

## Change Proposal

### UK DataCentre Clearance Removal of Xoserve NTP dependency from Legacy DataCentres

**Mod reference (*where applicable*):  
CDSP Reference: CP4335**

Document Stage	Version	Date	Author	Status
ROM Request / Change Proposal	1.0	20/07/17	Beverley Viney	Draft
ROM Response				Choose an item.
Change Management Committee Outcome				Choose an item.
EQR				Choose an item.
Change Management Committee Outcome				Choose an item.
BER	0.1	18/08/17	Jessica Harris	Submitted to Change Committee
Change Management Committee Outcome	1.0	13/09/17	CDSP	Approved by Change Committee
CCR	0.1	1/12/17	Jessica Harris	Submitted to Change Committee
Change Management Committee Outcome				Choose an item.

## Document Purpose

This document is intended to provide a single view of a change as it moves through the change journey. The document is constructed in a way that enables each section to build upon the details entered in the preceding section. The level of detail is built up in an incremental manner as the project progresses.

The template is aligned to the Change Management Procedures, as defined in the CDSP Service Document. The template is designed to remove the need for duplication of information. Where information is required in one section but has been previously captured in a previous section, the previous section will be referenced.

The summary table on the front page shows the history and the current status of the Change Proposal.

<b>Section</b>	<b>Title</b>	<b>Responsibility</b>
1	Proposed Change	Proposer / Mod Panel
2	ROM Request / Change Proposal	Proposer / Mod Panel
3	ROM Request Rejection	CDSP
4	Rough Order of Magnitude (ROM) Analysis	CDSP
5	Change Proposal: Committee Outcome	Change Management Committee
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<b>Appendix</b>		
A1	Glossary of Key Terms	N/A

## Section 1: Proposed Change

Please complete section 1 and 2 and specify within section 2 the output that is required from the CDSP

Originator Details			
<b>Submitted By</b>	Beverley Viney National Grid	<b>Contact Number</b>	01926 653547
		<b>Email Address</b>	Beverley.viney@nationalgrid.com
<b>Customer Representative</b>	Beverley Viney	<b>Contact Number</b>	01926 653547
		<b>Email Address</b>	Beverley.viney@nationalgrid.com
<b>Subject Matter Expert/Network Lead</b>	Dan Jackson Dawn Seymour	<b>Contact Number</b>	07976 873590 07801 145180
		<b>Email Address</b>	Dawn.seymour1@nationalgrid.com
<b>Customer Class</b>	<input type="checkbox"/> Shipper <input checked="" type="checkbox"/> National Grid Transmission <input type="checkbox"/> Distribution Network Operator <input type="checkbox"/> iGT		
Overview of proposed change			
<b>Change Details</b>	Xoserve to remove all NTP dependency from the National Grid Legacy Datacentres.		
<b>Reason(s) for proposed service change</b>	We are removing all non-CNI equipment from the legacy datacentres and have found four servers performing Xoserve NTP functionality.		
<b>Status of related UNC Mod</b>	n/a		
<b>Full title of related UNC Mod</b>			
<b>Benefits of change</b>	Removing dependency from the legacy datacentres as well as de-risk the functionality. These are connected to 20 year old network switches.		
<b>Required Change Implementation Date</b>	31 <sup>st</sup> August 2017		
<b>Please provide an assessment of the priority of this change from the perspective of the industry.</b>	<input checked="" type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low Rationale for assessment:		

## Section 2: Initial Assessment / ROM Request / Change Proposal

<b>Service Level of Quote/Estimate Robustness Requested</b>	<b>Evaluation Services</b> <input type="checkbox"/> Initial Assessment ( <i>Mod related changes only</i> ) <input type="checkbox"/> ROM estimate for Analysis and Delivery <b>CDSP Change Services</b> <input type="checkbox"/> Firm Quote for Analysis <input checked="" type="checkbox"/> Firm Quote for both Analysis and Delivery
<b>Has any initial assessment been performed in support of this change?</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

