

TB/1149.1/JR - Q Project Update - Implementation Dates - For Representation

Shipper	Name	Date	Accept/Reject	Publish	Shipper Comments	Xoserve Comments
npower	Stephanie Shepherd	06/09/12		Y	<p>Further to the communication received from Xoserve on 21st August 2012, RWE npower welcome the opportunity to discuss the delivery of Project Q.</p> <p>We recognise that Project Q/Contract Management is provided to Suppliers in order to meet the Transporters obligation to manage queries, and as such will sit outside of the normal UK change process guidelines. However, this system is an integral tool with which to manage our Gas Portfolio. Subsequently, this change will impact many systems and processes throughout our organisation.</p> <p>Since the start of the project in 2010, Suppliers have asked for a minimum 6 month lead time for the notification of a go-live date. It is not possible for npower to manage and deliver a change of this scale within 3-4 months.</p> <p>Additionally, the absence of a consolidated design doc/specification has not allowed us sufficient time to ensure that the development which was worked on in the earlier phases of the project, (through the CEUG and the QP Communications,) is part of the final design. Without this, we cannot ensure that we can communicate when Q goes live.</p> <p>If Xoserve continue to deliver the project on the dates indicated, npower will be unable to fully participate in the trials and training, as our resources have been allocated to internal project delivery.</p> <p>Should Xoserve consider a later implementation</p>	<p>Thank you for your comments.</p> <p>Xoserve has sought to provide clarity to Users of the ConQuest / Contact Management system through the UK Link Committee and CEUG of the design of the new service. Recently, Xoserve has sought to provide transparency to Users regarding the issues that we were facing, and provided commitment regarding the potential timescales and milestones that would enable Xoserve to commit to an implementation date, and the relationship of this date to key training and testing activities.</p> <p>We acknowledge that notification of the date has provided Users with a 3-4 month implementation notice period, however, given that the structured formats have been baselined for many months prior to this, it is hoped that Users would have had opportunity to assess any system interfaces. The interface fomats that have been baselined have been published on Extranet to ensure that Users have the correct versions. These are available at: https://www.xoserveextranet.com/uklinkdocs/list_view.asp?parentid=115&subfolderid=393&filefor=393. Any changes to previously baselined formats have been explicitly communicated, but few such changes have been made.</p> <p>It is anticipated that a User Guide will be made available to assist organisations to communicate to their own internal users.</p>

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					<p>date of 2013, this would allow a more structured approach to delivering the change internally, and ensuring engagement.</p> <p>Whilst we appreciate that ConQuest has performance issues, and needs to be replaced as soon as possible, this should not be done without due consideration of the impacts and time constraints outlined above.</p>	<p>Xoserve note npower's comment regarding resource constraint potentially compromising participation in testing and training. We do however intend to ratify the proposed implementation dates at the UKLC, as it is considered important to deliver the benefits of this service as soon as possible to industry participants due to the resilience and efficiency of the existing ConQuest system.</p>