

From: [Shirley Xavier](#)
To: [Narayana Reddy](#); [Amita Shetty](#); [Aravind Govindaraj](#); [Thomas Creavin](#); [Mark Dickens](#); [Natasha Westlake](#); [Samatha Kuraparthi](#); [Mark Clement](#); [Elizabeth Mason](#); [Vatsal Mayer](#)
Cc: [Marcia McLean-Harriott](#); [Carly Booth](#); [Neaman Shafiq](#); [James Evans](#)
Subject: hcapcha requirements - Migration mode launch (testing and exit reports)
Date: 11 April 2023 21:40:02

Hi all

I wanted to follow up a bit so we are all on the same page. I know the news today (amongst other things) means we have slipped from sign off again which is demotivating for many of you. You are all doing fantastic, we know how hard it is....keep going! Hopefully we are nearly there!

Status

Our senior leadership team have decided that hcaptcha will be removed during ELS ensuring the stability of migration mode before removing this additional security layer (*established after the 2019 breach*) The technical solution being delivered is understood (which has many more benefits than hcaptcha) but this is a management decision based on the accountabilities sitting with those responsible for payments data and the use cases seen in 2019 breach. It isn't expected that hcaptcha will remain on in the medium/long term but should remain initially.

I have this evening spoken to Sachin in CyberSecurity and he agrees with the position from our band 5s. He indicated it is advisable to allow a period of ELS monitoring before switching off. A decision to remove hcaptcha will come from Payments/Cyber to TSO Digital, at which point Neaman/James or team can remove. That authority hasn't been given at this point in the project.

Next steps

- To this end where functional testing has assumed that hcaptcha is switched off, we need to run appropriate functional tests again ensuring that no flows are broken with hcaptcha enabled or disabled. As noted today, we can't have hcaptcha switched on during performance testing (due to the automated nature of testing) but we should functionally ensure flows work as expected in both states.
- The test exit reports, should indicate functional hcaptcha tests (on and off) have been run against online services.
- There are no requirements for anything else (integration, performance etc)

I hope this helps, whilst appreciating the differing views on whether this is necessary. The decision has been made based on our privacy, cyber and payments management leads views. Thanks for your ongoing support, even when I share messages that are difficult. I feel like the bearer of bad news a lot and appreciate your understanding on those decisions.

Thanks

Shirley

Shirley Xavier Coelho Payments Product Manager

Transport for London T&D Payments

shirley.xavier@tfl.gov.uk Mob: [REDACTED]

I am currently working adjusted hours [REDACTED] so no expectation for you to read until your working hours.

TfL RESTRICTED