Change Management Committee

10th June 2020

2. New Change Proposals – Initial Review

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Agenda Item	XRN / Title	Voting				Funding	DSC Service Area
		Shipper Y/N	DNO Y/N	IGT Y/N	NTS Y/N		
2.1	XRN5186 - Modification 0701: Aligning Capacity booking under the UNC and arrangements set out in relevant NExAs		Y			100% DN Funded	Service Area 11: NExA Supply Meter Points It is expected that new Service Lines under Service Area 11 will be required as part of this change.
2.2	XRN5187 - Modification 0696 - Addressing inequities between Capacity booking under the UNC and arrangements set out in relevant NExAs	Y	Y			TBC	It is expected that new Service Lines will be required as part of this change.

2.1 XRN5186 - Modification 0701: Aligning Capacity booking under the UNC and arrangements set out in relevant NExAs

Voting Parties and Funding Split

Customer Class	Voting Party?	Funding Split (%)
Shipper		
Distribution Network Operators (DNOs)	Y	100%
National Grid Transmission		
IGT's		
Impacted Parties:- Shippers & DNOs		

DSC Service Area:	Service Area 11: NExA Supply Meter Points It is expected that new Service Lines under Service Area 11 will be required as part of this change.
Service Line Impacts (new, amended, existing, deleted), etc.	New
Link to Change Proposal	Link to CP
Sponsor Representative	NGN

Change Details

Problem Statement

There is no process to ensure that the Supply Point Capacity (Often referred to as "SOQ") and Supply Point Offtake Rate (often referred to as "SHQ") allowed in a NExA (which is a contract between the site operator and the Transporter) and that allowed by the UNC (which is contract between the Relevant Shipper and the relevant Transporter) are aligned. This can result in discrepancies where the Shipper books more capacity on the System than the customer is allowed to use in accordance with the NExA.

Change Description

Modification 0701 has been raised and seeks to improve visibility where a consumer has entered into a bi-lateral Network Exit Agreement (NExA) with the relevant Transporter and to link capacity increases with the NExA so that the allowed capacity does not exceed the capacity as agreed in the NExA.

This Change Proposal has been raised to deliver the system requirements set out within this Modification.

Please note Modification 0701 is currently with Ofgem for a final decision on whether it should be implemented.

2.2 XRN5187 - Modification 0696 - Addressing inequities between Capacity booking under the UNC and arrangements set out in relevant NExAs

Voting Parties and Funding Split

Customer Class	Voting Party?	Funding Split (%)
Shipper	Y	TBC
Distribution Network Operators (DNOs)	Y	TBC
National Grid Transmission		
IGT's		
Impacted Parties:- Shippers & DNOs		

DSC Service Area:	It is expected that new Service Lines will be required as part of this change.
Service Line Impacts (new, amended, existing, deleted), etc.	New
Link to Change Proposal	Link to CP
Sponsor Representative	Gazprom

Change Details

Problem Statement

An inequity has been identified between the arrangements for Capacity as set out in the Network Exit Agreement (NExA).

Currently there is a risk that Shippers and Customers could be subject to disadvantages occurring from the inconsistencies in the Capacity Referral process, whereby it is not taking into account the limitations set out by the relevant Transporter in the NExA.

Change Description

Modification 0696 has been raised and seeks to address an inequity identified between the arrangements for capacity as set out in the NExA which can be a bilateral agreement between the Transporter and the Consumer or a Tripartite agreement including the Shipper and the UNC which is an agreement between the Shippers and Transporters. It proposes that any new or additional capacity requested for DM Supply Points under the UNC should only take effect from the date set out in the NExA.

This Change Proposal has been raised to deliver the system requirements set out within this Modification.

Please note Modification 0696 is currently with Ofgem for a final decision on whether it should be implemented.

3. New Change Proposals – Post Initial Review

3.1 XRN5144 Enabling Re-assignment of Supplier Short Codes to Implement Supplier of Last Resort Directions

Voting Parties and Funding Split

Customer Class	Voting Party?	Funding Split (%)
Shipper	Y	
Distribution Network Operators (DNOs)	Y	
National Grid Transmission	Y	
IGT's	Y	
Impacted Parties:- All		

DSC Service Area:	CSSC Change
Service Line Impacts (new, amended, existing, deleted), etc.	
Link to Change Proposal	Link to CP

Consultation Summary

Approvals	Deferrals	Rejections
2	2	4

Change Details

Problem Statement

The Ofgem Switching Programme Design Baseline 4 published in June 2018 indicated that following the implementation of the Central Switching Service (CSS), the preferred implementation of SoLR directions would be given effect using a Market Participant Identifier (MPID) transfer e.g. re-assignment of the failing supplier's short code to the appointed SoLR. This would effectively transfer responsibility for all supply meter points registered against the failing supplier's short code to the SoLR.

Please see the change Proposal for the full statement.

Change Description

The Change Proposal will require changes to the MDD Market Participant Identity Verification Approach Document.

This includes changes to the business rules in section 4 to clarify that supplier short codes can be re-assigned as part of a SoLR event and that a single Market Participant Identity could be assigned to different legal entities where the associated supplier and shipper are different.

Initial review questions

1. Do you think the change proposed poses a material risk/cost to your organisation and / or the market?
2. Do you think the change proposed will benefit your organisation and / or the market? Please provide any quantifiable outputs as well as any assumptions.
3. As a result of this change, would your organisation support this to be implemented within a minor/major release. What Lead time is needed
4. Do you agree with the principles of this funding as indicated in section A6 (Service Lines and Funding)?

XRN and Title Voting Party Change Pack Ref	Organisation		Change Proposal in Principle : • Approve • Reject • Defer
XRN5144 Enabling Re-assignment of Supplier Short Codes to Implement Supplier of Last Resort Directions Voting Party: All Change Pack Ref: 2566.3 - MT - JR	EDF	Q1 - No. Q2 - Yes. We do however believe this is the correct time and opportunity to explore the shipper ID side. 1 - what would happen in the even of a shipper of last resort situation, is there a way a bulk shipper change could happen without the need for SPA CoS processes? Or could a transfer of shipper ID be facilitated if SoLR chose this option? 2 - what would happen if supplier was also their own shipper. How could this be managed? Q3 - We would support a minor release if changes only relate to supplier ID. If any changes are to be made to shipper ID as per my answer to Q2, we would need 6 months notice. Q4 - Yes.	Approve
	NGN	Q1 - Yes – As Transporters may not have a Post Emergency Metering Services (PEMS) contract in place with the new Supplier, there is the risk that works will be carried out without the appropriate contractual arrangements and protections in place. Q2- Yes – As Transporters may not have a Post Emergency Metering Services (PEMS) contract in place with the new Supplier, there is the risk that works will be carried out without the appropriate contractual arrangements and protections in place. Q3 - If this proposal were to be implemented, we believe it would require a Major Release with at least 6 months' notice for parties as we may need to make system as well as operational changes to enable us to endeavour to mitigate the traceability of contractual arrangements Q4 - Unable to comment as Section A6 contains no information	Reject

Initial review questions

1. Do you think the change proposed poses a material risk/cost to your organisation and / or the market?
2. Do you think the change proposed will benefit your organisation and / or the market? Please provide any quantifiable outputs as well as any assumptions.
3. As a result of this change, would your organisation support this to be implemented within a minor/major release. What Lead time is needed
4. Do you agree with the principles of this funding as indicated in section A6 (Service Lines and Funding)?

XRN and Title Voting Party Change Pack Ref	Organisation		Change Proposal in Principle
XRN5144 Enabling Re-assignment of Supplier Short Codes to Implement Supplier of Last Resort Directions Voting Party: All Change Pack Ref: 2566.3 - MT - JR	National Grid	Q1 - We do not believe that this changes poses a material risk to National Grid Gas as we believe the impacts (at first sight) look minimal. However we await the results of a full impact assessment to further quantify our response regarding risk and costs. Q2 - We await the results of an full impact assessment to further quantify our response. Q3 - National Grid believe the impacts (at first sight) look minimal, however we await the results of a full impact assessment to further quantify our response - only then would we be able to provide a accurate lead time for change - taking into account the complexity of change and when this change could be implemented considering the other changes either in flight or planned. Q4 - No details of funding arrangements have been provided in order to provide a view - we await the results of a full impact assessment to further quantify our response.	Approve
	SSE	Q1 - There will be costs to amend our systems and processes, however it is not possible to impact assess and quantify these costs without further detail of the proposed new process - what are the redlined changes to be applied to the MDD Market Participation Identity Verification Document? How will the reassigned supplier short codes and break with the associated shipper link be communicated/ via what changes to which flows? Until such detail is provided, it is not appropriate to assume the level of materiality. Q2 - This change may have a relatively high impact on supplier/ shipper systems and processes for what seems low overall benefit to the market. Other than the need to facilitate delivery of the new faster switching arrangements, the benefits to the market described in section A4 require more explanation as at present they do not provide specifics or clear justification for implementing this change ahead of CSS go-live. Q3 - The change is proposed to be implemented ahead of CSS go-live, but it is not explained how far ahead this could be or why implementation before CSS go-live is of benefit. As such, it would seem more appropriate that the change should be a major release to align with CSS go-live date, with a minimum of 6 months for implementation. Q4 - The funding allocation is not yet indicated in the document section A6 so it's not possible to comment on this.	Reject

XRN and Title Voting Party Change Pack Ref	Organisation		Change Proposal in Principle
XRN5144 Enabling Re-assignment of Supplier Short Codes to Implement Supplier of Last Resort Directions Voting Party: All Change Pack Ref: 2566.3 - MT - JR	Wales and West	Q1 - We think that the change poses a material risk to WWU because we will use the link between Supplier short code and the legal entity. this will have a number of impacts on WWU. We think This proposal has been put forward to solve a small but urgent problem (speedy transfer in case a Supplier of Last Resort is appointed) but creates a much larger and enduring problem. If Supply short code ABC moves from X ltd to Y ltd then unless a clear record is kept of exactly when this happened we will not have a clear view of the company history. It also means that any reports based on Supplier Short Codes would need to be checked in case there was a change of owner and the reports would fail to give a true picture. Over time it would mean that these reports would become unusable particularly if they were done over a few years where there were a number of movements of Supplier Short Codes. There is no shortage of short codes there are 26 cubed or 17,576 available. A specific financial impact relates to Supplier related debt for example for Post Emergency Metering Services. If short codes move between legal entities then it will be difficult to identify the legal entity that is liable for the debt. This will almost certainly lead to increased bad debt resulting in prices being higher than they otherwise would be. When a Supplier fails and a SOLR is appointed one of 2 things can happen. 1. The SOLR becomes the holder of the failed Supplier's licence and the short-code moves across to the new supplier. Industry records do not need to be changed but we need an additional Supplier account to be set up for the Supplier taking on the failed Supplier's licence for the new extra short-code under their entity. 2. The licence is revoked and the supply points move under the SOLR's existing licence/short-code. This requires prompt notification of the short-code to which the the supply points are being moved. The proposal is for a hybrid of these that would see the the failed Supplier's Short Code moved but without the licence being transferred to the new Supplier, thereby destroying any link between the legal entity and the short code. Q2 - The change will not benefit WWU. At the very least if will make reports based on Supplier short codes unreliable and will require someone to know that short code ABC transferred from legal entity X to Y on a certain date. At worst it will mean increased PEMS bad debt. We would expect it to lead to more substantial risks for Shippers that ship for third party Suppliers. Q3 - We do not support this progressing either as a major or minor release. Q4 - This seems to have come out of the faster switching project and should be funded as a Shipper funded consequential change.	Reject

Initial review questions

1. Do you think the change proposed poses a material risk/cost to your organisation and / or the market?
2. Do you think the change proposed will benefit your organisation and / or the market? Please provide any quantifiable outputs as well as any assumptions.
3. As a result of this change, would your organisation support this to be implemented within a minor/major release. What Lead time is needed
4. Do you agree with the principles of this funding as indicated in section A6 (Service Lines and Funding)?

