



DSC Change Management Delivery Sub-Committee Meeting

31 Aug 17

Table of contents

Section	Title	Page No.
1	Agenda and Opening Remarks	2
2	Xoserve Operational Update	4
3	PIS Exit	7
4	Appendices	19

- This call is a broadcast of the DSC Change Management Delivery Sub-Committee materials ahead of the formal meeting on the 31 Aug 17.
- The DSC Change Management Delivery Sub-Committee itself is constituent based with the former PNSG constituency representatives attending.
- The call will be a one way broadcast of the materials to the wider Nexus community. There will be no opportunity provided to ask questions.
- The intention is to provide industry with access to the materials in order that they may feed any questions or concerns through to their constituency representative(s) ahead of the meeting on the 31 Aug 17.
- The constituency representatives attending on 31 Aug 17 are as follows:
 - GTs: Sara Neal and Chris Warner
 - iGTs: Mike Harding
 - Large Shippers: Alex Travell / Angela Love and Mark Carlin / Mike Fensome
 - Challengers: Alison Russell / Jeremy Guard and Robert Cameron-Higgs
 - I&C: Gareth Evans and Lorna Lewin

Xoserve Operational Update

Topic	Position
Platform	<p>Availability: Since 01 Jun 17 there have been no issues with availability of the UK Link System with service levels consistently at 100% availability.</p> <p>Batch Performance: The overall batch performance remains good with all running within their scheduled batch window. Xoserve will continue to review the schedule to ensure that it is running at its optimum performance and aligns effectively to business processes.</p> <p>On-Line Performance: The performance test for the portal usage was on concurrency which is a standard measure for web usage; 700 concurrent accesses to a single screen or query were supported before a degradation was noted in performance testing. The number of portal users on the live system, although high at an average peak of 500 concurrent users, is consistent and is not impacting performance. We continue to work with our customers to understand future behaviour patterns to ensure that future performance is not impacted.</p>
Process	<p>Functional Processes: Critical processes are running well with the full SPA suite (including change of supplier), read submissions, class changes, asset updates and AQ all functioning correctly with limited defects being encountered. These will continue to be reported through TPG.</p> <ul style="list-style-type: none"> • The AML (Amendment thick files) for Jun 17 billing period were provided on 12 Aug 17 to those requesting them, however, two organisations experienced delays to delivery owing to IX capacity at their end. • The second cycle has started with the Capacity invoice being delivered successfully on 04 Aug 17 and the subsequent CZI (Capacity) thick files being sent on 20 Aug 17. • The Commodity invoice was delivered on 10 Aug 17, the thick files are due on 26 Aug 17 and the Amendment invoice for the Jul 17 billing period was sent 24 Aug 17. • The assessment on providing invoicing thick files earlier will continue through the second cycle. <p>Preparations continue for the delivery of the annual EUC updates in Sep 17. These will be delivered within the Sep 17 NRL/NNL files. The first EQL/ IQL files since cutover will be delivered w/c 11 Sep 17 and more detailed communication will be provided to Networks & iGTs respectively. The final SLAs for July show that 6/110 were missed, including a priority 1 SLA, regarding iGT system registrations</p>
Key Focus Areas	<p>UIG: UIG continues to be an area of high focus. PwC has been brought in to provide project support. Xoserve is continuing to support the resolution of DM read rejections via regular teleconferences between Shippers and DM service providers, as well as data investigations. UIG nationally for Jul 17 was 3.4% overall compared with 4.6% for Jun 17, which indicates some improvement. Xoserve is also investigating NDM Allocations to identify whether these are also contributing to level and volatility of UIG.</p> <p>Ticket Management: 3594 tickets have been raised from 01 Jun 17 to 21 Aug 17 with 89% closed, this is within manageable levels. The closure of tickets continues to be a priority, however, efforts are focussed on the aged tickets with action plans being put in place to enable a more effective resolution. These are being driven through Deep dive sessions being led by Xoserve Senior Management along with relevant Subject Matter Experts and Customer Engagement.</p> <p>Exceptions: Exceptions remain at manageable levels with high resolution rates and continued focus on resolving issues associated with large occurrences, including removing or reducing root causes. Following considerable progress for large volume exceptions, fixes and enhancements continue to be implemented and is starting to show reductions in exception occurrences in some process areas.</p>

Incident, Defect and Exception Summary

Incidents

- Market participants have raised 53%; Xoserve raised 47% within 1st 12 weeks.
- No P1/P2 Incidents reported by Industry to date (17 Xoserve raised P2s).
- The volume of P3 tickets Increased over the last week and the reasons are being investigated. However, levels remain well below the peak seen in week 6.
- P5 Incidents are largely related to Queries, decreasing trend but queries frequently require extensive investigation and some are resulting in defects.
- Action plan in place to reduce aged incidents (without quality compromise).
- Ticket quality issues/response times improving. Further improvement required and being addressed through deep dive sessions led by Xoserve Senior Management.

