DSC Change Completion Report (CCR)



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| **Change Title** | June 20 |
| **Change reference number (XRN)** | 4996 |
| **Xoserve Project Manager** | Surfaraz Tambe |
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| **Contact number** | 0121 229 2693 |
| **Target Change Management Committee date** |  |
| **Date of Solution Implementation** | 27th June & 3rd October 2020 |
| **Section 1: Overview of Change Delivery** | |
| As part of the June 20 delivery, the following 7 changes were delivered:  EXTERNALLY FUNDED CHANGE REQUESTS:  **Title: XRN4772 - Composite Weather Variable (CWV) Improvements**  Changes to add the new parameters in the files and calculating Forecast / Actual weather  values. New process will be configured to load the new file containing weightage of  parameters.    **Title: XRN4888 - Removing Duplicate Address Update Validation for IGT Supply Meter Points via Contact Management Service (CMS)**  Validation needs to be removed in CMS to stop processing the duplicate addresses. After this change; IGTs will be able to update duplicate addresses via CMS in UK Link. An additional report needs to be submitted highlighting how many such instances have occurred on daily and monthly basis.    **Title: XRN4930 - Requirement to Inform Shipper of Meter Link Code Change**  For change in the Meter Link Code; MRI (K15) will be triggered whenever there is a link code change in the system i.e. Prime to Freestanding or vice versa. This is done by the users manually at the back of exceptions.    **Title: XRN4850 - Notification of Customer Contact Details to Transporters (UKLink file formats, new service to follow)**  This change is raised to extract the information of end consumers and broadcast to them for  any outages by GTs or iGTs. This will be achieved by storing the enhanced BP information  received via CNC or CNF. The end consumers will be liable to STOP this if not required.  CDSP also wants to record the usage of the service.    **Title: XRN4865 - Amendment to Treatment and Reporting  of CYCL Reads**  Changes are required to the Read Tolerance checks on all the submitted reads. In addition,  MBR file needs to be amended to send an E (estimate) for Confirmation Effective Date.  Description in the [M03 BILLREADS] record (MBR file) formats require update.    **Title: XRN4932 - Improvements to the quality of the Conversion Factor values held on the Supply Point Register (MOD0681S)**  The conversion factor will be updated as part of AQ Updates above or below 732,000 kWh. Data Cleansing is required as part of the implementation.    CSSC FUNDED CHANGE REQUEST:  **Title: XRN4780 (B) – Inclusion of Meter Asset Provider Identity (MAP Id) in the UK Link system (CSS Consequential Change)**  To populate the source of the Meter Asset Provider identity (MAP Id) for gas Registrable Meter Points (RMP) in the UK Link system and extraction of MAP Id data into BW.  RTB COSTS INCURRED AS PART OF JUNE 20 DELIVERY  UK Link RTB costs for June 20 Release (upto 31st March 2021)   |  |  |  | | --- | --- | --- | | **Xoserve Service Area** | **Xoserve Service Line** | **(+/-)Actual Change in Annual Cost** | | UK Link Tech Ops RTB Support | ASGT NC SA16 -18  ASGT NC SA16 -19  ASGT NC SA16 -20  ASiGT NC SA16-09  ASiGT NC SA16-10  ASiGT NC SA16-11 | £49,140 |   XRN4850 Monthly Azure Subscription costs (upto 31st March 2021)   |  |  |  | | --- | --- | --- | | **Xoserve Service Area** | **Xoserve Service Line** | **(+/-)Actual Change in Annual Cost** | | Azure Subscription | ASGT NC SA16 -19  ASiGT NC SA16-10 | £7,920 |   XRN4850 RTB costs (upto 31st March 2021)   |  |  |  |  | | --- | --- | --- | --- | | **Xoserve Service Area** | **Xoserve Service Line** | **(+/-) Projected Change in Annual Cost** | **(+/-)Actual Change in Annual Cost** | | Twilio/Azure Service Support | ASGT NC SA16 -19  ASiGT NC SA16-10 | N/A | £21,607 |   Future Azure/Twilio Operating Costs - 1st October 20 – 31st March 20 (based on contractually committed 50,000 monthly SMS and 200,000 Email)   |  |  |  |  | | --- | --- | --- | --- | | **Xoserve Service Area** | **Xoserve Service Line** | **(+/-) Projected Change in Annual Cost** | **(+/-)Actual Change in Annual Cost** | | Committed Contractual Spend | ASGT NC SA16 -19  ASiGT NC SA16-10 | N/A | £19,200 | | Spend based on Forecasted Usage (SMS 50k/Email 200k) | ASGT NC SA16 -19  ASiGT NC SA16-10 | £25,154.77 | N/A | | Additional cost above contract usage | ASGT NC SA16 -19  ASiGT NC SA16-10 | 3 pence per message | N/A |   COST BREAKDOWN FOR RELEASE COSTS   * Approved BER value in April 20 is **£867,648.00** (this includes remaining risk margin **£83,951**) * Total spend is **£923,346.60,** (approved CRs included eg Reporting CRs, UKLink PIS extension etc.) * The above figure includes additional costs specifically relating to xrn4850 which is 100% funded by Networks so the Industry costs have been split as below:   + Overall Cost of Release (minus additional xrn4850) is **£816,456.60**   + This leaves **£51,191.40** remaining in the risk margin shared as below:     - Shipper £23,548.04     - DN £20,476.56     - IGT £7,166.80 * Additional spend specifically for xrn4850 is **£87,690**, charged to Networks only, is detailed below:   + PIS Extension for Twilio/SMS Integration (2 months - 25/09 - 20/11) - **£18,200**   + Twilio/Azure Service Support (Year 1) – **£21,607**   + Monthly Azure Subscription (Year 1) **£7,920**   + Azure Security Requirements **£6,300**   + Network Reporting **£23,444**   + Cancelation of Pending CNC Transactions CR **£4,590**   + MT Special Characters CR **£5,629** * Total additional spend for Networks **£60,046.64** *(£87,690**minus unspent Risk Margin**of £20,476.56 & £7,166.80)*   COST BREAKDOWN FOR NEW SERVICE OPERATING COSTS   * Twilio Service Charge (Year 1) - **£19,200 –** *this will be recharged end of financial year to the Networks as part of DSC service line.*   The total cost of the June 20 delivery of externally funded changes = £923,346.60  The total cost of the June 20 delivery of CSSC funded changes (CSSC MAP ID) = £73,045  Currently there are outstanding actions that are pending completed following implementation.   * XRN4850 Network Usage Report Automation * XRN4850 Change Request for Portal Service Enhancements | |
| **Section 2: Confirmed External Funding Arrangements** | |
| **XRN4772 - Composite Weather Variable (CWV) Improvements**   |  |  | | --- | --- | | **Gas Industry Participant** | **% Share of Cost** | | **Shippers** | **50%** | | **iGT’s** |  | | **DNO’s** | **50%** |   **XRN4888 - Removing Duplicate Address Update Validation for IGT Supply Meter Points via CMS**   |  |  | | --- | --- | | **Gas Industry Participant** | **% Share of Cost** | | **Shippers** |  | | **iGT’s** | **100%** | | **DNO’s** |  |   **XRN4930 - Requirement to Inform Shipper of Meter Link Code Change**   |  |  | | --- | --- | | **Gas Industry Participant** | **% Share of Cost** | | **Shippers** | **100%** | | **iGT’s** |  | | **DNO’s** |  |   **XRN4850 - Notification of Customer Contact Details to Transporters**   |  |  | | --- | --- | | **Gas Industry Participant** | **% Share of Cost** | | **Shippers** |  | | **iGT’s** | **10%** | | **DNO’s** | **90%** |   **XRN4865 - Amendment to Treatment and Reporting of CYCL Reads**   |  |  | | --- | --- | | **Gas Industry Participant** | **% Share of Cost** | | **Shippers** | **100%** | | **iGT’s** |  | | **DNO’s** |  |   **XRN4932 - Improvements to the quality of the Conversion Factor values held on the Supply Point Register (MOD0681S)**   |  |  | | --- | --- | | **Gas Industry Participant** | **% Share of Cost** | | **Shippers** | **100%** | | **iGT’s** |  | | **DNO’s** |  |   **XRN4780B - Inclusion of Meter Asset Provider Identity (MAP ID) in the UKLink System**   |  |  | | --- | --- | | **Gas Industry Participant** | **% Share of Cost** | | **Shippers** |  | | **iGT’s** |  | | **DNO’s** |  | | **CSS Programme** | **100%** | | |
| **Section 3: Provide a summary of any agreed scope changes** | |
| There were no scope changes as part of this change. | |
| **Section 4: Detail any changes to the Xoserve Service Description** | |

