
User Pays User Group Minutes

Monday 14 November 2011

via teleconference

Attendees

Bob Fletcher (Chair)	BF	Joint Office
Helen Cuin (Secretary)	HC	Joint Office
Chris Davis	CD	Total
Claire Copplestone	CC	SSE
David Addison	DA	Xoserve
David McCrone	DM	Scottish Power
Mark Cockayne	MC	Xoserve
Robert Finch	RF	RWE Npower
Sandra Dworkin	SD	Xoserve

1.0 Introduction

Meeting documentation can be found at www.gasgovernance.co.uk/up/2011

MC welcomed attendees to the meeting. As the meeting was not quorate, it was agreed the proceeding business would be addressed informally as a User Pays User Group meeting.

1.1. Minutes of last meeting

The minutes from the previous meeting were accepted.

1.2. Actions

Action UPUG0801: IAD Replacement - Consider alternative options to a mandatory requirement that all IAD Service users have access to email.

Update: MC confirmed the project team are considering alternatives however a solution is ready to present. **Carried forward.**

2.0 IAD Replacement Update

MC reported that the IAD Replacement continues to be on target for implementation by 21 January 2012. The User familiarisation had been delayed a week later than originally planned now 16/22 December 2011. RF wished to understand why the familiarisation session had been delayed a week. MC agreed to establish the reasons for delay and provide an update.

MC confirmed that 06 December 2011 meeting is to be used to go through the screens and talk through the testing, for which there will be an open invitation, before the familiarisation stage.

3.0 Change Management

3.1 UPCO004 - Name change of New IAD Replacement System

MC confirmed that whilst Xoserve are changing the access to a single portal they would also like to take the opportunity to rename the system and service. In order to make changes to the service schedule a Change Order has been raised UPCO004 to change the name and to update references to xoserve in line with the recent rebranding of Xoserve with an upper case X.

SD summarised the service schedule change procedures. She confirmed that all associated documentation is available to view on the Xoserve website at: www.xoserve.com/UPS_Changes.asp.

DA enquired if there was an alternative route to approve simple administrative changes to make the process more efficient. MC explained at the moment there isn't a short form change process. RF sympathised with the time spent and welcomed the principal of having a short form process to make the process more efficient. DA offered to examine the possibilities of a short form process to reduce costs.

MC proposed as today's meeting was not quorate that Xoserve will write to all members for confirmation that UPCO004 can go out for review. This may delay the timeframe slightly but everything can still be in place for the January release date.

RF offered to go through the documentation to revisit other house keeping changes particularly with regards to data protection. MC confirmed that this had been raised with the commercial team and this will be looked at to ensure if any amendments are required in relation to data protection. MC asked for RF to feed into this by highlighting any areas of concern to Xoserve.

4.0 Operational Update

Performance

MC provided a performance update, with all areas on target.

5.0 Modification Update

MC provided a list of User Pays Modifications.

RF asked about the user pays element of the modifications. MC explained that the purpose of the update is to highlight which modification currently live on the Joint Office Modification Register: www.gasgovernance.co.uk/mods have a perceived user pays impact.

6.0 Any Other Business

None Raised.

7.0 Next Meeting

The next meeting is scheduled to take place at 14:00 on Tuesday 06 December 2011 at 31 Homer Road, Solihull B91 3LT.

Action Table: User Pays User Group

Action Ref	Meeting Date	Minute Ref	Action	Owner	Status Update
UPUG 0801	08/08/11	2.0	IAD Replacement - Consider alternative options to a mandatory requirement that all IAD Service users have access to email.	Xoserve (DA)	Carried forward