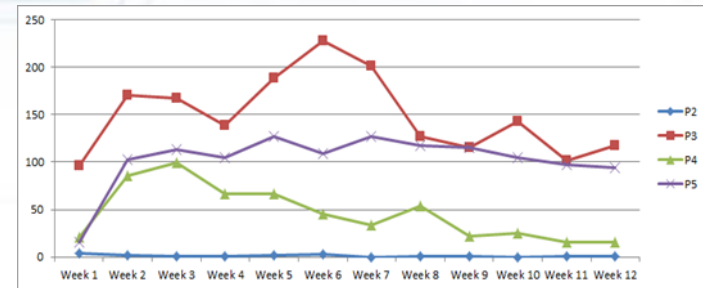
Defects

- R1.02/3 successfully deployed on-time, with a total of 67 defect fixes moving to Production on the weekend of 12 Aug 17.
- Next non-urgent production deployment, R1.04, scheduled for 26 Aug 17, following DRG checkpoint which was passed on 21 Aug 17.
- DRG forums continue on a weekly basis with positive interaction from all industry parties. Agreed defect prioritisation method continues to operate effectively in order to assist in the weekly production of the Xoserve PIS Defect Release Schedule.

Exceptions:

- Approximately 50% of exceptions generated after week 6 are duplicates due to a system fault – enhancements are planned to remove these duplications but have not been prioritised due to their outstanding status having no impact. The chart shows the view including duplicates meaning the increases in totals after week 6 are overstated by approximately a factor of two.
- The majority of remaining exceptions are associated with the amendment invoice – these exceptions are managed throughout the month but have a target SLA resolution for the 10th day of the month and will be prioritised based on this (large bulk fixable volumes will be left “in process” until nearer the 10th day of the month and priority placed on exceptions requiring investigation).
- New exceptions are declining in August as a result of fixes and enhancements.
- The increase in week 6 was due to the first billing cycle, which was expected.

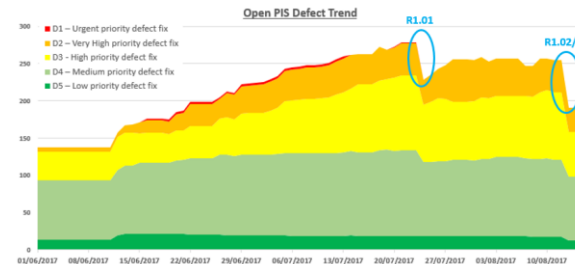
Incidents - # Raised by Week (P1-P5 only since 01 Jun 17) *



* Includes all P1 – P5 incidents (exc. Service Requests) raised across Xoserve and Industry since 01 Jun 17

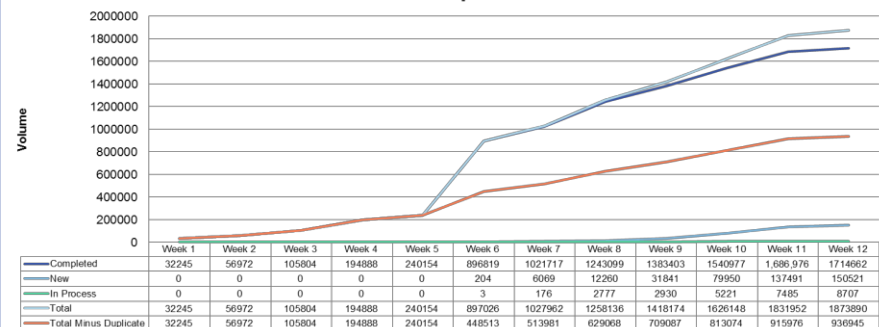
* Week 1 = Week Ending 02 Jun 17 – Week 12 = Week Ending 20 Aug 17

Cumulative Open Defects Trend (data as of 21 Aug 17)



Overall Exceptions Cumulative Total

Cumulative Exceptions to Date



Week 1 = 01 Jun 17 – 07 Jun 17. Week 12 = 17 Aug 17 – 23 Aug 17

System and Transaction Activity

System Performance

- Daily system monitoring routines are in place and all infrastructure measures are being adhered to.
- No infrastructure issues are being experienced with all hardware managing the level of activity being processed without issue.
- The batch schedule is being monitored on a daily basis and will continue to be reviewed for any continuous enhancement needs.
- All invoices and supporting information has been delivered on time.
- Disaster Recovery test successfully carried out over the weekend of 19 Aug 17.

