Terms of Reference for the Solution Development Group (SDG)

Objective:

- **The SDG will support the UK Link approvals process during the development of the UK Link Replacement Programme. The group will provide opportunity for the industry to contribute to solution development for changes identified as part of this UK Link Programme. The main objective of the group is to help Xoserve understand change requirements and have input in to what is an appropriate solution for those changes.**

Membership:

- Xoserve Service Development Team – Will chair and provide governance input to the meeting.
- Xoserve UKLP SMEs – To provide technical input regarding the reason for the change and proposed solutions.
- GTs – Attendance only where changes affect the Networks & Shippers
- iGTs – Attendance only where changes affect the iGT & Shippers
- Shippers – Attendance for all Shipper affected change

The membership of this group should primarily be made up of technical experts from the various organisations who understand the changes tabled and how any proposals are integrated into stakeholders systems and processes. However there is also a place at the table for industry governance personnel who understand the UK Link Committee (UKLC) approvals process. Attendance is not restricted and organisations may wish to send more than one representative. The group's role is advisory only with the sanction to approve or reject a change remaining with the UKLC. In order to gain a decision regarding the change, SDG representatives are required to liaise with their internal colleagues who attend the UKLC.

Pre-requisites to the SDG

- Defects may be identified by stakeholders or Xoserve as part of the work being undertaken to implement the UK Link Replacement Programme.
- Defects which affect only one organisation will not be taken forward to the SDG. These issues will be dealt with between Xoserve and that organisation.
- Where the change affects a subset of Users, Xoserve may bring the change to the SDG for discussion and possible solution development.
- Xoserve will undertake a basic Flash Impact assessment (FIA) against the change which will
    - Assess that the change is a 'Must Have
    - Ascertain that the Change can be delivered in the available timescales
    - Understand the impact if the change is not delivered.
    - Assess whether or not a Change affects a single organisation
    - The originating party will be notified of the outcome of the FIA.
- Must Have changes are defined as follows.

    'Design Change (either Xoserve or External Party or both). Solution will not work without this change and or a significant risk that the File Formats will not be consistent with the solution.'

- All feasible 'Must Have' changes will then go through as candidates for SDG Discussion.
- Where organisations do not agree with Xoserve's initial assessment the organisation can take the issue to SDG for further consideration.

Proposed mode of Operation

- All meetings will be face to face with the option to T-con for those who require the facility.
- Each 'Must Have' change will be presented by Xoserve with their initial Flash Impact Assessment findings.

- Industry Stakeholders will have the opportunity to comment on and make recommendations about the final Xoserve solution.
- It is expected that the majority of Change will be straight forward File Format changes but significant process or system change may result in several SDG sessions to work through the solution.
- Whilst SDG is expected to be fortnightly on Monday Afternoon there may be a need to arrange ad hoc SDGs at short notice in order to expedite the Change process.
- Xoserve will undertake a Full Impact Assessment on each change and will be mindful of the deliberations of the SDG within their final solution proposal.
- The final solution will be presented to the industry in a Change Pack for consideration and ultimate approval by the UKLC.
- The SDG does not have any voting powers and is unable to veto any change. This is the function of UKLC.
- The group can also be used to challenge Xoserve's decision as to whether a Change is or is not a 'Must Have' or relates to a single organisation.
- SDG is not an escalation route for other forums

Key Deliverables

- Xoserve will present proposed 'Must Have' changes to the Industry
- Industry Stakeholders will provide recommendations and requirements to Xoserve in order that they can produce a final solution that is cognisant of those issues.
- The SDG will be the vehicle whereby more complex change can be developed in conjunction with the industry.
- Xoserve will consider the outputs of the SDG when designing Change solutions.

How Meetings will be organised:

- All meetings will be documented and actions clearly recorded and made available to all relevant industry participants on www.xoserve.com.
- All email communication regarding the SDG should be submitted to Xoserve via the following email address: uklink@xoserve.com
- Content to be published in advance – at least D-1 Business Days.
- Items for inclusion on the agenda need to be with Xoserve by at least D-1 Business Days.
- AOB items will not be allowed on the day of the meeting. This will help with time management of the meeting and the potential for scope creep.
- Xoserve will provide the meeting chair.
- Xoserve will provide minutes before D+5;
- A meeting schedule will be published.
- Webex facilities will be provided for those dialling in.
- Meetings will be on alternate Mondays at 2PM (1st and 3rd Monday of the month)
- The nominated representatives will be responsible for understanding key questions and issues that exist in their organisation and raising these to SDG.
- Additionally, the representatives will be asked to canvas opinion within their organisation regarding the impacts of any given Change. They should feedback these views to the SDG when necessary.