KUSA ONLINE PORTAL

KUSA System Development Report – October
(Verbal Report given at EXCO 2025-10)

Progress on the KUSA Online Portal during October was slower than in previous months, largely due to significant issues encountered with the new payment gateway service provider. A verbal report was presented to EXCO, and this written summary is provided for the formal project record.

The primary focus for October was the integration and testing of the new payment gateway. Although the developers successfully installed the payment gateway component onto the new portal, both the KUSA office and the development team were unable to access the provider's management portal. This prevented review of transaction logs, release of payments, or verification of gateway behaviour. Without access to the provider's backend console, full testing of the payment workflow remains impossible.

The service provider has repeatedly attempted to resolve the access issue, but after more than two weeks they have not yet succeeded in granting the required login or visibility of transactions. Despite this, they continue to assure KUSA that the matter is being escalated. The situation has created a bottleneck for progress, as payment validation is a prerequisite for several downstream functions.

On the development side, the team has indicated that additional new functionality is ready to be pushed to the staging environment. However, at the time of reporting, confirmation of the deployment had not yet been received. Once access to the payment provider's portal is restored, testing can resume and the team will be able to "get their fingers dirty" with the latest updates.

In summary, October did not deliver significant functional advancement, but substantial time and effort were invested in resolving the outstanding payment gateway access problem. Until this obstacle is cleared, testing of payment functionality—and by extension, several dependent components—remains on hold. The development team continues to work closely with the service provider, and further updates are expected as soon as the access issue is resolved.

KUSA System Development Report – November

November has been a month of steady and meaningful progress for the KUSA Online Portal, with several key technical milestones achieved and preparations advancing for the upcoming soft launch. The system has continued to mature, and the improvements introduced throughout the month have brought the project significantly closer to real-world usability.

A substantial number of bugs, errors, and inconsistencies identified during earlier testing rounds were resolved during November. Updated builds were deployed to the testing environment, addressing issues across multiple workflows and improving overall system stability and user experience. While ongoing refinement remains part of the process, the cumulative effect of these updates are positive.

A major development this month is that the new payment gateway has been fully implemented on the portal. With this component now working as expected, end-to-end payment testing can continue as part of the broader readiness work for the soft launch.

Parallel to these fixes, effort has been directed toward preparing the new production environment. This environment is being configured from scratch and will serve as the live system, with the existing staging environment retained for continued development and testing. Initial phases of data migration to production have begun. As the staging environment contained only partial datasets, a complete and accurate migration is essential to ensure that users will see their existing information when accessing the new portal. All migration work required for user visibility is scheduled be completed before the 1 December soft launch.

With the system stabilising and the production environment taking shape, the project is now ready to move into its next major milestone. A soft launch is planned to begin on 1 December, during which select members will be given access to the new portal to submit their current applications and registrations. During this period, both the existing K9 Online system and the new KUSA Portal will run in parallel. This dual-running approach ensures service continuity and allows the office to process applications through the legacy platform if any unexpected issues arise.

Following the soft launch, attention will shift to the back-office functionality, which has not yet been the focus of recent development work. As applications begin to flow through the new system, the office will start validating new workflows, financial controls, invoicing behaviour, and accounting outputs. This practical, real-data testing will form a critical part of preparing the internal administrative environment for full migration at a later stage.

Overall, November reflects strong and encouraging progress. With major technical hurdles resolved, the production environment being finalised, data migration underway, and the soft launch hopefully commencing on 1 December, the project is entering a pivotal phase. Real-world usage in December will provide essential insights and guide the remaining development and refinement required for full rollout.