Transaction Activity

- **August file flows are at similar levels to July and being managed successfully through the batch schedule and all automated processes.**

Area	File	Jun 16*	Average /day 2016	Jun 17	Jul 17	Average / day 2017**	Aug 17 (at 21 Aug 17)	Average /day 2017**
Transfer of Ownership	NOM	45,107	3,222	233,652	226,652	7,546	151,289	7,204
Transfer of Ownership	CNF	161,768	11,555	584,351	419,234	16,452	369,515	17,596
Transfer of Ownership	WAO	18,889	1,349	44,454	43,129	1,436	29,196	1,390
RGMA	JOB	73,933	5,281	331,950	277,146	9,985	196,317	9,348
RGMA	UPD	216,535	15,467	294,309	282,556	9,457	156,280	7,441
Reads	UMR	6,790,341	485,024	9,254,576	7,618,039	276,600	4,766,554	226,979

* 2016 comparative data based on processing over 14 days in Jun 16 – the baseline for the IDR3 dress rehearsal.

** 2017 actuals from post go-live. Averaging is over 61 days since Go Live. For Jul 17 and 21 days for Aug 17.

DES Performance

- **The use of DES has increased with new UK Link so volumes cannot be compared pre and post Go live.**
- **The level of DES first time log-ins have now steadied off following the initial peak after Go Live.**
- **The level of DES hits have also steadied with approx 1.5m per month - this level is being managed without issue by the system.**

	Start of Jun 17	End of Jun 17	Start of Jul 17	End of Jul 17	Start of Aug 17	21 Aug 17		Jun 17	Jul 17	21 Aug17
Total DES hits	103,220	1,015,632	1,441,832	3,158,176	3,261,672	4,359,464	Average DES Hits	46,899	76,987	91,121
First time Login	9,792	15,325	17,282	20,342	20,469	21,218				
Total user loaded	23,732	26,720	27,689	29,996	30,142	30,904	Average Active Sessions	4,270	6,804	6,935
Active sessions (EOD)	3,298	5,516	6,726	7,291	6,990	7,406				



PIS Exit Criteria and Evidence

Principle	Criteria	Expected evidence to support achievement of Criteria	Forum
New UKL Meets Industry Requirements	<ul style="list-style-type: none"> Key processes have been executed successfully. Transitional issues have either been resolved or a robust process is in place to manage remaining issues. 	<ol style="list-style-type: none"> Post Go Live key processes performing well* <ul style="list-style-type: none"> 1st process runs completed Key process performance levels obtained All Risks, Issues, Assumptions and Dependencies (RAID items) raised through industry governance forums have been resolved or planned to be resolved (post PIS). 	TPG PNSG
System performance is stable and reliable	<ul style="list-style-type: none"> Xoserve are able to meet their Process and System SLAs as defined in the Data Services Contract. Workarounds are operating as designed and are manageable. Xoserve has effective industry reporting in place: <ul style="list-style-type: none"> on the operating health of the system. defect management processes with capability to manage defect releases and deployments with no material impact to system performance. 	<ol style="list-style-type: none"> Incidents* <ul style="list-style-type: none"> P1, P2 ticket levels/SLAs P3, P4, P5 (including queries) ticket levels/SLAs Defects* resolved or planned to be resolved in line with industry agreed deployment plan <ul style="list-style-type: none"> (D1/D2) have been fixed (in maintenance window) (D3, D4, D5) have been allocated to a release Any required workarounds identified and fully documented Exceptions resolved or planned to be resolved in line with Xoserve internal SLAs. <p>*Xoserve daily dashboard (volumetrics against pre-agreed percentage tolerances). Summary reports are also provided to PNDG/PNSG.</p>	TPG DRG TPG/ PNSG
Gas Settlement processes capable of operating in a Business as Usual state	<ul style="list-style-type: none"> Self help on processes available to industry. Transactional activity in new UKL in line with expectation and managed with a sustainable level of resource. Process to deal with ongoing change requests in place. 	<ol style="list-style-type: none"> Business supporting material (Information Library (Frequently Asked Questions (FAQs), daily UK Link bulletins, etc.). Industry transactional activity being monitored since Go Live*. Change request log summary (CRs closed or passed to suppliers for evaluation). 	TPG
Industry Governance	<ul style="list-style-type: none"> Industry governance arrangements are in place to deal with any remaining issues post PIS. 	<ol style="list-style-type: none"> DSC Change Management interim governance arrangements have been agreed. 	DSC

PIS Exit Criteria Progress Report

Aggregate RAG



Overall status reported as Green/Amber. Where overall green status has not been achieved against individual criteria there are stable processes in place to manage the ongoing monitoring and action allocation.

