DSC Governance Review Group

**Key Notes and Actions – 25th June 2019**

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| **Attendees** | Alison Cross (ACr), XoserveChan Singh (CS), XoserveClaire-Louise Roberts (CLR), Scottish PowerEmma Smith (ES), XoserveHelen Chandler (HC), NGNKate Mulvany (KM), Centrica Lorna Lewin (LL), OrstedMark Jones (MJ), SSESally Hardman (SH), SGNTeresa Thompson (TT), National Grid |
| **Agenda** | * Ways of working - Reminder
* Objectives - Reminder
* Action updates
* Recap & Review of current DSC Change management process
* Demonstration of on-line Change Pack process
* Change Pack timescales
* Accelerated Change Proposal process
* Review of Change Management Guidelines (XRN4852)
* Business Plan delivery proposal
* Internal Changes / External Impacts
* AOB

No additional Agenda items were requested by attendees. |

**Ways of working – Reminder**

ES highlighted the ways of working for this meeting:.

* Sessions are intended to be fully collaborative.
* Materials for discussion can be produced by any member of the group.
* Materials will be issued out and published on the Joint Office website at least 5 days prior to each session.
* Formal minutes will not be recorded but notes and actions will be issued and published following each session.

**Group Objectives**

ES went on to give a further reminder of the group objectives listed in the slide deck and gave a reminder to the group that any feedback on how we can improve the current processes would be appreciated as we go through the relating agenda items.

**Action Updates – The updates can be found in the action log.**

**Key items to Note:**

**Action 090519\_01: Xoserve to provide stats around Change proposals progressing through Change Management committee (ChMC) in respect of approvals vs send for initial review vs rejections at all stages of governance process.**

During the meeting the collated statistics were shown to the group, these gave an illustration to show that almost all changes, from initial review all the way through to Solution option review and are subsequently approved by ChMC for delivery. MJ stated that this is interesting but also makes sense as the Change that is being raised has come off the back of previous discussions and workgroups. Furthermore ES has asked CS to keep track of the statistics shown for another 6 months to outline at the end of the period whether or not the Initial Review stage can be removed for most Change proposals. ES proposed to keep this action open.

**Action 090519\_04: Xoserve to update the ‘medium’ option to add in Initial review Change pack and take this as a recommendation from the group to Change management committee.**

ES informed the Governance Review Group that this action was taken to ChMC and approved at Change Management 12th June 2019.

**Action 090519\_15: Xoserve to update the Change Proposal template to add back in Change Description and issue to ChMC for Approval**

AC confirmed that the new Change Proposal template had been approved at ChMC and was now published for use.

**Recap and Review of the current DSC Change Management process**

ACr recapped through the current DSC Change Process through Pre-Capture and Capture phases. During the recap of the Capture process, ES outlined that the point of the Pre-capture process and Capture process is to avoid progressing Change that in the end, falls out of scope for delivery and is withdrawn due to the Change cost outweighing the benefit. These two processes are to help outline what Change is going to benefit the customer and can be delivered within the timescales. ES stated the important view is to understand the CDSP is being used more in the advisory area to steer customers Change that benefits them and to avoid Changes being revised over and over and eventually falling out. Referring back to the statistics within the Action Updates it was decided to recommend to ChMC that Initial Review Change Pack should only be used in exceptional circumstances to remove the current delay.

**Action 250619\_01: Xoserve to produce recommendation to remove the Initial Review change pack and to provide an alternative way to publish new Change proposals to Customers e.g Newsletter, ChMC summary.**

During the recap of the capture phase if was discussed and agreed by the group that if the amount of engagement from customers was up in DSC DSG Sub Group meeting, the interaction would help discussions around the solution options and Changes progressing. MJ stated that the more people in attendance, the more valuable interactions and discussions can take place and input into Change. A number of options for DSG meeting logistics and attendance were discussed by the group which will be reviewed by Xoserve and proposals presented to ChMC

**Action 250619\_02: Xoserve/ ALL to review DSG meeting logistics and attendance options – how do we make this easier, more accessible, more interactive.**

KM asked about the SCR process and whether this has an impact on the current Change Process did we need to bear this in mind for the future. KM stated that there is little information regarding the SCR process at the moment. ACr asked KM if there was a timescale on this. KM replied she would forward information regarding this process to ES and ACr.

**Action 250619\_03: KM to forward information on SCR to EM and ACr**

Furthermore during these discussions, TT asked whether DSG agenda, published on Xoserve.com, defines what DSG’s aim is for that agenda item. CS confirmed it briefly states what is needed from DSG. It was agreed to add in an indicator on the agenda to show impacted parties to a change.

