

## CHANGE OVERVIEW BOARD

### GAS CENTRAL SERVICES CHANGE HORIZON EVENT

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#### ABOUT THE EVENT

Registered	01.12.2014
Last Updated	

<b>Title</b>	<b>Contact Management</b>
High Level Definition	Replacement of Xoserve Contact Management System
Purpose	<ul style="list-style-type: none"><li>Continuing rationalisation of gas industry central systems following implementation of SAP based UK Link system</li><li>Ensure that service standards are maintained</li><li>Enhance user interfaces</li><li>Extract efficiencies of greater systems integration</li></ul>
Assumptions	Case is made for replacement
Delivery Target	2018, flexible
Dual Fuel	No

#### EVENT IMPACT – INITIAL ASSESSMENT

*<Complete for all Events on Change Horizon in Zone 1*

Process	All processes that are in scope of prevailing Contact Management System
Dependencies	<ul style="list-style-type: none"><li>Stability of functional requirements</li><li>Decisions on technologies for replacement system</li></ul>
Related Events	Registration Responsibility
Stakeholders	Shippers, Xoserve

#### EVENT SOLUTION – INITIAL HIGH LEVEL DESIGN

*<Complete for all Events on Change Horizon when progressing from Zone 1 to Zone 2>*

People	<i>&lt;Impact on resources – capacity, capability&gt;</i>
Process	<i>&lt;Impacted business processes&gt;</i>
Technology	<i>&lt;Impacted systems; scale of change&gt;</i>
Timing	<i>&lt;Time required to achieve solution implementation&gt;</i>
Projects	<i>&lt;Linked or related projects&gt;</i>

#### EVENT DELIVERY MILESTONES

*<Complete for all Events on Change Horizon when progressing from Zone 1 to Zone 2>*

Key Milestones and approximate timing	<i>&lt;Milestone 1&gt;</i> <i>&lt;Milestone 2&gt;</i> <i>&lt;Milestone 3&gt;</i> <i>&lt;Milestone n&gt;</i>
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**NEXT STEPS**

External	Review strategic options for Contact Management System following implementation of UK Link replacement
COB	Q3 2015