XRN and Title Voting Party Change Pack Ref	Organisation		Change Proposal in Principle : • Approve • Reject • Defer
XRN5144 Enabling Re-assignment of Supplier Short Codes to Implement Supplier of Last Resort Directions Voting Party: All Change Pack Ref: 2566.3 - MT - JR	Scottish Power	Q1 - More time is required to impact assess this change and identify what material risk/cost this could have on Scottish Power. Given the fact there is now a 6 months delay to the CSS Programme, we would be appreciative of an extension to fully understand the impacts to our business system and processes. Q2 - No, the vast majority of SoLRs take responsibility of the ID going forward. If this change is approved, it would only add to confusion. We would be looking for the change to include effective from AND to dates. Q3 - Major Release Q4 - Yes	Defer
	SGN	Q1 - Yes – SGN as a Transporter believes the proposal to re-use the Supplier Sort Code may pose a material risk to our business. Re-use of the Supplier short code presents issues in relation to the current Post Emergency Metering Services (PEMS). Existing activity carried out under PEMS Contracts will impact the contractual relationships and billing due to the change in relationship which would be initiated by this proposal. Q2 - No - This will impact the ability to accurately identify a legal entity for contractual purposes. In addition, the wider implications to systems in breaking the relationship between the Supplier and Shipper have yet to be established. Q3 - In the event that this change were to be implemented, we would request a Major Release with a minimum of 6 months lead time. This would enable impacted parties to make operational and system changes to mitigate consequential contractual relationships. Q4 - No funding indication provided therefore no comment.	Reject

XRN and Title Voting Party Change Pack Ref	Organisation		Change Proposal in Principle
XRN5144 Enabling Re-assignment of Supplier Short Codes to Implement Supplier of Last Resort Directions Voting Party: All Change Pack Ref: 2566.3 - MT - JR	Gazprom	1. Do you think the change proposed poses a material risk/cost to your organisation and / or the market? Please can you provide the rationale for your response We believe further analysis of the impacts and associated costs is required to make an informed evaluation on the impact of this Change Proposal. This Change is linked directly to the CSS programme, which has just been delayed for a minimum of 6 months. We believe we should utilise this additional time to further review this change and its associated impacts. 2. Do you think the change proposed will benefit your organisation and / or the market? Please provide any quantifiable outputs as well as any assumptions We believe that this change could have a material impact on shipper/supplier relationships within systems. Use of the short codes for splitting supplier/shipper on invoices is something that would be lost as a result of this change, which would have a detrimental impact on processes. We believe it is important to maintain these relationships and that sufficient time be spent to assess all of this in more detail. 3. Considering any functional changes as a result of this change, would your organisation support this to be implemented within a minor/major release as proposed in section A3 (Proposer Requirements / Final (redlined) Change)? Based on your answer how long a lead time would your organisation require to implement this change (for example minimum of 4 months, minimum of 6 months) We await the further analysis to assess whether a Major release or Minor release would be more appropriate. 4. Do you agree with the principles of this funding as indicated in section A6 (Service Lines and Funding)? No comment due to no funding information being available in the Change Document.	Defer

4. New Change Proposals – Post Solution Review

4.1 New Change Proposals – Post Solution Review

XRN / Title Proposed Release Link to Change Proposal Comm Ref	DSG Preferred Option and date	Solution Summary Outcome and implementation date outcome				Comments
		Organisation	Approve	Defer	Reject	
XRN4645A The rejection of incrementing reads submitted for an Isolated Supply Meter Point (RGMA flows) Proposed delivery TBC **Link to CP** Link to Change Pack ref: 2587.1 – MT - JR Voting: Shippers High level Solution Option £30 - £60k	Option 1a with delivery TBC	SSE	X			Option 1 preferred
		EDF	X			Use of an existing code delivered in August
		Orsted	X			Our preference is to use an existing rejection code for this change but we can also accommodate a new rejection code with little impact to our system.
		Scottish Power	X			Use of an existing rejection code to be implemented at earliest opportunity.
		Npower	X			Option 1 preferred.

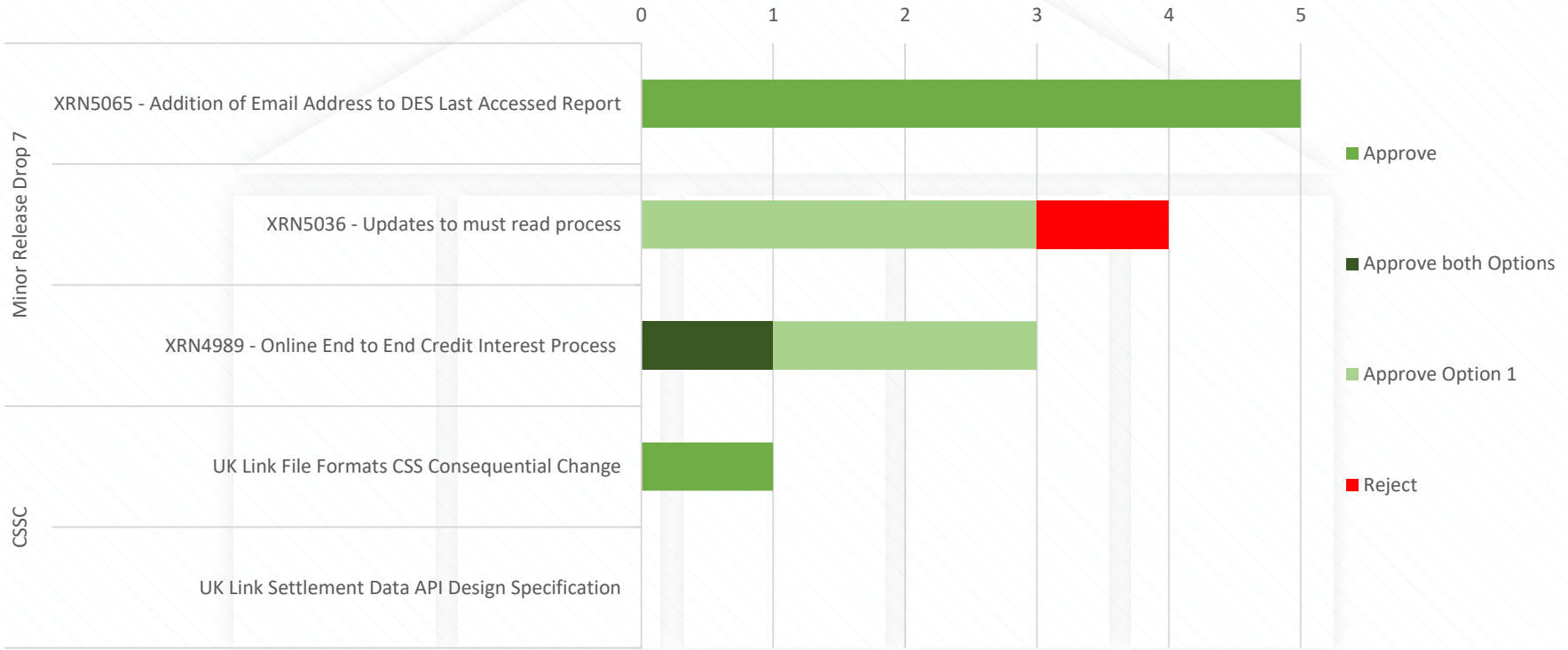
5. Implementation Plan

Please see the following slides for an overview of:

- Detail Design Changes for approval
  - XRN4989 - Online End to End Credit Interest Process
  - XRN5036 - Updates to must read process
  - XRN5065 - Addition of Email Address to DES Last Accessed Report
  - UK Link File Formats CSS Consequential Change
  - Settlement Data
- Outages

Attached is the full Implementation Plan document.

Detailed Design Summary



The CSSC UK Link Settlement Data API Design Specification Change Pack had one response for more information and would like to reserve the right to review and comment once the information has been received.

XRN5065 Addition of Email Address to DES Last Accessed Report

Functional Changes					
Change Pack ref: 2587.4 – MT - JR Minor Release 7 (MiR7) Voting: Shippers and DNs	Solution & Implementation Summary outcome				Comments
	Organisation	Approve	Deferred	Reject	
	SSE	X			This is a sensible change to ensure correct access to the report is maintained.
	EDF	X			
	Northern Gas	X			NGN support this change to improve the LSO account audit process.
	Scottish Power	X			None
	Npower	X			We support this change, as we think it will improve efficiency.

XRN5036 Updates to must read process

Functional Changes					
	Solution & Implementation Summary outcome				Comments
	Organisation	Approve	Deferred	Reject	
Change Pack ref: 2587.4 – MT - JR Minor Release 7 (MiR7) Voting: DNs and IGTs	SSE	X			We accept the change design
	Northern Gas	X			NGN continue to support Option 1 and implementation should be before or in line with associated XRN4941.
	EDF			X	Given the appeal we still have outstanding for MOD692 and the one that we're about to put forward for 672, we have to reject this as it is using the same logic to determine what is a functioning smart meter. We would ask Xoserve to stop development where there is the same logic for smart meter determination until that appeal is resolved. We feel in some cases that as Xoserve cannot accurately determine a smart meter then we will be removing valid must reads from process, although in current COVID19 times the fast progression of this change is unnecessary as we are not going to visit to get a read? We believe this should be parked until post COVID 19 restrictions and 692 appeal as then we will have a better view as to if this change whether even needed or not.
	Npower	X			We are happy to support Option 1.

XRN4989 Online End to End Credit Interest Process

Functional Changes					
	Solution & Implementation Summary outcome				Comments
	Organisation	Approve	Deferred	Reject	
Change Pack ref: 2587.4 – MT - JR Minor Release 7 (MiR7) Voting: Shippers	SSE	X			Option 1 preferred
	Northern Gas	X			NGN support both options equally.
	Scottish Power	X			Support option 1.