**Action 250619\_04: Xoserve to add in impacted parties for each change on DSG Agenda.**

To add to this, ES provided feedback she had received from Elly Laurence (E.ON) regarding the Capture process:

* Need to provide further information/ share our thought process when discounting or selected solution options
* Need to share Capture documents externally

**Delivery**

ACr recapped over the current delivery change process. The group were happy with this part of the process and no comments or discussions raised.

**Change Packs/ Online Change Pack process**

ACr relayed the current change pack process, being one Change Pack at initial Review, a second at Solution Review with DSC customers and a third regarding the Design Specification. CS then went to show a walkthrough video that can be found in the meeting slides of the new online Change Pack Process. During this recap, TT raised an issue regarding the CDSP’s distribution list and whether it is being reviewed, due to people in TT’s organisation not receiving the Change Pack notification or email. CS replied that internally there is a review of distribution lists that is being conducted and that the CDSP is acquiring a tool to aid in sorting out the distribution lists. ES stated that an interim of this being implemented, a member of the CDSP will undertake a review, to make sure all DSC members are within the list.

**Action 250619\_05: Xoserve to review the current Change Pack distribution list to ensure all DSC Customers are represented.**

In addition KM asked if there was a way of impersonating someone else and submitting a Change Pack response online in their name. CS responded by stating that the new process links to the email opened from the tokenised url, further CS stated that when a response is submitted, it comes into the UK Link Manual box account where it is read by the change lead and, if something is untoward or seems questionable, the Customer can be contacted and queried regarding the response before verifying it to be published online.

**Accelerated Change Proposal Process**

ACr presented this agenda item and recapped over last meetings discussions. ACr stated that the amendments suggest last meeting to the proposed definition of ‘Accelerated Change Proposal’ have been made and can be seen in the slides presented. Furthermore ES stated that the accelerated Change Proposal process is ideal for customers who when they use the Birst system for self-serving of their own data, cannot find the data items intended, therefore the accelerated Change Process will work to push through to get the data faster. ES also stated that if there is a Change that is deemed at the start of this process to be needing accelerating but outlined later on that it can undergo the normal process, it will flow into the normal process without having to re raise the Change Proposal.

**Action 250619\_06: The Group agreed that the Accelerated Change Proposal Process to be taken to ChMC as a recommendation.**

**Review of Change Management Guidelines**

ES recapped over the amendments to the Change Management Procedures that can be found in the presented slides. ES informed the group that this has been issued out in June’s Change Pack which closes out Friday the 28th June and is welcome to responses and feedback.

**Business Delivery Plan**

ES presented this agenda item and explained that each year the CDSP sets out multiple initiatives that they plan to deliver over the coming 2 year period. ES gave an example of an initiative would be the Birst initiative in regards to organisations accessing their data and being able to self-serve. ES presented an example of update – business plan deliverables. This example can be seen in the slides presented. It involves columns with titles such as; initiative title, description, impacted parties and important dates.

**Action 250619\_07: Business delivery plan proposal is to be presented at Change Management for approval and to use going forward.**

**Internal Changes/External Impacts**

ES presented this agenda item. ES gave a recap of what was discussed and raised at the last meeting. Where customers asked for the CDSP to investigate ways to communicate out internal Changes for customers to identify those they believe had impacts on them. ES provided and update that any internal Change that requires any level of functional/process/screen change would be moved to a Change Proposal. Furthermore ES explained that any internal Change that requires funding that is not included as an initiative in the Business Plan will be moved to a Change Proposal (DSC Change Budget). In addition to this ES stated that the CDSP will continue to assess any changes that do not fit into either of these categories for external impacts.

**Action 250619\_08: Xoserve to inform and update ChMC of how the CDSP is ongoingly assessing and reviewing internal Change with external impacts.**

**AOB**

KVI Survey responses

There was discussion around the CDSP sending out feedback surveys whereby customers stated they felt overwhelmed by the number of surveys they received. ES spoke about the KVI Change Management survey and how important they are in the CDSP and for the DSC Contract Management committee. She informed the group that Xoserve is looking at other methods of surveying: e.g. using IPAD tablets at industry meetings which can be passed around the room for customers to answer the surveys. SH agreed it was a good idea but raised the issue that what would happen if the people are not in attendance to the face-to-face meeting and joined by WebEx. KM stated there is a lot of proactive feedback for the CDSP but suggested the surveys could be consolidated and scored against our own measures.

Next meeting

A further meeting is scheduled for 22nd July. It was agreed to review closer to the time whether this is still needed or if could be run via WebEx only. It was noted this clashed with Demand Estimation Committee.

No further AOB so the meeting closed