Principle	#	Criteria	RAG	Assessment (10 Aug 17)	Ownership Post PIS
New UKL Meets Industry Requirements	1	Key process performance	Green	35 key processes monitored (TPG report 17 Aug 17) - 33 process successfully completed - 1 IGT daily delta portfolio - Amber. The iGT IDL extracts were issued to participants on 24 Aug 17. Monitor for any issues. - 1 Query management - Amber; Aug 17 report issued, this will be monitored to ensure Sept 17 report is issued without issue. A further 3 processes are only due to run post PIS.	The TPG will continue to monitor the success of process execution. The status of processes will be reported through the BAU service team to the change committee.
	2	Risks, Issues, Assumptions and Dependencies	Closed	As of 18th Aug 17 all industry RAID log actions related to systems stability and service delivery are closed. (Industry PMO RAID log).	
System performance is stable and reliable	3	Incidents	Amber/ Green	5 of the 6 service performance processes are tracking green. P3 response time is amber as the backlog on tickets are being cleared to achieve the target response times. (TPG report W/E 18 Aug 17)	The TPG will continue to monitor the success of process execution up to the end of PIS.. The status of processes will then be reported through the BAU service team to the contract committee.
	4	Defects	Green	R1.02 and R1.03 non urgent defect releases successfully deployed with all targeted fixes on 12 Aug 17. The next two releases have been scheduled for 26 Aug 17, releases after 1.05 were presented and agreed at the DRG meeting on 21 Aug 17. Workarounds being retired in line with release plan. SLAs are being monitored to measure service delivery, no impact from defect deployments to date. The schedule of fixes and fix releases will continue to be shared and agreed with industry through the on going DRG group. (DRG 21 Aug 17).	The DRG will continue to manage defect deployment. The status of defect deployment will be reported to the change committee.
	5	Exceptions	Amber / Green	Exceptions remain at manageable levels in Aug 17 with high resolution rates and continued focus on resolving issues associated with large occurrences, including removing or reducing root causes. Following considerable progress for large volume exceptions, fixes and enhancements continue to be implemented and are starting to show reductions in exception occurrence in some process areas. This criteria is amber as the remaining exceptions, which are associated with the amendment invoice, are being prioritised to address those that required investigation first, but targeting to meet SLAs where resolutions are known. (DSC Delivery Sub Committee 31 Aug 17)	Management of exceptions is under BAU service controls.

PIS Exit Criteria Progress Report

Principle	#	Criteria	RAG	Assessment (10 Aug 17)	Ownership Post PIS
Gas Settlement processes capable of operating in a Business as Usual state	6	Business supporting material	Green	Information library and industry communication in place and up to date. This site will be continued to be maintained .	This will be maintained by the BAU service.
	7	Industry transactional activity	Green	Aug 17 file flows are at similar levels to Jul 17 and being managed successfully through the batch schedule and all automated processes. The level of DES hits has steadied in Aug 17 with approx.1.5m per month, this level is being managed without issue by the system and concurrent usage is within levels successfully achieved under performance testing. (DSC Delivery Sub Committee 31st Aug 17)	System health will be reported through the BAU service team to the contract committee.
	8	Change requests	Amber	The link below is the agreed change process delivery approach. https://www.gasgovernance.co.uk/sites/default/files/ggf/page/2017-08/3.0%20COR4186%20-%20FR1%201%20%20%20DSC%20ChMC%20Update%20August%2017%20V1.pdf (Jul 17 ChMC) This criteria is amber because the agreed process is going through a bedding-in period, with its operational use being understood by all parties involved, No further action at this time but review of the effectiveness of the process will be included in the next periodic review of DSC.	Change will be managed by the DSC change committee.
Industry Governance	9	Industry Governance	Amber /Green	Industry delivery governance agreed up to 01 Sept 17. Measures are in place for governance of post PIS activities up to Release 2. Proposal for enduring delivery governance will be presented to the DSC Change Committee in Sep 17. (DSC sub committee 17 Aug 17, DSC ChMC 09 Aug 17)	Proposal to be presented to DSC ChMC in Sept 17, Use existing forums as appropriate until enduring governance agreed.

RAG Status

Green – criteria attained or on track to be attained by the target date (based on evidence received).

Amber – criteria at risk of not being attained by the target date but the process is being managed appropriately or credible plans are in place to deliver the criteria to enable Programme PIS Exit by the target date.

Red – criteria will not be attained ahead of the Programme PIS Exit target date and credible plans are currently not in place to deliver the criteria to support Programme PIS Exit.

