

APPENDIX 2 (TO THE VARIATION AGREEMENT)

DATA MANAGEMENT SUPPORT BASELINE

Data Management Support Included in Baseline

Current (BAU) activity is focused wholly on data management of address information – this is done largely through the address structure team.

There are **s.43(2)xxxx xxxxx xxxxx** in the address structure team. The activities carried out are as follows:

- Referrals from field, call centre, direct from customer – address queries and amendments, approx 1200 phone calls per week + correspondence from customers
- Process field summary outcomes, (e.g. – this house has now been demolished)
- Process undelivered envelopes
- Adding, deleting & amending addresses on Lassy
- Building on postcodes, amending as per Post Office changes
- Identifying “discrepancies” with PAF data & liaising with the post office to get them corrected
- Building on new addresses arising from dealer notifications
- Updating address information arising from DD or credit/debit card applications
- Updating MOD, University databases with address changes, (Halls of Residence etc.)
- Updating Lassy with information from the PAF update runs of “rejected” records – e.g. duplicate addresses etc.
- Updating ARC address information on Lassy – residential homes
- Adding “notes” to Lassy records related to address information received through the manual licensing processes
- Islands – manually maintained outside of Lassy
- MP’s – list of them & their constituencies – mainly to enable complaints to be managed
- Diplomats – guarded on Lassy & lists need to be maintained
- Blind – database identifying those that need information in Braille or large print
- Hotels
- DUADs – customers with multiple addresses mainly where communication address is different from License address
- Multis – large organisations paying for many licenses through a single licence
- there is no significant focus to maintain data integrity between “non-Lassy” systems and Lassy – this would be developed through an in-house re-hosting project

The baseline assumes no changes to the following:

- The way Data is captured
- The type of information captured
- The volume of information captured
- The purpose of the information

APPENDIX 3 (TO THE VARIATION AGREEMENT)

s.43(2) [REDACTED]

[REDACTED]

1. [REDACTED]
2. [REDACTED]
3. [REDACTED]
4. [REDACTED]
5. [REDACTED]

[REDACTED]

- [REDACTED]
1. [REDACTED]
 2. [REDACTED]
 3. [REDACTED]
 4. [REDACTED]
 5. [REDACTED]
 6. [REDACTED]
 7. [REDACTED]

