DSC Change Proposal Document

Customers to fill out all of the information in the sections coloured

Xoserve to fill out all of the information in the sections coloured

# A1: General Details

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Change Reference: | XRN5556F | | | |
| Change Title: | CMS Rebuild Version 1.5 | | | |
| Date Raised: | 28/03/2023 | | | |
| Sponsor Representative Details: | Organisation: | Correla | | |
| Name: | Joanne Williams | | |
| Email: | Joanne.williams@correla.com | | |
| Telephone: | 07788273631 | | |
| Xoserve Representative Details: | Name: | James Rigby | | |
| Email: | James.rigby@xoserve.com | | |
| Telephone: |  | | |
| Business Owner: |  | | |
| Change Status: | Proposal | | With DSG | Out for Review |
| Voting | | Approved | Rejected |

# A2: Impacted Parties

|  |  |  |
| --- | --- | --- |
| Customer Class(es): | Shipper | Distribution Network Operator |
| NG Transmission | IGT |
| All | Other |
| Justification for Customer Class(es) selection |  | |

# A3: Proposer Requirements / Final (redlined) Change

|  |  |  |
| --- | --- | --- |
| Problem Statement: | The current CMS system is dated and at end-of-life support. New customer classes have joined the market, but the workflows have not been updated to cater fully for the new customers or improved for existing customers. Therefore, customers required a newly built solution. This is an agile delivery and so contact codes will be delivered incrementally to ensure that customers receive benefits as soon as practically possible. | |
| Change Description: | This XRN will be a child XRN to 5556. Within this version we will strive to deliver additional functionality and processes where possible, however our priority processes are RFA (Request for Financial Adjustment) and CDQ (Consumption Dispute Query) Should we have capacity in this version release to include anything additional, this shall be communicated out via Change Packs and the forums ChMC, CoMC and the Customer Focus Group.  We are currently targeting the end of August 2023 for delivery. As per previous releases we shall be discussing in detail the process within our Customer Focus Groups and the supporting Change pack will be issued for consultation in April for either May or June's ChMC. | |
| Proposed Release: | August 23 | |
| Proposed Consultation Period: | 10 Working Days | 15 Working Days |
| 20 Working Days | Other [write specific here] |

# A4: Benefits and Justification

|  |  |
| --- | --- |
| Benefit Description: | Enhanced processes, improved customer experience. |
| *What, if any, are the tangible benefits of introducing this change? What, if any, are the intangible benefits of introducing this change?* |
| Benefit Realisation: | August 23 |
| *When are the benefits of the change likely to be realised?* |
| Benefit Dependencies: | N/A |
| *Please detail any dependencies that would be outside the scope of the change, this could be reliance on another delivery, reliance on some other event that the projects has not got direct control of.* |

# A5: Final Delivery Sub-Group (DSG) Recommendations – Removed (see Section C for DSG recommendations)

# A6: Service Lines and Funding

|  |  |  |  |
| --- | --- | --- | --- |
| Service Line(s) Impacted - New or existing | N/A | | |
| Level of Impact | Major/ Minor/ Unclear/ None | | |
| If None please give justification |  | | |
| Impacts on UK Link Manual/ Data Permissions Matrix |  | | |
| Level of Impact | Major/ Minor/ Unclear/ None | | |
| If None please give justification |  | | |
| Funding Classes  : | Customer Classes/ Funding | Delivery of Change | On-going Budget Amendment |
| Shipper | XX % | XX % |
| National Grid Transmission | XX % | XX % |
| Distribution Network Operator | XX % | XX % |
| IGT | XX % | XX % |
| Other <please specify> | XX % | XX % |
| ROM or funding details: |  | | |
| Funding Comments: | Investment Funded | | |

Please send the completed forms to: [uklink@xoserve.com](mailto:uklink@xoserve.com)

Version Control

# Document

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Version | Status | Date | Author(s) | Remarks |
|  |  |  |  |  |