Project Nexus Industry PIS Exit

A CSA review of Xoserve's position against Industry PIS Exit Success Factors

Client Xoserve

Date: August 2017

Version: 0.6



Executive Summary

Context & Scope of the Document

- ▶ The new UK Link solution has now been operational for 3 months following a successful go-live and transition in June 2017. During this period, the solution has been managed within an industry-wide post-implementation support (PIS) phase
- ▶ A formal PIS Exit Project Nexus milestone has been defined at the end of August 2017, to assess readiness against four Success Factors and corresponding criteria, jointly agreed with Xoserve:
 - i. New UKL meets industry requirements
 - ii. System performance is stable and reliable
 - iii. Gas settlement processes are capable of operating in a business as usual state
 - iv. Industry governance is in place
- ▶ Fulfilment of the Success Factors is expected to provide a vote of confidence to Industry stakeholders, and support a transition away from current programme delivery governance and structures towards BAU operations
- ▶ Baringa have been requested by Xoserve to provide an independent assurance assessment of their position against the defined Success Factors
- ▶ Baringa have worked closely with the Xoserve PIS team and Programme Directors Office to review Programme deliverables including reports, dashboards, KPIs. A number of targeted interviews have also been performed to derive findings relevant to the assessment
- ▶ This document sets out Baringa's findings for Xoserve's position against each Success Factor and makes recommendations where risks have been identified. No assessment has been performed against wider Industry factors that may contribute towards the achievement of the PIS Exit milestone.

Conclusions

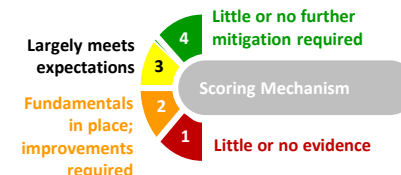
- ▶ Baringa have been able to ratify the Xoserve status against defined PIS exit criteria and associated Success factors. The level of residual risk identified supports successful completion of the defined Industry PIS exit milestone, based on available data and the criteria defined. Contributing rationale is as follows:
 - ▶ Most industry processes have now been through a first run in the new systems with processes
 - ▶ Governance is in place to cater for new defect management and resolution as well as exceptions close-out with a recent decreasing level of net open defects and exceptions. There is, however, a need to sustain dedicated Xoserve resolution teams and reporting processes beyond the proposed Industry PIS Exit point due to the fact that residual defect deployment plans stretch beyond August, new issues continue to be detected, and an exceptions backlog also persists
 - ▶ Although transitional industry governance arrangements are in place, work is still required to define and agree an enduring governance structure. A final decision on and implementation of this post Nexus structure is only expected after August, until which point transitional arrangements will need to be maintained
 - ▶ Xoserve continue to work with its suppliers and refine processes to ensure that solution KPIs are effectively monitored and proactive remedial actions taken where required
- ▶ Baringa recognise that achievement of the defined Industry PIS Exit milestone is a useful marker of confidence in the new solution and processes for Industry stakeholders. We also however observe that it represents no change in service provided in terms of the sustained level of operational resource, Industry Governance coverage, and future change and defect management processes.

Industry PIS Exit: Assurance Summary Position

Discuss



- ▶ Baringa have provided an independent achievement assessment of the Industry PIS Exit milestone, based on defined Success Factors and associated underlying criteria
- ▶ The report focuses on the adequacy and stability of processes and supporting team structures to ensure post-implementation issues can successfully be resolved, and makes recommendations where risks have been identified
- ▶ Baringa reference the relatively smooth transition period for UK Link, and performance since Go-live, with processes and governance forums operationalised in order to support post-go-live issue resolution
- ▶ The level of residual risk identified supports successful completion of the defined Industry PIS exit milestone, based on available data and the criteria defined.



PIS Exit Success Factor 1 - New UKL Meets Industry Requirements

Findings

- ✓ First use of key business reported as completed/operational at TPG, although a number of annual jobs are yet to be run
- ✓ All Xoserve transition and catch-up activities have been closed out as of the 1st of August, incl residual data migration
- ✗ Remedial activities still outstanding in relation to IGT IDL file issues
- ✗ 12 customer facing BW reports have missed DSC schedule SLAs in July and require fixes
- ✗ A number of GONG actions are yet to be closed or a plan to closure identified

Key Recommendations

- ▶ IGT IDL delta extracts to be issued to relevant market participants
- ▶ Continue dedicated focus group effort to resolve BW report issues
- ▶ Establish a plan for the closure of accepted recommendations from the go-live SAP Readiness findings
- ▶ Establish a plan to implement code and control mechanisms in readiness for the transition to a dual-track environment landscape.

PIS Exit Success Factor 3 - Gas Settlement processes capable of operating in a Business as Usual state

Findings

- ✓ Extensive self-help available on Xoserve.com for market participants
- ✓ An internal Xoserve process is in place to monitor transaction volumes in new UKL
- ✓ A framework for prioritising & scheduling future UKL changes has been agreed and Xoserve maintain a central CP backlog
- ✓ A new end-to-end internal change request process has been established and is currently being embedded by Xoserve
- ✗ The scoping process & mobilisation of Release 1.1 is behind original plans, and process inefficiencies risk similar delays being experienced for future releases (e.g. R2).

