

Data Services Contract

CDSP Service Description Table

Service Line maintenance procedures

A document setting out the procedures and approvals for the maintenance of the Service Description Table Service Lines.

Version history		
Version	Date	Status
0.1	August 2017	Draft for discussion and approval by DSC Change Management Committee

1. Introduction

The Service Description Table Service Lines (SDTSL) are subject to change from a number of sources. The Data Services Contract (DSC) Change Management Committee (ChMC), where required, is responsible for approving changes to the SDTSL. Amendments to the SDTSL are subject to consultation either through the Uniform Network Code (UNC) modification process or by issuing to the DSC [Change and / or Contract] Managers. Where required, the ChMC is responsible for reviewing consultation responses and for approving (or not) proposed SDTSL amendments.

Note: this procedure is for changes to the SDTSL only. Amendments to the SDT e.g. the addition of an additional column, are via UNC modification.

Appendix 1 provides an example of a change and the consultation responses.

Appendix 2 contains references to sections in the UNC which have been used in the development of these procedures.

2. Sources of SDTSL amendments

2.1 UNC modifications including supporting SDTSL amendment

Where possible, the SDTSL amendment (as prepared by the CDSP and agreed by the workgroup) is included in the workgroup report. These form part of the consultation and when the modification is approved this includes approval of the SDTSL amendments. A revised SDTSL is then published at the appropriate time with notification to all parties. This ensures that the UNC and DSC are maintained in line with each other.

2.2 UNC modifications that do not include the supporting SDTSL amendment

Where it is not possible to include the SDTSL amendment in the workgroup report, the approval of the SDTSL amendment will be via the ChMC in accordance with the process in paragraph 3. In these instances it is possible that the UNC and DSC will be out of alignment for a short period. A Change Proposal will be raised to progress the SDTSL amendment, unless there is already a Change Proposal in progress.

2.3 UNC modifications including supporting SDTSL amendment, but the SDTSL amendment requires amendment before (or after) the modification goes live

There will be occasions when the SDTSL amendment is approved as part of the UNC modification, but development of the service leads to a refinement of the SDTSL. The approval of the SDTSL amendment will be via the ChMC in accordance with the process in paragraph 3. A Change Proposal will be raised to progress the SDTSL amendment, unless there is already a Change Proposal in progress.

2.4 Change Proposals

Amendments to the SDTSL arising from Change Proposals will be subject to approval by the ChMC in accordance with the process in paragraph 3. This will not apply if the SDTSL amendment is already captured by the UNC modification process – see section 2.1.

2.5 Xoserve proposed changes

Xoserve will propose SDTSL amendment to align the SDTSL with the service provision. The service is not changing, but the description of the service requires amendment. These amendments are non-material in nature and will be identified by internal process reviews etc. Amendments to the SDTSL arising from Xoserve review will be subject to approval by the ChMC in accordance with the process in paragraph 3. A Change Proposal will be raised to progress the SDTSL amendment.

2.6 Change Proposal

Where a Change Proposal is raised for SDTSL amendments only, Xoserve will request (as per Change Management Procedures para 4.1.3) to vary the Service Change Procedures, such that an Evaluation Quotation Report, Business Evaluation Report and Change Completion Report are not required. The Change Proposal will include the SDTSL amendments and will serve as the only document required to progress the SDTSL amendment, this includes consultation and consultation responses.

3. ChMC SDTSL amendment approval process

Xoserve shall prepare and agree the SDTSL amendment with the relevant parties associated with the UNC modification or DSC Change Proposal.

Xoserve shall issue the SDTSL amendment to the DSC [Change and / or Contract] Managers with a stated review period. This would normally be 15 business days, although if it was considered that a longer period may be required, Xoserve will consult the ChMC for a view on the consultation period.

All consultation comments will be assessed by Xoserve and then presented to the next available ChMC with recommendations for ChMC. The reason for the assessment by Xoserve is to manage any consultation responses that are unclear or may impact the understanding of the service line. The Xoserve assessment outcome is set out below:

Change Proposal reference				
Consultation response	Xoserve recommendation to ChMC			ChMC decision
	Reject	Non-material	Material	

		accept	accept	

A rejection is a consultation response that is not accepted.

A non-material accepted response is one that can be agreed by ChMC at that meeting without the need for re-consultation.

A material accepted response is one that requires a change to the proposed SDTSL such that the consultation process needs to be repeated.

Appendix 1 Example of UNC text change, SDTSL update and consultation comments

UNC legal text:

G2.1.15 On the 4th Tuesday of every month the CDSP shall send a box of chocolates with a retail value of no more than £5 to every User.

Proposed SDTSL amendment Change Proposal 1234

Reference	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time for delivery of service requirement	How service requirement delivered	Corresponding UNC requirement
Service Area 1: Manage Supply Point Registration						
DS-CS SA1-99	Box of chocolate service – retail value no more than £5	4 th Tuesday of every month	User receipt of box of chocolates	Within 24 hours	Courier	G2.1.16

Consultation comments

Change Proposal reference	1234			
Consultation response	Xoserve recommendation to ChMC			ChMC decision
	Reject	Non-material accept	Material accept	
Shipper A - The UNC reference is incorrect it should be G2.1.15		Accept – non-material		Agreed at next ChMC meeting
Shipper B - As well as a box of chocolates there should be a bunch of flowers	Reject – this is not part of the UNC text			Agreed at next ChMC meeting

Appendix 2 Key defined terms references

CDSP (Central Data Services Provider) – General Terms D section 1.2.1(a)

CDSP Service Document – General Terms D section 3.1.4

CDSP Service Description – DSC (Data Services Contract) Terms and Conditions section 3.3

Service Description Table – CDSP Service Document CDSP Service Description section 1.4.1 (b)

Service Line - CDSP Service Document CDSP Service Description section 3.1.3

Change Management Procedures:

- 1.4.1 (c) Service Change (ii) in the case of an existing Service, a change in any feature of the Service specified in the CDSP Service Description.
- 4.1.1 (c) a Change Proposal is a proposal for a Service Change
- 4.1.3 The Committee may, by a Unanimous Vote in a Full Vote, vary in relation to a particular Change Proposal and of the Service Change Procedures in this paragraph 4, at the request of or with agreement of the CDSP, but subject to paragraphs 4.7 and 4.8.8