<b>Is this considered to be a Priority Service Change?</b>	<input type="checkbox"/> Yes (Mod Related) <input type="checkbox"/> Yes (Legislation Change Related) <input type="checkbox"/> No
<b>Is this change considered to relate to a 'restricted class' of customers?</b>  Consider if the particular change is only likely to impact those who fall under a particular customer class  If it impacts all customer classes (i.e. Transmission, Distribution & Shippers) then choose 'No'.	<input checked="" type="checkbox"/> Yes (please mark the customer class(es) to whom this is restricted) <input type="checkbox"/> No ----- <input type="checkbox"/> Shippers <input checked="" type="checkbox"/> National Grid Transmission <input type="checkbox"/> Distribution Network Operators <input type="checkbox"/> iGT's
<b>Is it anticipated that the change would have an adverse impact on customers of any other customer classes?</b>  Please refer to appendix one for the definition of an 'adverse impact'	<input type="checkbox"/> Yes (please give details) <input checked="" type="checkbox"/> No

**General Service Changes Only (please ensure that either A or B below is completed)**

A) Customer view of impacted service area(s)

For a definition of the Service Areas, please see the 'Charge Base Apportionment Table' within the [Budget and Charging Methodology](#). Please indicate the service area(s) that are understood to be impacted by the change. Please enter 'unknown' if relevant. Where the change is likely to impact more than one service area please indicate the percentage split of the impact across the impacted service areas. For example if it is split equally across two service areas then enter 50% in the 'split' against each service area.

It is unknown what NTP truly impacts. To be discovered as part of this change.

B) If the change is anticipated to require the creation of a new service area and service line please give further details stating proposed name of new service area and title of service line:

None								
<b>Specific Service Changes Only:</b>								
Please detail the proposed methodology (or amendment to the existing methodology) for determining Specific Service Change Charges.								
n/a								
Please detail the proposed basis (that is, Charging Measure and Charging Period) for determining Specific Service Change Charges in respect of the Specific Service.								
n/a								
<b>Impacts to UKLink System or File Formats</b>								
Not expected at this time – analysis to delivery								
<b>Impacts UKL Manual Appendix 5b</b>								
Not expected at this time – analysis to delivery								
<b>Impacts to Gemini System</b>								
Not know at this time – analysis to delivery								
<b>Please give any other relevant information.</b>								
<p>Impacts the following known servers</p> <table border="1"> <tr> <td>MATT</td> <td>Hinckley</td> </tr> <tr> <td>ALAN</td> <td>Leicester</td> </tr> <tr> <td>LINUS</td> <td>Hinckley</td> </tr> <tr> <td>OLAF</td> <td>Leicester</td> </tr> </table>	MATT	Hinckley	ALAN	Leicester	LINUS	Hinckley	OLAF	Leicester
MATT	Hinckley							
ALAN	Leicester							
LINUS	Hinckley							
OLAF	Leicester							

Please send the document to the following:

<b>Recipient</b>	<b>Email</b>
Xoserve Portfolio Office	changeorders@xoserve.com
Change Management Committee Secretary	dsccomms@gasgovernance.co.uk

**Section 3: ROM Request Acceptance**

Is there sufficient detail within the ROM Request to enable a ROM Analysis to be produced?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If no, please define the additional details that are required.	

If the ROM Request is not accepted. Please forward this document to the Portfolio Office for onward transmission to the Change Management Committee

## Section 4: ROM Analysis

This ROM is Xoserve's response to the above Evaluation Service Request. The response is intended to support customer involvement in the development of industry changes. Should the request obtain approval for continuance then a Change Proposal must be raised for any further analysis / development.

**Disclaimer:**

This ROM Analysis has been prepared in good faith by Xoserve Limited but by its very nature is only able to contain indicative information and estimates (including without limitation those of time, resource and cost) based on the circumstances known to Xoserve at the time of its preparation. Xoserve accordingly makes no representations of accuracy or completeness and any representations as may be implied are expressly excluded (except always for fraudulent misrepresentation).

Where Xoserve becomes aware of any inaccuracies or omissions in, or updates required to, this Report it shall notify the Network Operators' Representative as soon as reasonably practicable but Xoserve shall have no liability in respect of any such inaccuracy or omission and any such liability as may be implied by law or otherwise is expressly excluded.