UK Link File Formats CSS Consequential Change

Functional Changes					
	Solution & Implementation Summary outcome				Comments
Change Pack ref: 2588.1 - MT – JR	Organisation	Approve	Deferred	Reject	• BRN says it is a TRF in footer on PDF version • BRR hierarchy being over several pages with bits cut off just making it difficult to read on PDF version • T91 & T94 should leave version control/history in the document for previous versions as it looks like change on 18th March to add in Manned 24 hour indicator has been removed which it hasn't • T91 – if you accept all changes then total length field is shown as 9 and not 149 as it should be. • T95 – total length field is wrong should be 157 not 156. These comments have been addressed
CSSC Release					
Voting: Shippers	EDF	X			

UK Link Settlement Data API Design Specification

Functional Changes					
	Solution & Implementation Summary outcome				Comments
Change Pack ref: 2588.2 - MT – JR	Organisation	Approve	Deferred	Reject	Please can you clarify what the difference is between the "Customer Portal" vs the Webhook mechanism, and how/if these will work together for Participants to access messages sent from UK Link? • We have not been able to access the embedded "Code of Connection" document and have requested this from the Xoserve Team. We do not currently have a copy of this and are unable to comment on this accordingly within the feedback window – we reserve the right to review and comment on this when we receive it.
CSSC Release					
Voting: Shippers					

Outages

Change Request Number	Impacted System	Outage Duration				Brief Description	Committee Notified Date
		Start Date	Start Time	End Date	End Time		
4970	CMS	09/05/2020	00:00	10/05/2020	19:00	This is the cutover of the production environment for CMS, the outage will be on the weekend, the impact to the industry should be minor and that the Contact Management System will be unable to send or receive files, raise contacts and will not allow users to log on during the maintenance window as the application is switched from PET/KET to Chess/Cress. Subject to change due to multiple inflight changes at the time, but only by a week.	13/05/2020
4970	CMS	29/05/2020	00:00:00	30/05/2020	07:00:00	This is the outage for CMS DR testing this will be on the weekend, the impact to the industry will be minor as this will be conducted through the scheduled maintenance window. During this window CMS will be unavailable as such users will be unable to log into the system and files that would normally be processed daily are unaffected as they are planned/scheduled for outside this window. Subject to change due to multiple inflight changes at the time, but only by a week.	Updated 10/06/2020 Dates moved forward a week
4970	Shared Components	12/06/2020	TBC	13/06/2020	TBC	This is the cutover is for the collective aspects that make up Xoserve Shared Components (AD & Boks, Control-M and Birst Connector) the impact to the industry should be minor. Batch jobs that utilise Control-M during this window will use the contingency process will the migration from our Legacy DC into the TCS ECP takes place. Subject to change due to multiple inflight changes at the time, but only by a week.	Updated 10/06/2020 Dates moved forward a month
	Internet routing for UKLink	26/06/2020	TBC	27/06/2020	TBC	This is the cutover of the Internet routing for UKLink, the outage will be on the weekend and the impact will be minor, UKLink will be unable to be accessed and unable to send or receive files to corresponding systems during the maintenance window as the application is switched from our Legacy DC to TCS ECP.	Updated 10/06/2020 Dates moved forward a month
4550	Gemini	05/07/2020	03:00	05/07/2020	17:00	In order to complete the Gemini Re-Platforming (GRP) project implementation, an extended outage will be required on the Gemini system on 5th July 2020. Provisional timescales for the GRP implementation are as follows: Gemini Maintenance Window: 03.00 to 5.00 Extended outage: 05.00 to 13.00 In the event of a rollback an additional outage will be required from 13.00 to 17.00 If a change is identified to the above timings, a further notification will be issued. The GRP team will work with the National Grid and Xoserve business to ensure appropriate measures are in place to manage all impacts due to the extended outage. If you have any concerns or any questions, please contact the project team on box.xoserve.geminire-platform@xoserve.com	11/12/2019
4970	DCC	TBC	TBC	TBC	TBC	This is the cutover of the production environment for DCC the outage will be on the weekend, the impact to the industry will be minor and that any nominations/ confirmations that utilises the Data Communications Company (DCC) as a background application will be unable to send or receive files during the maintenance window as the application is switched from our Legacy DC to TCS ECP. Subject to change due to multiple inflight changes and dependencies on suppliers.	13/05/2020
4970	DCC	TBC	TBC	TBC	TBC	This is the outage for DCC DR testing this will be on the weekend, the impact to the industry will be minor and that any application that utilises DCC as a background application will be unable to send or receive files during the maintenance window will DR testing is conduct. Subject to change due to multiple inflight changes at the time, but only by a week.	13/05/2020

6. Approval of Change documents

- 6.1 BER for XRN5164 – CSEP Data Assurance Performance Monitoring Capability (DDP Drop 9)
  - Voting: DNO & IGT

- 6.2 BER for XRN5110 – UK Link November 2020 Release
  - Voting: Shippers & DNO

7.1.1 XRN5110 NOVEMBER 2020 RELEASE

History and Scope of November-2020 (XRN5110)

- November 2020 Major Release was firstly earmarked for delivery of Retro, a project that subsequently required a detailed Proof Of Concept exercise

- An alternative November-20 major release was scoped, based on priority (regulatory, customer benefits) and readiness (progress through the governance cycle) to make use of the delivery capacity

- In May 20 ChMC approved a scope of 6 changes for delivery under parent XRN5110

- In Scope

    - 4801 Additional Info in DES
    - 4871b Ratchet regime changes
    - 4897 Contact Details
    - 4899 Contact Details
    - 4931 Space in SPA Files
    - 5014 Hydeploy trial

- Out of Scope
    - ~~4941 MOD 692 - Auto Updates to Meter Read Frequency~~
    - ~~4992 Supplier of last resort charge type~~
    - ~~4780c MAP ID: CSSC~~

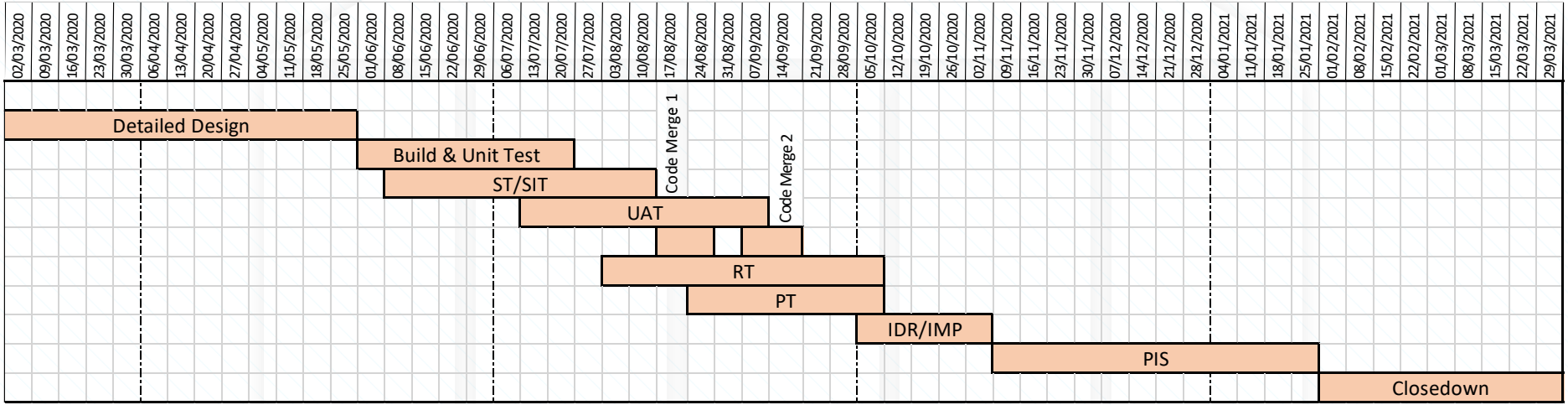
XRN5110 - Nov 20 Release - Status Update

10/06//20	Overall Project RAG Status:			
	Schedule	Risks and Issues	Cost	Resources
RAG Status				
Status Justification				

Schedule	• Delay in completing Design due to SMEs priority of June 20 and rework of XRN4871b.
	• Design activities re-planned to finish w/c 01/06/20.
	• Build activities to start w/c 01/06/20
	• Build & ongoing phases to be delivered via two drops. **Drop 1 –** XRNs 4931, 4897, 4899 and **Drop 2** – XRNs 4871b, 4801, 5014
	• Parties are asked to note XRN4780c MAP ID will not be implemented as part of November Release
	  • Discussions are ongoing with non-DSC parties
	  • Action on Xoserve to discuss with Change Management Committee target implementation dates			

Risks and Issues	• Risk identified that Build may not start to plan because the CSSC project are still using the environment. To mitigate any delay the project team are investigating the possibility of starting Build on one environment and moving to the original one once it becomes available. Once confirmed Build activities can start w/c 01/06/20. • Risk identified that there may be code conflicts against the Nov 20 release and CSSC. The Nov 20 project team will identify all the impacted code objects once Design is completed. • Risk identified that due to COVID-19 required resources may not be available during the project delivery			
Cost	• BER presented contains forecast costs for UAT. Discussions are ongoing to confirm UAT supplier. Once confirmed there is an expectation that UAT costs will reduce. • Full delivery costs to be confirmed once contractual arrangements agreed with all suppliers for full delivery of the release.			
Resources	• Weekly monitoring of Xoserve SME resources supporting multiple demands (e.g. BAU defects, Future Releases etc.) is ongoing. Only concern is availability of SMEs to complete Design approval while June 20 is priority.			

XRN5110 - Nov 20 Delivery Timeline



7.1.2 Change Assurance
XEC Report - Health Check - 1

UK Link Release – November 20

May 2020

Project	Date	Change Assurance Type	Overall RAYG
UK Link Release – November 20	22/05/2020	General Health Check - 1	

CA1	Open 1	Closed 0	CA2	Open 16	Closed 0	CA3	Open 8	Closed 0	CA4	Open 3	Closed 0

Topic	RAYG	Summary
Business Case		The delayed detailed project planning and insufficient RAID management has significant risk for successful delivery of the outcomes for the November 20 Release. This is the first health check after the pulse check that was conducted in March 2020. Some of the observations raised as part of the pulse check are still to be addressed and this is reflected in the outcome of the assurance activity. It was highlighted by various Stakeholders that November 20 have implemented the following lessons from previous releases: • Better engagement with Stakeholders (Service Transition/Business and People Change) • Applied better workshop management but still need to build on consistency • Positive ownership of change pack delivery • Good control of the requirements catalogue Currently the design phase is still in progress and has been extended by 3+ weeks due to further requirements clarification and new requirements. However, the reasons and impact of the delay have not been communicated and escalated effectively. The extension of the design phase may have a slight increase on the EQR cost which is to be discussed with ChMC. Funding for the full delivery is yet to be secured and it is planned to be presented to IRC on 4th June while the Build phase is to commence at risk on 1st June. Due to incomplete detailed planning, the start-up and initiation phases were not delivered in time following project commencement in February 2020, the initiation and design stage gates are to be re-planned and baselined. The initial project planning focussed on just the design deliverables and lacked some detail of the overall picture of project management. This has resulted in lack of adequate project management governance for example: documentation, baselining milestones, financial tracking, RAID management, inclusion of requirements traceability in project plan and effective change management. It has been challenging to engage with Stakeholders on time due to the ways of working during Covid-19 situation. There should more support provided by SPM to the developing PM with close monitoring of the project and validation of messages being sent out to Customers to ensure good quality of outputs, and appropriate communication. There is a risk that the build environment may be delayed due to the configuration of Charm and a dependency on CSSC releasing the track 1 environment in time to perform the refresh (data and code) for the November 20 release. The lessons learnt from previous releases is to be reviewed and implemented on this release to ensure a successful outcome. It is recommended that the next change assurance health check should be conducted before entry into UAT.
Sponsorship		
Governance		
Scope & Solution		
Team & Skills		
Plan		
Customer		
Other - Information Security		
Other – Suppliers		
Other - Testing		
Other – Environments		