Key Recommendations

- ▶ Clear expectations and timelines to be set with DSC ChMC for prioritizing the change backlog and agreeing the scope and schedule of future releases
- ▶ The Xoserve proposed approach for market trials environments (a risk-based assessment of the requirement for market testing and a dedicated environment to be carried out release- by-release) is to be formally agreed at DSC ChMC and R2 scope used to demonstrate how the approach will be applied.

PIS Exit Success Factor 2 - System performance is stable and reliable

Findings

- ✓ A process to monitor system SLAs is in operation, although only c50% are tracked automatically based on system metrics
- ✓ Business exceptions are largely closed within SLAs (99.6% in July). The number of technical exceptions has been decreasing in August, following a surge after first invoice runs in July
- ✓ A defect management process is in place with fixes expected to continue beyond August
- ✗ System SLAs for July show that 6/110 were missed, including a priority 1 SLAs
- ✗ Technical workarounds are not consistently documented or centrally administered

Key Recommendations

- ▶ Where possible (and not in place already), Xoserve should implement automated, system metrics based, KPI tracking
- ▶ Industry to confirm (via DRG) acceptance of and supportability of the proposed bi-weekly post-PIS defect releases
- ▶ Confirmation of DRG & DMG's continued role post August is required
- ▶ Ownership of technical workaround coordination to be centralised

PIS Exit Success Factor 4 - Industry Governance

Findings

- ✓ Transitional industry governance arrangements were agreed until the end of August and expected to continue to R1.1
- ✗ The enduring, post-Nexit governance model, including its resourcing and funding arrangements are yet to be agreed via DSC Change Management Committee (ChMC). Although work has commenced to draft and agree the enduring model, approval and implementation of this structure is not expected until after August.

Key Recommendations

- ▶ Xoserve and industry to jointly ensure that key interim governance groups, such as DRG, continue to operate until required to support the closeout of residual PIS issues and defects
- ▶ Terms of Reference for enduring DSC Technical sub-committees to be drafted and agreed via DSC ChMC.

Xoserve Management Response

#	Recommendation	Xoserve Action / Mitigation
1	IGT IDL delta extracts to be issued to relevant market participants.	<p>Accepted: This activity was completed and each IGT was sent their MAM and Supplier data on 22 Aug 17.</p> <p>Action Complete</p>
2	Continue dedicated focus group effort to resolve BW report issues.	<p>Accepted: This activity is already being monitored within the BAU service and this will be tracked to closure in the TPG reports.</p>
3	Establish a plan for the closure of accepted recommendations from the go-live SAP Readiness findings.	<p>Accepted: The go live SAP readiness finding that needed to be addressed before go live were completed. The plan to close the final outstanding items from the go live SAP readiness findings will be in place by 08 Sept 17.</p>
4.	Establish a plan to implement code and control mechanisms in readiness for the transition to a dual-track environment landscape.	<p>Accepted: Draft documentation to manage a multiple track environment landscape are being reviewed these are due to be finalized by 08 Sept 17.</p>
5.	Clear expectations and timelines to be set with DSC ChMC for prioritizing the change backlog and agreeing the scope and schedule of future releases.	<p>Accepted: Release 1.1 Scope locked down and agreed on 24 Jul 17, and funding in the process of being agreed, the target agreement date is 13 Sept 17 and DSC Change Committee.</p> <p>Proposed Release 2 scope on target to be presented with the aim of being agreed at 13 Sept 17 ChMC.</p> <p>Industry stakeholders were informed of the latest allocation of defects within R1.05, R1.06, R1.07 etc. at DRG on Mon, 21 Aug 17).</p>
6.	The Xoserve proposed approach for market trials environments (a risk-based assessment of the requirement for market testing and a dedicated environment to be carried out release- by-release) is to be formally agreed at DSC ChMC and R2 scope used to demonstrate how the approach will be applied.	<p>Accepted:The approach for release testing will be presented and agreed in the DSC ChMC meeting on 13 Sept 17.</p>

