoS IDs are only added to the **live** approved-list once testing has been successfully completed; however, in some cases they *can* **interfere** with live returns from DoS and for that reason the following precautions are advised:

* We recommend that new profiles are **not** made active until the testing session takes place.
* Set **patient age range** to 119-129. 111 online ITK tests use 119 as the age of the patient. This eliminates the likelihood of the profile **interfering** with returns for live users during the testing period.

### Existing profiles

**Existing profiles** are DoS IDs that are already on the **live** approved-list following previous testing.

It is best practice, wherever possible, to create **new** service IDs where an endpoint/provider change is taking place. This avoids having to test and then re-test when changes are made and reverted prior to go-live. New profiles can then be activated at the point of go-live and old ones closed/retired without risk of errors being introduced with endpoints being copied/pasted/reverted.

Where the intention is to test additional DXs, great care must be taken not to open a service to the live site when the receiving service is not expecting/handling calls.

For this reason, when testing existing (live) profiles, the following precautions are suggested **at the point of the testing session**:

* Set **patient age range** to 119-129 **before** making any other amendments **during** the testing session. 111 online ITK tests use 119 as the age of the patient. This eliminates the likelihood of the profile returning for live users during the testing period. Age should be set back as soon as testing has completed, as well as removing additional Dx’s or new endpoints unless approval to go live immediately has been received.
* For live services that are profiled for opening times in the out of hours period, the profile will need to be open at the time of test using specified opening times.

## Testing checklist

It is important to ensure all of these can be answered in the affirmative **before testing is scheduled**:

|  |  |  |
| --- | --- | --- |
| **Prerequisite** | **Responsibility** | **Met (yes/no)** |
| Have DoS profiles been created for any new receiving services? | DoS Lead |  |
| Have DoS profile IDs been identified for existing profiles requiring amendment | DoS Lead |  |
| Have any and all receiving system endpoints been configured to recognise relevant DoS profile IDs? (This includes configuration of EDDI services) | Provider |  |
| Have any and all receiving system endpoints been configured to recognise relevant dispositions to place them in the correct queue?  | Provider |  |
| Have all service IDs (new and existing) been collected and submitted to NHS Digital in the DoS ID Service Change template? | DoS Lead / NHS Digital  |  |
| Have service IDs been added to TEST approved list | NHS Digital |  |
| Have all dispositions been profiled with the required SG/SD (temporarily if necessary) for NHS Digital ITK testing? NOTE: For existing live profiles, this must not be done until the testing session. | DoS Lead |  |