Change Assurance reporting RAYG definitions

Categorisation of delivery risk is as follows:

- **Red** : indicates issues that could entail significant risk to the success of the Programme. Remedial action fundamental to successful outcome of programme, should be implemented as soon as possible;
- **Amber** : indicates issues that could entail significant risk to the success of the Programme. Remedial action important to programme outcomes, should be implemented as soon as practical;
- **Yellow** : indicates issues within could entail risk to the success of the Programme, but this risk is low Remedial action a good to have for the programme, implementation advised;
- **Green** : indicates very minor to no issues, entailing minimal risk to the success of the Programme. Improvement would reduce risk, but the weakness is unlikely to undermine the success of the programme

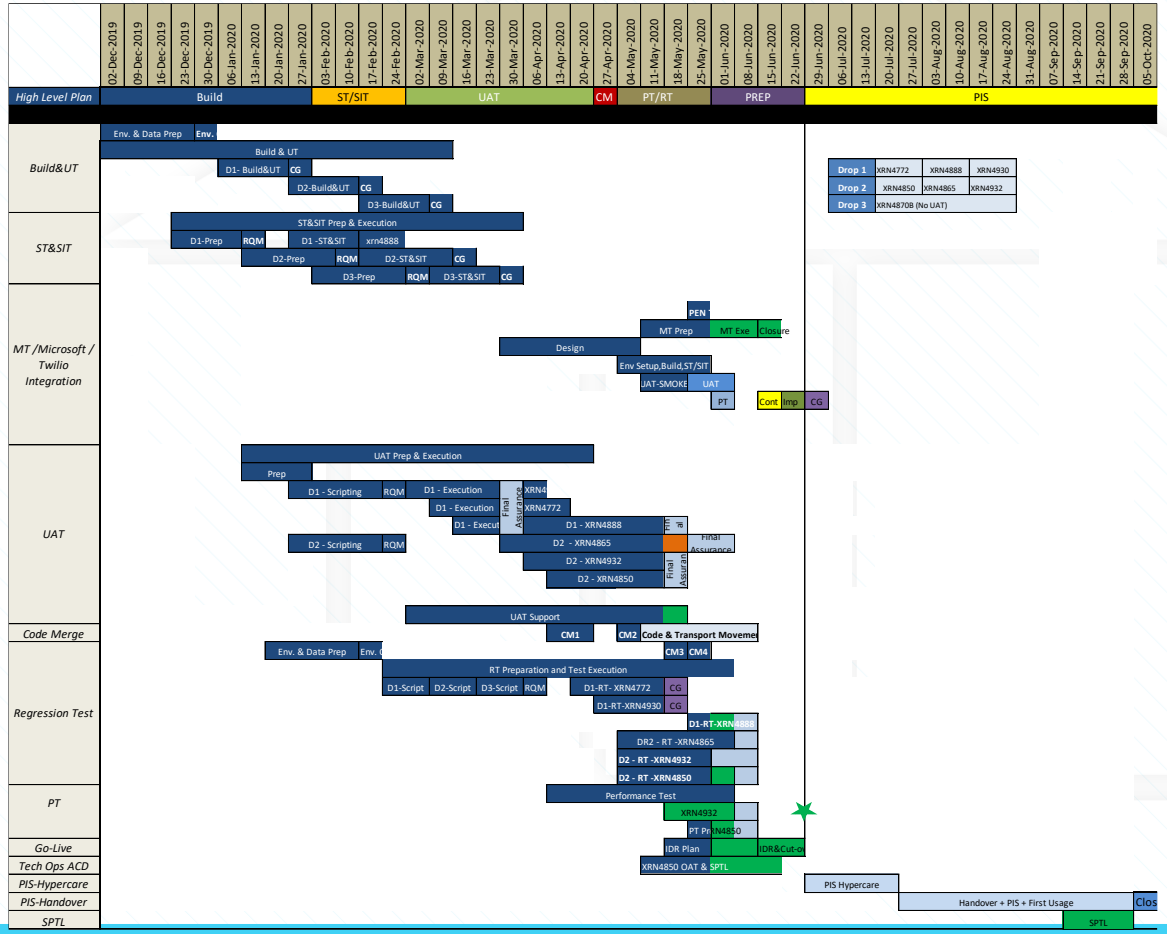
Change Assurance Findings Severity

Category	Description
CA1	High risk of impacting successful delivery and achieving outcomes – finding needs to be addressed in order for project to succeed
CA2	Moderate risk of impacting successful delivery and achieving of outcomes – finding needs to be addressed in order to protect time, cost and quality
CA3	Low risk of impacting successful delivery and outcomes – consider fixing in project and apply to future projects
CA4	Minor impact to achieving delivery or outcomes – build in as a lessons learnt for efficient and effective delivery for future projects

7.2 XRN4996 - June 20 Release - Status Update

27th May 2020	Overall Project RAG Status:			
	Schedule	Risks and Issues	Cost	Resources
RAG Status				
Status Justification				
Schedule	• **Plan**: Issues with User Acceptance Testing (UAT) and Regression Testing (RT) have been experienced by Xoserve which is has had a cumulative impact on plan. RAG status remains Amber, however we remain on track to Go Live on 27th June • **Delivery:** UAT assurance in progress for final change XRN4865 RT re-plan completed. RT in progress for final 2 changes XRN4850 and XRN4888 • **Performance Testing:** In progress for remaining 2 changes, XRN4888 and XRN4850 • **Penetration Testing:** In progress forXRN4850, no Critical or High risk findings have been identified • **Market Trials:** MT commenced with 4 participants on 1st June following confirmation of Go decision on 29th May. • **iDR:** Preparation has commenced with a planned execution on 12th/13th June • **Implementation**: Implementation date of Saturday 27th June confirmed. Implementation approach shared.			
Risks and Issues	• **Risk** – There is a risk that the progress of June 20 project phases will be impacted because of the impacts on resources (i.e. illness/remote working) of the spread of COVID-19 leading to a delay to the implementation of the release.			
Cost	• Project Delivery costs are in line with approved BER			
Resources	• Weekly monitoring of Xoserve SME resources supporting multiple demands (e.g. BAU defects, Future Releases, COVID19 priorities etc.) is ongoing			

XRN4996 - June 20 Release Timelines



Key Milestone Dates:

Capture completion
- 19/09/19

Design completion
- 13/12/19

Build & Unit Test completion
- 31/01/20

System Testing completion
- 03/04/20

UAT completion
- 05/06/20

Regression Test completion
- 12/06/20

Market Trials completion
- 19/06/20

Implementation
- 27/06/20

PIS Completion
- 25/09/20 (provisional)

June 20 Release Summary

June 20 Release consists of 7 changes, Implementation is planned for June 2020:

In Scope

- **XRN4772** - Composite Weather Variable (CWV) Improvements
- **XRN4888** - Removing Duplicate Address Update Validation for IGT Supply Meter Points via Contact Management Service (CMS)
- **XRN4930** – Requirement to Inform Shipper of Meter Link Code Change
- **XRN4850** - Notification of Customer Contact Details to Transporters
- **XRN4865** - Amendment to Treatment and Reporting of CYCL Reads
- **XRN4932** - Improvements to the quality of the Conversion Factor values held on the Supply Point Register (MOD0681S)

- **XRN4780 (B)*** ** – Inclusion of Meter Asset Provider Identity (MAP Id) in the UK Link system (**CSS Consequential Change**)
  - MAP ID data load into UK Link is being planned for implementation during the PIS period

Descoped

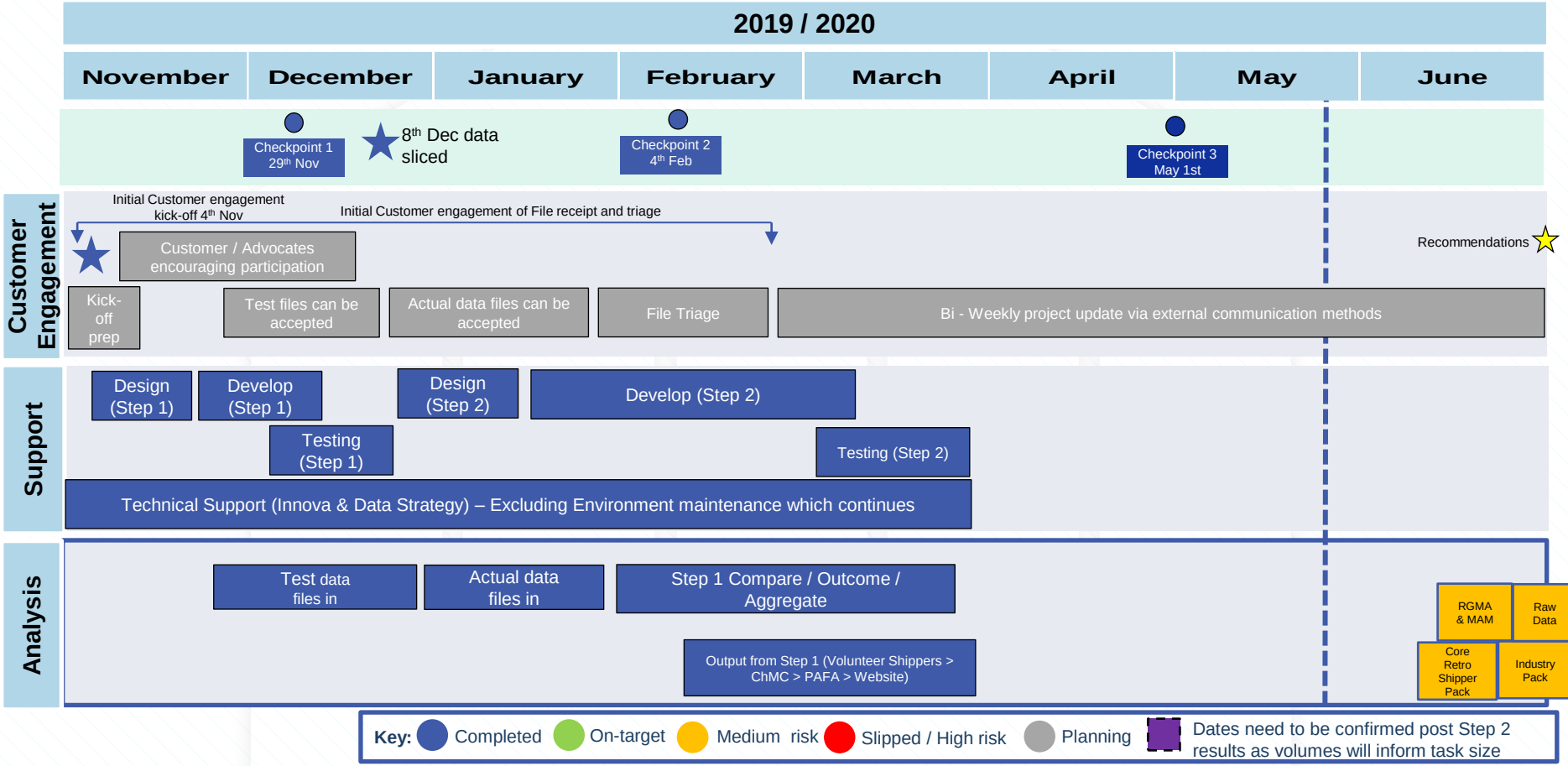
- ~~**XRN4691**** - CSEPs: IGT and GT File Formats (CGI Files)~~
- ~~**XRN4692**** - CSEPs: IGT and GT File Formats (CIN Files)~~
- ~~**XRN4780 (B)** - Inclusion of Meter Asset Provider Identity (MAP Id) in the UK Link system (CSS Consequential Change)~~
- ~~**XRN4871 (B)**** - Changes to Ratchet Regime (MOD0665)~~
- ~~**XRN4941*** - Auto updates to meter read frequency (MOD0692)~~