Xoserve Management Response

7.	Where possible (and not in place already), Xoserve should implement automated, system metrics based, KPI tracking.	Accepted: A gap analysis is underway to identify where additional KPI monitoring is required and in parallel, as part of BP 18 planning activities, the current KPIs are being reviewed with the DSC Contract Committee to ensure the KPIs reflect the desired standard.
8.	Industry to confirm (via DRG) acceptance of and supportability of the proposed bi-weekly post-PIS defect releases.	Accepted: Release planning for all defects currently allocated to R1.05 already underway with expectation that fortnightly non-urgent releases of Production functionality will occur following PIS exit, adhering to current DRG release endorsement process. The scope was agreed on the 21 Aug 17 in the DSC subcommittee change meeting. Action Complete
9.	Ownership of technical workaround coordination to be centralised.	Accepted: Prior to Go Live all known workarounds, whether originating from a change or defect, were documented in a central log and are being tracked to closure. The centralised log is currently being reviewed to ensure that any new workarounds identified recently have been updated and tracked in the same way. This activity will be complete by 31 Aug 17.
10.	Xoserve and industry to jointly ensure that key interim governance groups, such as DRG, continue to operate until required to support the closeout of residual PIS issues and defects.	Accepted: The DSC subcommittee meeting on 17 Aug 17 confirmed continuation of DRG and DMG beyond 31 Aug 17. The terms of reference for the on going DRG and DMG groups are included in this pack. Action Complete
11.	Terms of Reference for enduring DSC Technical sub-committees to be drafted and agreed via DSC ChMC.	Accepted: a draft proposal on enduring delivery governance will be presented to the 13 Sept 17 DSC ChMC. The terms of reference for the agreed model will be developed for agreement with DSC.
12.	Confirmation of DRG & DMG's continued role post August is required.	In the DSC Sub-committee meeting held on 17 Aug 17 the proposed future for the DMG and DRG groups was presented and agreed (see slide 33). The minutes of the meeting (topic 6) record that DMG and DRG will remain operational and report to the DSC. Please see evidence in the link below http://sptx/sites/XosNexus/Programme%20Governance/Forms/AllItems.aspx?RootFolder=%2fsites%2fXosNexus%2fProgramme%20Governance%2fDSC%20Packs%20%2d%202017&FolderCTID=&View=%7b0EF63EB0%2d1CF2%2d4703%2d8190%2dC9052309AE35%7d Action Complete

Post PIS Exit: Governance Plan (detail)

Group	Remaining activity (up to 31 Aug 17)	Proposed activity (post 31 Aug 17)
DRG	Meets weekly. Chaired by Xoserve. Agrees defect priorities, release contents, release schedule and requirements for any market testing.	Continues as a sub-committee to DSC Change. Holds responsibility for coordinating management of all releases before R2.0. Enduring delivery governance proposals will recommend future role.
DMG	Meets monthly. Chaired by Xoserve. Reviews data issues and determines and manages any remediation plan. Works closely with PAC.	Continues as a sub-committee to DSC Change. Enduring delivery governance proposals will recommend future role.
TPG	Meets three times weekly but frequency to be reduced. Chaired by Xoserve. Reports status against operational MI including first run during PIS period.	Will be stood down. Operational MI will be reported to DSC Contract Committee and posted to Xoserve's website.
RIAG	No further meetings planned. Ownership of open risks and issues to be transferred to Xoserve.	None. Risks and issues to be reported by Xoserve direct to the DSC Contract Committee.
DSC Change Delivery Sub-Committee	One further meeting on 31 Aug 17 to confirm PIS exit. Chaired by PwC.	None. Though members will be informally consulted on enduring delivery governance proposals.

Industry PIS Exit Decision

#	Decision	Due Date	Areas of Programme Affected	Comments	Outcome
D035	<p>Industry PIS Exit Decision</p> <p>The DSC Delivery-Sub-Committee is asked to approve the decision to exit the Industry Project Nexus Post Implementation Support (PIS) period.</p>	31 Aug 17	PIS	<p>The DSC Delivery Sub-Committee is requested to approve the decision to exit the Project Nexus Post Implementation Support (PIS) period. Industry PIS Exit marks the attainment of the industry PIS exit milestone and thus the end of the Nexus programme.</p> <p>PIS Exit will be operationally invisible to industry:</p> <ul style="list-style-type: none"> ▪ The facilities to raise Incidents, Queries and Defects remain in place with response times measured against SLA/KPI. ▪ No changes to resources are anticipated; the transition from early PIS, heightened support, to standard BAU operation by Xoserve support teams has been underway throughout PIS, all changes are complete and no further operational changes are required. <p>The decision is based on Xoserve's assessment that they have met, expect to meet or have appropriate mitigation actions in place for each of the pre-defined PIS Exit criteria. In addition, Baringa have provided an assurance report and recommendations based on their assessment of Xoserve's attainment of the PIS Exit criteria. Baringa's assessment did not find any reason to prevent PIS exit.</p> <p>Actions to address Baringa's recommendations are summarised on slides 13-14.</p>	Pending DSC Decision

Section	Title	Page No.
1	Action Log	20
2	DMG and DRG proposed terms of reference	

The actions noted below are carried over from the last DSC Delivery Sub-Committee Meeting on 17 Aug 17.