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| *Change to the definition of the specific Xoserve service areas have been outlined above under RTB costs. Use the following link as a reference to the updated Xoserve service areas:*  [Service Description Table](https://www.gasgovernance.co.uk/sites/default/files/ggf/page/2018-02/Service%20Description%20Table%20V4%20live%20clean%20for%20publication%2016%20Feb%202018.xlsx) |

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| **Section 5: Provide details of any revisions to the text of the UK Link Manual** |
| There were no changes made to the UK Link Manual.  All the file format changes followed the formal Change Pack process to be reviewed and approved by the respective Customer constituent parties. |
| **Section 6: Lessons Learnt** |
| * Change Packs and training material to be enhanced to provide best practice examples of file formats. This will also include examples of an incorrect file format where the system would reject and the reasons why. * Network participants praised the Market Trials test phase. They were able to test the new functionality end to end and it gave them the opportunity to identify some additional requirements to improve the service which Xoserve are now assessing. However this test phase was not able to test the CNC shipper file flows which led to issues being experienced post Go Live. * Shipper participation was discussed at ChMC and DSG and recommended by Xoserve. Shippers should participate in Market Trials to enable cross party testing to ensure all new file formats are fully tested (both submission and response/rejections files), this could have eliminate some of the issues experienced post go live. * Positive feedback was received from the industry for the external training provided however it was noted that it is sometimes difficult to target the correct external stakeholders in such sessions therefore limiting the audience. * The Commercial, Legal and Security activities involved in implementing a new service requires far more time and diligence than a standard Major Release timeline allows, therefore if a new service is required in the future, this should sit outside of a Major Release for delivery. |

**Appendix A: Business Benefits:**

The changes will deliver change proposals requested by Market participants and items of scope from the UK Link Programme which were not identified or not delivered as part of the main UK Link implementation or previous future releases. It will also deliver changes mandated via modifications.

Full details of the benefits for each specific change are included in the HLSO’s which are attached in the appendix.

**Please send completed form to:** [**box.xoserve.portfoliooffice@xoserve.com**](mailto:box.xoserve.portfoliooffice@xoserve.com)

**Document Version History**

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| --- | --- | --- | --- | --- |
| **Version** | **Status** | **Date** | **Author(s)** | **Summary of Changes** |
| 0.1 | For Review | 14/12/2020 | Simon Burton | Document Created |
| 0.2 | For Approval | 13/01/2021 |  |  |
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**Template Version History**

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| **Version** | **Status** | **Date** | **Author(s)** | **Summary of Changes** |
| 2.0 | Approved | 17/07/18 | Rebecca Perkins | Template approved at ChMC on 11th July |
| 3.0 | Approved | 19/12/18 | Heather Spensley | Moved onto Xoserve’s new Word template in line with new branding |