* Pending Solution/MOD approval by ChMC/DSG for remaining CRs. Descoped at ChMC on 08/01/20
** Descoped at eChMC on 22/11/19
*** Added to scope (revised scope from original)

7.3 XRN4914 MOD 0651- Retrospective Data Update Provision – Proof of Concept Progress update

10th June 2020	Overall Project RAG Status:			
	Schedule	Risks and Issues	Cost	Resources
RAG Status				
Status Justification				
Schedule	**Delivery:** • Step 2 deep dive analysis is in progress however it has not progressed to plan due to additional resource constraints (sickness) in Customer Change team impacting ability to focus on Retro activity. • The project team are still working towards publishing Industry Packs and Retro recommendations in late June however this is dependent on resources being in place to support the POC. Internal discussions have taken place to ensure wherever possible resources are allocated to POC activity • The intention is to publish Step 2 outputs ahead of next ChMC in July then present the findings and recommendations at the meeting **Customer Engagement and Communications:** • Ongoing communication with POC participating members on progress of Step 2 deep dive • Intention is to present findings in July ChMC			
Risks and Issues	• There is a risk that resources in place to support Retro POC deep dive analysis are pulled from Retro to support priority or urgent MOD work Mitigation: Project team are working with resources to ensure they are ringfenced to support POC where possible to meet planned timescales			
Cost	• Approval received from DN's for BER of £270k for proof of concept. Costs within approved budget.			
Resources	• Xoserve Customer Change team leading execution of POC Step 2 with input from SMEs where required			

XRN4914 – Retro proof of concept – Timeline



7.4 XRN5047 Seasonal Normal Review

For Information

XRN5047 Seasonal Normal Review

Overview

- Seasonal Normal Review is a 5 yearly activity carried out by Xoserve to update the Weather Adjusted Annual Load Profile (WAALP) values in UK Link.
- This year will the first time WAALP values will be updated into SAP UK Link system, previous updates where made on legacy UK Link system.
- A program will be developed to facilitate the update of WAALP values into SAP
- NDM Read Estimates will be based on revised WAALP values post implementation in July
- A report will also be created to ensure validation is carried out on Seasonal Normal activities
- This is an internally driven initiative and will seek no funding or approval from DSC

Current Status

- Design and Build have been completed and testing is currently in progress
- Functionality to be implemented in July ahead of annual AQ activities it supports

7.5 Minor Release Drop 7 Update

XRN5152 – Minor Release Drop 7 - Status Update

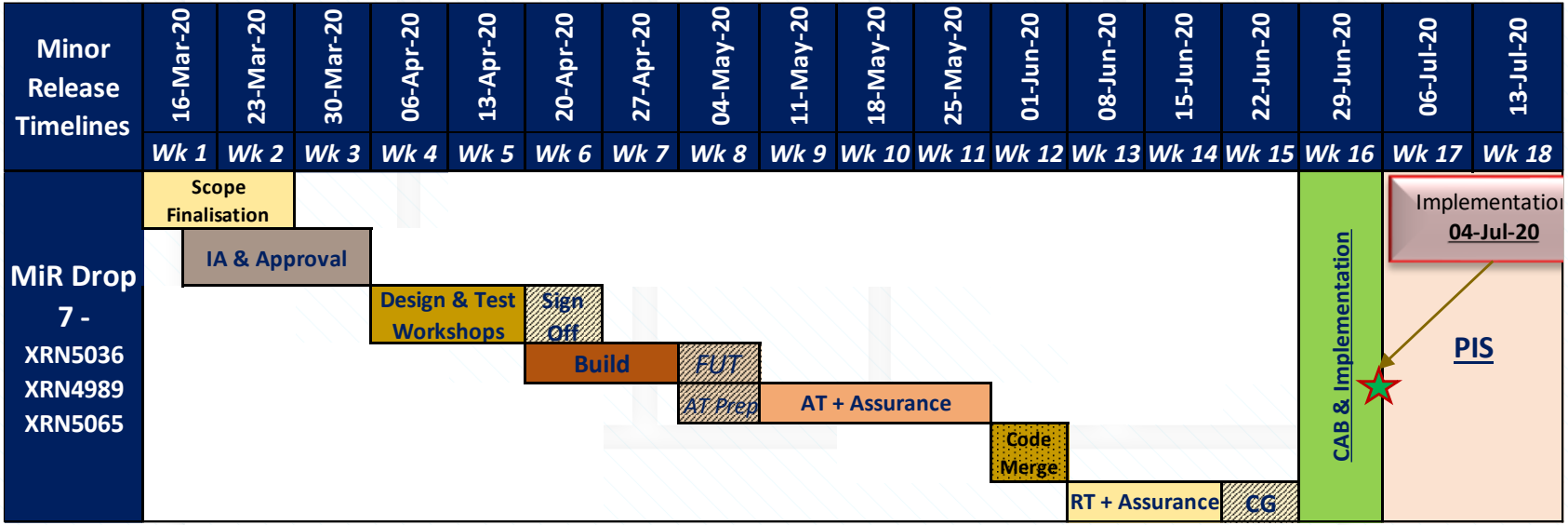
01/05/20	Overall Project RAG Status:			
	Schedule	Risks and Issues	Cost	Resources
RAG Status				
Status Justification				
Schedule	• Three changes in XRN5152 Minor Release Drop 7 to be implemented on 04/07/2020: ➢ XRN5036 – Updates to Must Read Process (removes AMR and SMART from Must Read contacts - precursor to Nov 2020) ➢ XRN4989 – Online Solution for Credit Interest Process (to automatically issue the supporting info through IX) ➢ XRN5065 – Addition of Email Address to DES Last Accessed Report (security enhancement) • Scope / Implementation Date Approval received from ChMC – 08/04/20 • Capture Phase Completed / Impacts Assessments produced / signed-off – 03/04/20 • Design Phase Completed / Signed off – 24/04/20 • Detailed Implementation planning to commence – w/c 01/06/20 • Build Phase Completed – w/c 01/05/20 • Change Packs Issued out for review – May 2020 • AT Testing XRN5036 – complete / XRN4989 on track for completion 02/06 / XRN5065 on track for completion 02/06 • Code Merge activities started – 29/05			
Risks and Issues	• There is a risk that Minor Release 7 could have resources issues during Implementation due to Gemini Migration Project going live 5th July 2020 – Xoserve Implementation approach agreed internal			
Cost	• Changes are being delivered as part of Minor Release Budget 20/21. • BER approved at ChMC – 13/05/20			
Resources	• Weekly monitoring of Xoserve SME and Business Process Users to support testing phase and Implementation			

XRN5152 – Minor Release Drop 7 Timelines

Key Dates:

- **Impact Assessment Completed / signed off – 03/04/20**
- **Design Complete / signed off – 20/04/20**
- **Build Complete MiRD7– 01/05/20**
- **Testing Complete – 19/06/20**
- **Implementation Complete – 04/07/20**
- **PIS Complete – 17/07/20**

Dates now baselined following completion of detailed design



June 2020 CHMC

7.6 UK LINK FUTURE RELEASES UPDATE – FOR INFORMATION

UKLink Future Releases

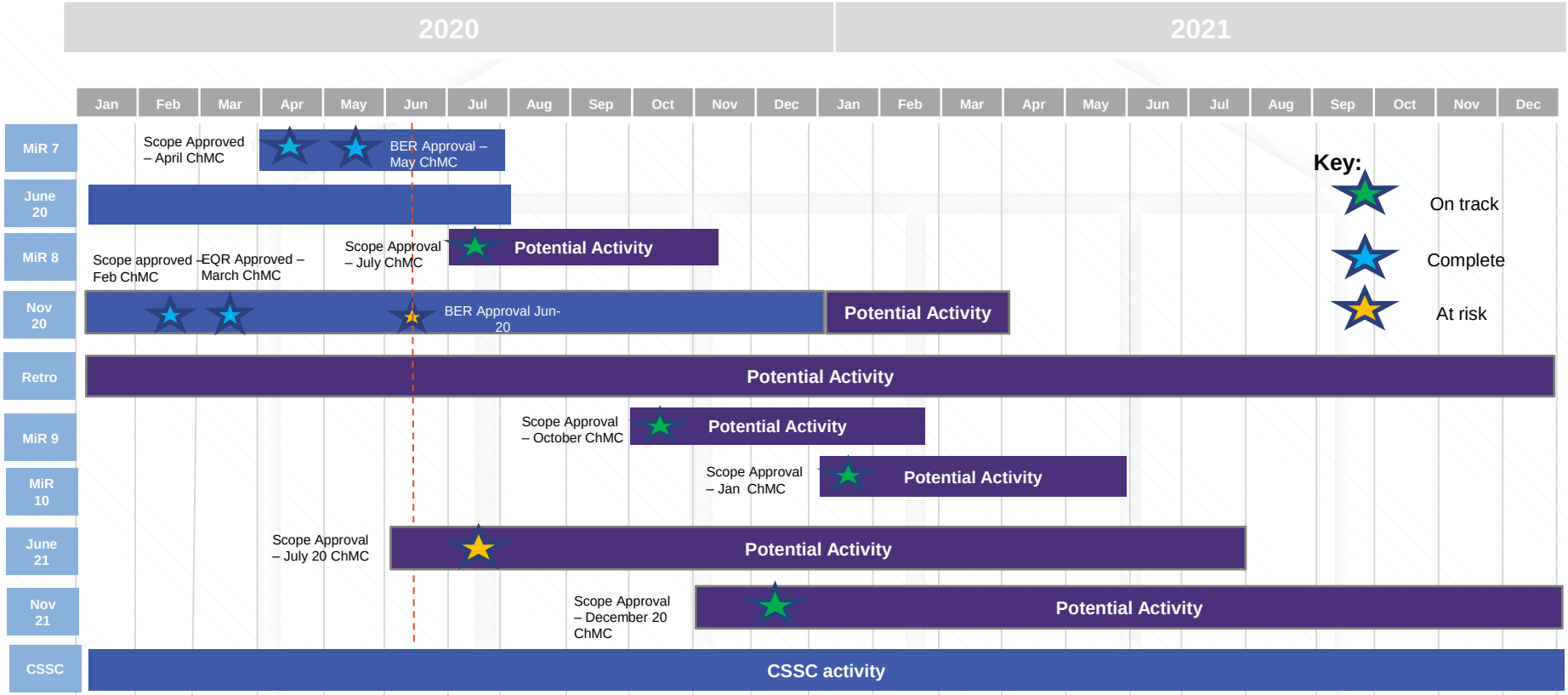
Agenda:

- Future Releases update – For Information
  - Future Releases Governance Timeline 2020 – 2021
  - Changes in delivery

- 2021 Major Releases – For Discussion
  - Current status
  - June 2021 Optionality
  - November 2021 Optionality

- Glossary

2020/2021 UK Link Governance Timeline



- **Please note that this slide includes potential activity within UK Link over the next 24 months**
- **Assumes 3x Minor Releases required prior to May 2021**

Change Index – UK Link Allocated Change

Proposed Release	XRN	Change Title	Current Status	UK Link Release	Complexity	Finance
Jun-20	4865	Amendment to Treatment and Reporting of CYCL Reads	In Delivery	June 2020	Small	*Shippers / DNO*
	4772	Composite Weather Variable (CWV) Improvements	In Delivery	June 2020	X-Large	*Shippers / DNO*
	4930	Requirement to Inform Shipper of Meter Link Code Change	In Delivery	June 2020	Small	*Shippers*
	4932	Improvements to the quality of the Conversion Factor values held on the Supply Point Register (MOD0681S)	In Delivery	June 2020	Medium	*Shippers / DNO*
	4850	Notification of Customer Contact Details to Transporters	In Delivery	June 2020	X-Large	*IGTs / DNO*
	4888	Removing Duplicate Address Update Validation for IGT Supply Meter Points via Contact Management Service (CMS)	In Delivery	June 2020	Medium	*IGTs*
	4780b	MAP ID Part B	In Delivery	June 2020	Large	*Shippers*
CSSC	4627	Consequential Central Switching Services	In Delivery	June 2021	N/A	*Shippers*
Retro	4914	Retro Proof of Concept	In Delivery	Standalone	N/A	DNO
Nov 2020	5014	Hydeploy Live Trial	In Delivery	Nov 2020	Large	Northern/DNO
	~~5036~~	~~Updates to must read process~~	~~In Delivery~~	~~Nov 2020~~	~~Small~~	~~DNO~~
	4897/ 4899	Contact details – resolution of deleted contact details and PSR data at change of shipper event	In Delivery	Nov 2020	Large	Shippers
	~~4992~~	~~Supplier of last resort charge type~~	~~In Delivery~~	~~Nov 2020~~	~~Medium~~	~~Shippers~~
	4931	Submission of space in mandatory data on multiple SPA files	In Delivery	Nov 2020	Medium	Shippers
	4801	Additional info into DES	In Delivery	Nov 2020	Medium	Shippers
	~~4780c~~	~~MAP ID part C (CSSC)~~	~~In Delivery~~	~~Nov 2020~~	~~Large~~	~~CSS~~
	~~4941~~	~~Auto updates to meter read frequency~~	~~In Delivery~~	~~Nov 2020~~	~~Large~~	~~Shippers~~
	4871b	Ratchet regime changes part B	In Delivery	Nov 2020	Large	DNO
MiR D7 Jul-20	5036	Updates to Must Read Process	In Delivery	MiR Drop 7	Small	Minor Release
	4989	Online Solution for Credit Interest Process	In Delivery	MiR Drop 7	Small	Minor Release
	5065	Addition of E-mail Address to DES Last Accessed Report	In Delivery	MiR Drop 7	Medium	Minor Release

2021 Major Releases - Status

- CSSC re-planning for April 2022 underway
- The June 21 major release slot was assumed to be the CSSC release
- Xoserve limited in what non-CSS changes can be made without impacting CSSC Programme.

June 2021:

- Capture in progress for candidate XRNs. DSG discussions on requirements and solution options ongoing
- 2 changes are ready for assignment to a major release (pending MOD approval)
- Standard 12 month project under pressure as:
  - Scope will not be confirmed today
  - Start-up / Design will need to be condensed to facilitate hitting Change Pack dates (Nov 2020).

November 2021:

- Scope constrained by impacts to CSSC
- Scope targeted to be agreed at the November 2020 ChMC.

June 2021 – Optionality for Discussion

1. **No Major Release in June** – defer changes to the November 2021 release

2. **Full Major Release in June (Up to 120 points):**
   a. Accept the risks of developing a full size release with Start-Up, Analysis and Design Phases condensed (esp. scope, cost and timeline volatility)
   b. Mitigate the risks around condensing activity up to the end of Design by flexing Detailed Design Change Pack submission dates

3. **"Midi" Release in June (60 points max)** – Reduced scope release - Implement MOD/Regulatory changes, required before November 2021, only

4. **Minor Release(s) –** Further reduced scope – only implement those changes that are regulatory, don't impact CSS or Customer Systems – some changes may need to be split out and the more substantial (customer systems impacting) elements delivered in a subsequent Major Release..

November 2021 – For Discussion

Currently assuming a full scale UK Link Major Release, the last prior to CSS implementation.

Key points:

- Minimising impact on the CSS Programme will constrain scope (especially in the SPA processes)
- Scope approval scheduled for November 2021 ChMC
- MODs/Regulatory changes required prior to CSS implementation to be prioritised during Capture.

Glossary

Project Phase Abbrev.	Project Phase
FUT	Factory Unit Testing
IA	Impact Assessment
IDR	Implementation Dress Rehearsal
PIS	Post Implementation Support
PT	Performance Testing
RT	Regression Testing
SIT	System Integration Testing
ST	System Testing
Capture Artefact Abbrev.	**Capture Artefact**
CP	Change Proposal
HLSO(s)	High Level Solution Option(s)

7.7 UK Link POAP

PDF File

7.8 Data Discovery Platform

Verbal Update

8. CSSC Programme Dashboard

27th April 2020

Programme Update

Executive Summary

Key Programme Update:

All programme milestones falling into this reporting period have been met. We continue to track to an Amber staus.

- **Data Migration –** planned PIT activities have completed with our exit report and data summary report have been provided to the SI. Xoserve commenced DMT smoke testing to plan on the 11th May. The CSSP were unable to commence smoke testing to plan due to having no environment, this has since been resolved with Landmark joining later than the other ESP's. We have encountered defects related to REL data relating to design discrepancies between programme documentation. Issues are being progressed with one severity 1 being raised against Landmark.
- **SIT:** Xoserve has entered SIT on the 29th April, early tests has highlighted issues with the CSSP in several areas of their solution not being complete. These issues have been documented and escalated to be addressed by DCC/CSSP/SI. Initially only 9/17 planned test could be completed due to issues at Landmark's end. The SI are progressing with fixes being released on a phased basis.
- **Environments:** Xoserve have raised concerns in relation to the number of environments required by the Switching Programme for various test phases. We have asked for an exercise to rationalise environment usage by re-planning to allow reuse where possible. This is an effort to reduce the environment costs that will be incurred by both Xoserve and other Industry parties based on the current plan.
- **Internal Testing –** SIT phase 2 has successfully completed with all P1 and P2 defects closed. P3 and P4 defects are being analysed and resolved during the next phase. SIT phase 3 has commenced to plan. NFR testing is in progress alongside preparation for SIT phases 4 & 5 and UAT.
- **DES/API** Agile delivery continues to plan in order to feed into SIT phase 4.
- **CCMT:** Re-planning is in progress with agreement from both Ofgem and the Market Trials Working Group that consequential testing will commence on the 1st December 2020.
- **COVID-19:** Xoserve continue its BCM activities, including remote working.
- Xoserve will be working through the lower level detail of the Programme re-plan activities with the SI during the next couple of weeks. The finalised plan is due to be approved at September's delivery group.

Programme Health – RAG

Overall Programme Status	**Previous**	**Current**
Programme Plan – On Track	**Previous**	**Current**
Risk Profile	**Previous**	**Current**
Resources	**Previous**	**Current**

Return To Green Plan

- Resources, Risk and Plan are showing Amber due to uncertainties with the lack of an Ofgem plan. RTG will take place when a plan materialises. Based on this, the programme continues to trend at an amber status

KEY Progress (Last Month)

- External DMT entry achieved
- Good progress on external NFR testing readiness
- Secondary API baselined
- External SIT entry achieved
- Internal SIT Phase 2 completed
- Internal SIT Phase 3 commenced
- Programme Re-plan (including finances) started to align to Switching Programme near term plan

Workstream Updates

RAG Previous MONTH	RAG Current MONTH	WORK STREAM	SUMMARY
		Data Migration	Overall RAG is Amber: Schedule is Amber as Smoke testing start was delayed due to Landmark environment not being available with test execution rescheduled. Planning for DMT non functional is behind schedule due to the SI working on re-planning the upcoming DMT phases and environment requirements.
		DES & APIs	On track for delivery to meet Internal test phases and consequential market trials.
		Networks	Overall RAG Amber. This is unchanged pending submission of the Ofgem CR as captured at the Switching Programme Implementation Group on 14/4/20 detailed below - *IG10-A03: Adaptor Services Recommendation 17 - It was confirmed that no party intends to use the IX network to connect to the CSS and that Ofgem, Xoserve and DCC were collaborating to identify the appropriate mechanism to descope IX delivery from the Switching Programme which will be implemented via a CR.*
		Testing	Overall RAG Green: Test phases in progress and tracking to plan. Severity 1 & 2 defects are being resolved within test phase with severity 3&4 being analysed and resolved within the next phase.
		Market Trials	Overall RAG is Green.CCMT timelines have been shared with Ofgem and the CCMTWG community with positive responses. Work will continue on all CCMT preparation activities.
		UK Link	Overall RAG Green. CR delivery and Test support is continuing to progress to plan
		Service Management	Overall RAG green. Decision required around the option to integrate Incident Management and Service Request processes once IA has been completed. Workshops with DCC required for each core process where outstanding questions can be discussed and assumptions validated/rejected. Proposed workshop schedule issued to DCC however, awaiting confirmation that the dates are suitable.
		Gemini	Overall RAG green. The schedule is amber until details of the Programme re-plan are available. Most of the Gemini defects that have been raised during UK Link SIT have now been resolved and closed. We have been working with the test stream and have made some good progress on the testing of the Gemini triggers. There are ongoing conversations around when Gemini UAT will take place, along with the transition to the Gemini ECP environments.
		Business Change	Overall RAG Green. The business change assessment pack to support BC020 has been completed and sent to Ofgem and the SI on 09/04. A re-plan will be conducted once the SI issue a revised CSS IP which incorporates the 6-month extension announced by Ofgem.
		Environments & Release Mgt.	Overall RAG green. Review of all environment requests to take place using the updated test plan as reference which could impact scope.