Action #	Action	Progress	Owner	Status	Due	Forum
A298	Provide confirmation of DES performance test levels.	On-Line Performance: The number of portal users although high, at an average peak of 500 concurrent users, is consistent , and is not impacting performance. The performance test for the portal was on concurrency, the standard measure for web usage, 700 concurrent accesses to a single screen or query were supported before a degradation was noted. PROPOSE TO CLOSE	Xoserve		29 Aug 17	PNSG
A299	Update DRG and DMG terms of reference to reflect the new governance arrangements.	Terms of reference for DMG and DRG are included in this pack. PROPOSE TO CLOSE	Xoserve		29 Aug 17	PNSG

DRG Terms of Reference

Updates to the DRG Terms of Reference are highlighted in red text below.

<div>Structure, frequency & timing</div> <div><ul style="list-style-type: none">WebEx Meetings to run every Monday between 11:30 and 12:30.On an exception basis, ad-hoc calls or face to face meetings may be arranged to discuss specific defects and/or releases.</div>	<div>Chair</div> <div><ul style="list-style-type: none">Alison Cross, Xoserve</div>
<div>Objectives</div> <div><ul style="list-style-type: none">To be the single gate of control for any changes to the production environment.To provide visibility of all open defects, including functional and data.To allow Subject Matter Experts (SMEs) from both Market Participants and Xoserve to explain the specific detail behind defects raised supporting market wide impact assessment.Communicate to DRG when emergency fixes for high priority D1/D2 defects have been deployed.Review D3-D5 defects and on an exception basis make a case to amend the fix priority which may result in revised deployment dates.To review agreed PGL defects raised during market trials and new defects to agree prioritisation with a view to supporting controlled and prioritised release management.Agree appropriate releases following achievement of PGL code stability milestones which supports solution stability and market operations.Review of sustainability of manual workarounds.To support the technical delivery of Release 1.1 including release deployment planning and defect management</div>	<div>Attendees</div> <div><div>Market participants<ul style="list-style-type: none">Representatives from all Market Participants organisations.</div><div>Xoserve<ul style="list-style-type: none">Alison CrossDefect ManagerSMEs as required (Xoserve)</div></div>
<div>Agenda</div> <div><ul style="list-style-type: none">Review latest release status and accept planned fix deployments (data and functional) communicated by Xoserve each week.Defect priority review (production defects and accepted PGL defects).Manual workarounds review and approvals.</div>	<div>Inputs</div> <div><ul style="list-style-type: none">Latest Defect List and summary report sent every Wednesday.Where applicable, challenges to prioritisation for D3-D5 defects.SME attendance from participants intending to discuss any defects.Regression testing and fix retest status update.Manual workaround templates for approval.Latest Xoserve Release Overview.Future release (1.1) overview and scoping information.</div>
	<div>Outputs</div> <div><ul style="list-style-type: none">Summary notes</div>
	<div>Decision Making</div> <div><ul style="list-style-type: none">Should a decision not be reached, this will be communicated to Change Management Committee to reach a final decision.</div>



DMG Terms of Reference

Updates to the DMG Terms of Reference are highlighted in red text below.

Group Chair / Lead & Frequency		Key Inputs & Outputs	
<ul style="list-style-type: none"> Xoserve Frequency: Monthly – F2F and/or Webex 		Inputs <ul style="list-style-type: none"> Industry performance reports Dashboard Status updates for critical cleanse areas Focus area advised by Performance Assurance Committee and/or Change Programmes New data Issues Actions, minutes, Risks and Issues logs 	Outputs <ul style="list-style-type: none"> Actions & Minutes Reports/Escalation to Change Management Committee Updates/Reports to Performance Assurance Committee Actions Plans Recommendations to Change Management Committee and/or Performance Assurance Committee Risks and Issues
Purpose & Objectives			
Prioritise and progress existing and newly raised data issues/defects. <ol style="list-style-type: none"> Industry Data Cleansing (including residual data migration resolution). Continue cleanse activities for Settlement Topics and Transformation rules. Conduct root cause analysis and solution resolution for newly identified data issues/defects. Prioritise cleanse activities. Drive data cleansing activities to minimise the impact of data discrepancies to the industry. Develop dashboard and Management Information. 			
Members / Attendees	Standing Agenda	Entry Criteria / Conditions	Authority
<ul style="list-style-type: none"> Subject matter experts – Data Migration experts Substitutions allowed Shippers, GT and iGTS 	<ul style="list-style-type: none"> Data Cleanse activities and progress Update on previously agreed actions and outstanding open actions New raised cleanse areas Risk and Issues Review of data related issues AOB 	<ul style="list-style-type: none"> New Change Programme Initiation Articulated requirement from PAC or Change Management Committee Transition model and plan signed-off KPIs and reports ready 	<ul style="list-style-type: none"> Quantify the impact of data quality on industry activities and goals Activities to support sustained improvement in data across the industry Tactical data cleansing and migration Escalation route : Change Management Committee