Key Programme Issues

REF	RAG	WORKSTREAM	DESCRIPTION	MITIGATING ACTIONS	LATEST UPDATE	TARGET RESOLUTION DATE
62484		Data	The SI have confirmed that there are a number of discrepancies in data definitions between the PHID and the DM solution design document set. These have yet to be shared with parties for review. This may impact on DMT, and downstream functionality (including SIT) if parties have coded against differing elements of the design	Discussions ongoing with the SI to agree options with the aim of minimizing impacts to industry parties	27/05 A meeting has been scheduled for 28/05 to determine how temporary data fixes can be applied so that DMT is not delayed. Further consideration is required to determine the enduring fix requirements and impact on the core functionality (and therefore any impact on SIT)	0506/20
62485		Data	The PHID defines REL logical status and language as optional data items, however the DM validation catalogue shows them as mandatory. Xoserve have coded these as mandatory, and they are part of a composite key and so raised a Sev1 defect in smoke testing on receipt of a data file which did not contain the data expected. There is disagreement between parties over the correct definition of the data items which needs to be resolved in order for DMT to proceed.	Discussions ongoing with the SI to agree options with the aim of minimizing impacts to industry parties	27/05: Xoserve have reviewed their design and believe that these fields should always be populated - there are no instances where a value can not be determined. Without these values populated it becomes impossible to determine whether duplicate / erroneous data has been provided. To be discussed further with Landmark and SI	05/06/20

Key Programme Risks (1/3)

REF	RAG	WORKSTREAM	DESCRIPTION	MITIGATING ACTIONS	LATEST UPDATE	TARGET RESOLUTION DATE
62444		Programme	There is a risk that Xoserve's solution delivery is incompatible with the CSS being delivered by Landmark because of poor version control and ambiguity as to which is the live version of the CSS Interface Design Specification that the CSSP have built to, leading to avoidable defects arising in SIT and the subsequent rework required by one or both parties.	Discuss with SI to assess the level of discrepancies and ensure action plan is in place to manage this for future phases/deliverables	This RAID item will be kept open for monitoring during SIT	30/06/20
55513		Programme	There is a risk that in the Programme participants might interpret business rules differently because business rules underpinning the CSS Interfaces have not been published alongside the interface document as well as discrepancies between business rules defined within REC and captured in ABACUS. Leading to significant process mismatches at a later stage (i.e. SIT, UEPT) and potential rework and timeline slippages.	Xoserve to publish design assumptions as part of the RAID reporting to the SI to ensure visibility of Xoserve design assumptions around business rules and processes.	This RAID item will be kept open for monitoring during SIT	30/06/20
54378		Programme	There is a risk that the logical model contained in Abacus may not fully reflect the CSS processes and interactions with existing service providers because of limited engagement of all Programme stakeholders during the industry wide design phase. Leading to rework of the consequential design activities that have already been completed.	Engage with SI to ensure that Abacus update to fully reflect CSS processes	This RAID item will be kept open for monitoring during SIT.	30/06/20

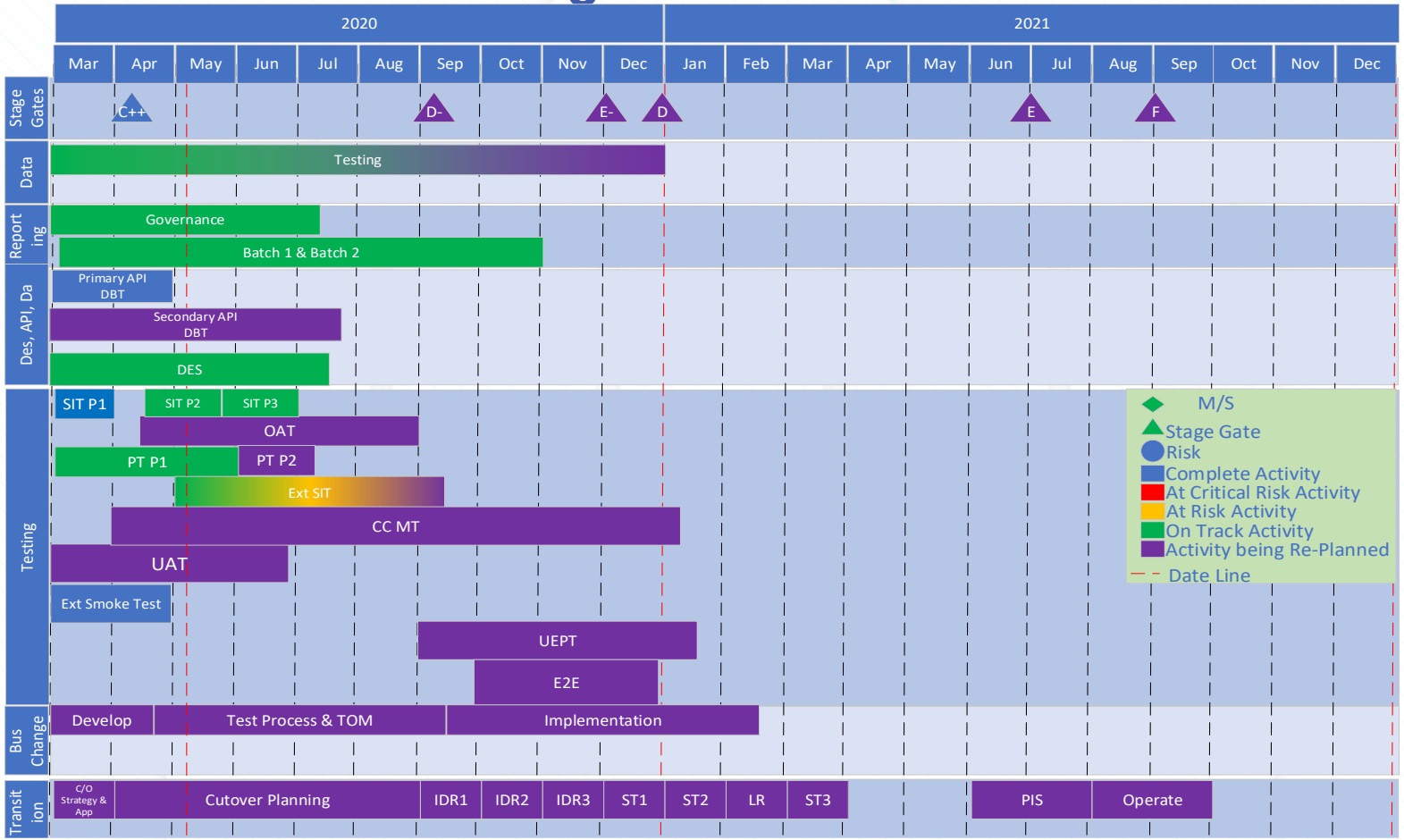
Key Programme Risks (2/3)

REF	RAG	WORKSTREAM	DESCRIPTION	MITIGATING ACTIONS	LATEST UPDATE	TARGET RESOLUTION DATE
55549		Programme	There is a risk that that the approval of the CSS Physical Design does not take into consideration the complete E2E impacts of the Switching Programme because the CSS design is solely focused on the core CSS and primary interactions with CSS. Leading to an inaccurate critical path being followed for the Programme and subsequent downstream delays to the delivery timeline.	1. Raise with Ofgem to identify owner/RACI 2. E2E CSS design needs to be in place involving all components/systems/interactions which needs to be form the architectural baseline that the Programme is governed against.	This RAID item will be kept open for monitoring until the end of SIT phase 1.	30/06/20
62377		Data Migration	There is a risk that Xoserve may not be ready for DM non functional testing on time because of lack of clarity of Overall programme plans for environments, testing and data leading to insufficient time allowed for preparation	Xoserve to engage with the SI on this risk	DM non functional testing to be re-planned by Ofgem / SI. Awaiting revised plans	29/05/20
62376		Data Migration	There is a risk that data provision for UEPT may be delayed because UEPT testing start date has been communicated, but the dates for the production data cut and provision of data to CSP have not, and so Xoserve are unable to plan this activity leading to potential delay in delivery of data if insufficient lead time allowed on programme plan	Xoserve to engage with the SI on this risk	Awaiting revised plans	30/06/20

Key Programme Risks (3/3)

REF	RAG	WORKSTREAM	DESCRIPTION	MITIGATING ACTIONS	LATEST UPDATE	TARGET RESOLUTION DATE
61894		Service Management	There is a risk that the CSS proposed SLAs do not align to current service model/SLA's because DCC/Ofgem are proposing a new set of SLA's for all parties regardless of existing arrangements, leading to target operating model changes and potential contractual changes with 3rd party suppliers (considerable increase in operational cost)	Our working assumption is that existing SLAs will prevail however, there are ongoing discussions taking place with DCC to understand their expectation. REC review - no such SLA's imposed on us currently.	Discussions are ongoing with DCC as part of the monthly Stakeholder sessions as well as detailed sessions (dates to be agreed with DCC). Current assumption is that Xoserve's existing SLAs will continue to hold until notified otherwise by Ofgem (potentially via REC consultations)	26/06/20
50199		Programme	There is a risk that CSS Consequential may be unable to meet switching Programme timelines and end up delaying the overall Ofgem Switching Programme because of the fact that Xoserve consequential changes are complex and significant in scale, leading to potential delays to the Industry plan & reputation impact to Xoserve	Continued engagement with SI and other Switching Programme stakeholders to ensure that all inbound dependencies are met within expected timelines.	This continues to be actively monitored and managed - no changes to the status has been identified that could alter the probability or impact. Xoserve's activities continue to be on track to deliver to plan	30/09/20
62326		Service Management	There is a risk that Service Design and Service Management processes are being tested before the E2E testing of CSS is complete (or even started) because Operational Testing is not being re-planned alongside the re-plan of the UEPT and E2E test phases leading to the possibility of additional test cycles being required at later stages of the programme to cover potential gaps that will be uncovered via market participant testing and as a result additional costs to be borne by Xoserve (and other existing service providers)	Raise with DCC & SI to understand mitigation strategy	DCC have taken away an action to look at the risk. Awaiting update from DCC.	01/06/20
55572		Network	There is a risk that Market Participants may not have sufficient time to procure and provision IX , if they choose the IX option for comms network connectivity, because of lead times for hardware, software and installation into data centres. Leading to lack of readiness on the part of Market Participants for UEPT in April 2020. Xoserve request that SI / DCC engage with Market participants as early as possible	Raise with SI / DCC, to request early engagement with Market Participants and review additional MAD milestones as they become available.	Description and probability updated to reflect the re-planning if UEPT. No update received on the mechanism to provide IP addresses to Xoserve or whether any MPs have signed up to use IX to connect to CSS.	30/06/20

High Level Plan



9.1 Bubbling Under Report

Microsoft Excel
Worksheet

9.2 Gemini Horizon Planning

PDF File

10. Finance and General Change Budget Update

11. AOB

11.1 Xoserve IX Refresh

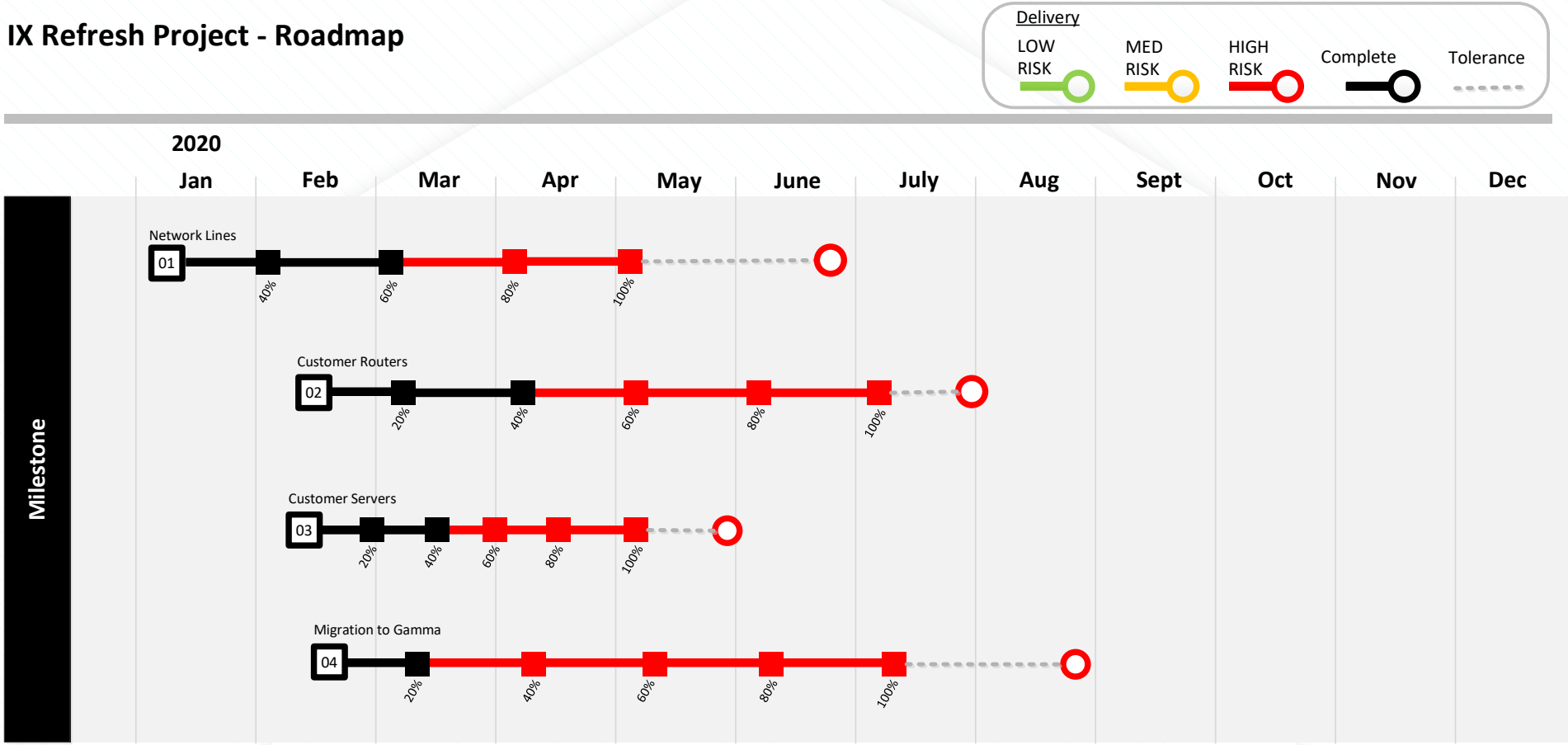
Customer Update

15/04/2020

IX Refresh Customer Update

- Following the recent update to government guidance regarding COVID-19, the project has been engaging with all customers to understand if access restrictions have been lifted and to confirm if we can progress with their migration
  - 60% of all remaining customers are now in a position to continue
  - BT Openreach have provided June dates for all customer still needing network lines
- The project are currently re-planning following the customer engagement and will create a new baselined delivery plan on the 15th June
- The new project plan end date will confirm how long we will need to extend support with our legacy service provider to ensure all customers remain on a fully supported solution
  - Agreement in place to extend support past August 2020
  - Minimum 3 month extension
  - Extension can be triggered at the end of June 2020
- If you have any questions or concerns, please reach out to box.xoserve.IXEnquiries@xoserve.com

IX Refresh Project - Roadmap



11.2 Website Improvements

Verbal Update

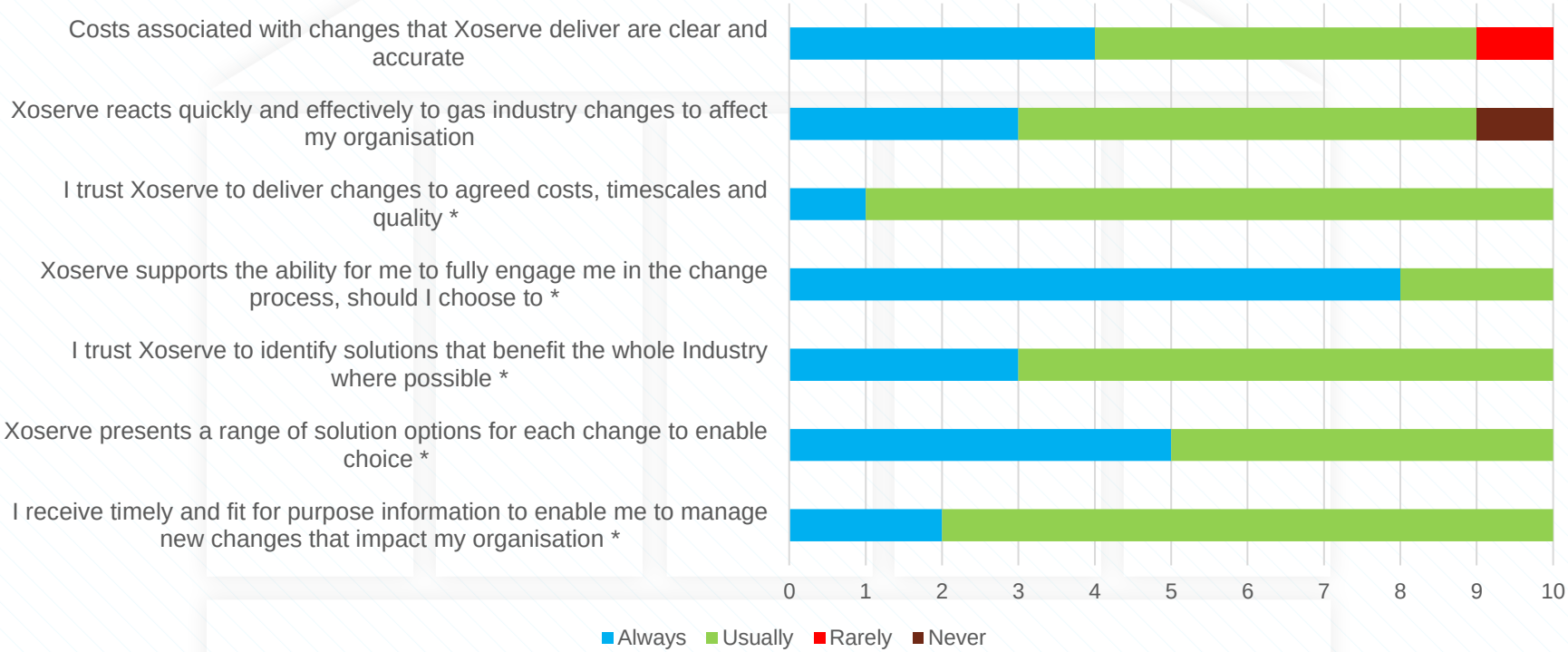
11.3 KVI Change Management Survey Feedback

April 2020

KVI Change Management Survey – April 2020

- 10 responses received by customers.
- April 2020 - achieved a KVI of 97.1% against our target of 90% rated as ‘Always’ or ‘Usually’
- January 2020 - achieved a KVI of 85% against our target of 90% rated as ‘Always’ or ‘Usually’. Final year end performance 2019/20 = 93%
- 6 reviewers provided further comments on the Change management process in April – see following slides

KVI Survey Results April 20



You said – We did – April 2020

You Said	We Did
If clarification is required around any changes, I found Xoserve to be accessible in addition to providing clear guidance around the change	Thank you for taking the time to complete our change survey. Your feedback is much appreciated.
Up to date costs are not always communicated in a timely manner however this is being addressed.	Thank you for taking the time to complete our change survey. Your feedback is much appreciated. It's good to hear that you can see the changes Xoserve are trying to make to improve cost tracking and reporting. We continually review our process and discuss material in the Change Management Committee meetings to ensure that the changes we make meet the customers requirements and ensure complete transparency.
I believe that any comms regarding changes/ releases are very good, with change packs, meeting discussions, training etc... I have always had a good experience with involvement of any changes or releases.	Thank you for taking the time to complete our change survey. Your feedback is much appreciated
Generally Xoserve have been exceptional in the change management area. sometimes I have noticed when actions are taken in in DSG, they aren't always followed upon for the subsequent session, so perhaps there needs be better coordination in order to ensure actions dealt with in a timely manner. Xoserve team has been fantastic is engaging with the industry on retro work stream and is making a good progress towards solutions if required.	Thank you for taking the time to complete our change survey. Your feedback is much appreciated. We are always looking at ways to improve the customer experience and the quality of the material that we circulate to customers and so will look to include your comments in our review of the DSG Meeting Process and outputs.
Following feedback I am pleased that cost tracking and reporting has improved significantly recently and I am now much more confident that I can rely on the costs reported each month.	Thank you for taking the time to complete our change survey. Your feedback is much appreciated. It's good to hear that you can see the changes Xoserve are trying to make to improve cost tracking and reporting. We continually review our process and discuss material in the Change Management Committee meetings to ensure that the changes we make meet the customers requirements and ensure complete transparency.
Issues raised by IGTs are never resolved quickly. We are still changes being implemented for the benefit of Shippers that have a detrimental impact on IGTs (e.g. Retrospective Updates to FYAQ and Supplier Id). Change costs are published but there is no breakdown to provide any clarity as to how the cost has been calculated.	Thank you for taking the time to complete our change survey. Your feedback is much appreciated. We acknowledge your concerns in respect of your Constituency. We are working hard to ensure all of our customers are highly engaged and receive a high level of service from Xoserve. We also appreciate your feedback in relation to change costs, we are working hard to ensure that, through the Change Management Committee, costs are being circulated frequently to ensure transparency regarding spend so that customers are fully informed of the cost of changes are each phase of the change lifecycle.

11.4 Changes in Capture

Verbal Update