This Report does not, and is not intended to; create any contractual or other legal obligation on Xoserve.

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ROM Analysis
<p><b>Change Assessment</b> High level indicative assessment of the change on the CDSP service description, on UKLink and any alternative options if applicable</p>
<p><b>Change Impact:</b> Initial assessment of whether the service change is / would have:</p> <ul style="list-style-type: none"> <li>a restricted class change,</li> <li>a priority service change</li> <li>an adverse impact on any customer classes</li> </ul>
<p><b>Change Costs (implementation):</b> An approximate estimate of the costs (or range of costs) where options are identified</p>
<p><b>Change Costs (on-going):</b> The approximate estimate of the impact of the service change on service charges</p>
<p><b>Timescales:</b> Details of timescale for the change i.e. 3months etc. Details of when Xoserve could start this change i.e. the earliest is release X.</p>
<p><b>Assumptions:</b> Any key assumptions that have been made by Xoserve when providing the cost and or timescale</p>
<p><b>Dependencies:</b> Any material dependencies of the implementation on any other service changes</p>



**Constraints:**

Any key constraints that are expected to impact the delivery of the service change

Please send the document to the following:

<b>Recipient</b>	<b>Email</b>
Xoserve Portfolio Office	changeorders@xoserve.com
Requesting Party	As specified in ROM Request



## Section 5: Change Proposal: Committee Outcome

The Change Proposal is approved. An EQR is requested			
Approved Change Proposal version			
The change proposal shall not proceed			
The committee votes to postpone its decision on the Change Proposal until a later meeting		Date of later meeting	
The committee requires the proposer to make updates to the Change Proposal:			
Updates required:			

## Section 6: Evaluation Quotation Report (EQR): Change Proposal Rejection

### Change Proposal Rejection

	<b>Yes</b>		<b>No</b>	Is there sufficient detail within the Change Proposal to enable an EQR to be produced? If no, please provide further details below.
Further details required:				

Please send the document to the following:

<b>Recipient</b>	<b>Email</b>
Change Management Committee Secretary	dsccomms@gasgovernance.co.uk

## **Section 7: Evaluation Quotation Report (EQR): Notification of Delivery Date**

<b>Notification of EQR Delivery Date</b>	
Original EQR delivery date:	
Revised EQR delivery date:	
Rationale for revision of delivery date:	

Please send the document to the following:

<b>Recipient</b>	<b>Email</b>
Change Management Committee Secretary	dsccomms@gasgovernance.co.uk

## Section 8: Evaluation Quotation Report (EQR)

Project Manager		Contact Number	
		Email Address	
Project Lead		Contact Number	
		Email Address	

Please provide an indicative assessment of the impact of the proposed change on: <ul style="list-style-type: none"> <li>i. CDSP Service Description</li> <li>ii. CDSP Systems</li> </ul>	
Approximate timescale for delivery of 'business evaluation report' (N.b this is from the date on which the EQR is approved.)	
Estimated cost of business evaluation report preparation This can be expressed as a range of costs i.e. 'at least £xx,xxx but probably not more than £xx,xxx'.	
Does the CDSP agree with the 'Restricted class change' assessment (where provided)? Please refer to detail provided in the Change Proposal	<input type="checkbox"/> Yes <input type="checkbox"/> No (please give detail below)
Does the CDSP agree with the 'Adverse Impact' assessment (where provided)? Please refer to detail provided in the Change Proposal	<input type="checkbox"/> Yes <input type="checkbox"/> No (please give detail below)
Does the CDSP agree with the 'Priority Service Change' assessment (where provided)? Please refer to detail provided in the Change Proposal	<input type="checkbox"/> Yes <input type="checkbox"/> No (please give detail below)
<b>General service changes</b>	
Does the CDSP agree with the assessment made in the Change Proposal regarding impacted service areas?  This should refer to whether the proposing party	<input type="checkbox"/> Yes <input type="checkbox"/> No (please give detail below)

<p>considers the service change to relate to an existing service area or whether it constitutes a new service area.</p>	
<p><b>Specific service changes</b></p>	
<p>Does the CDSP agree with the proposal made in the Change Proposal regarding specific change charges?</p> <p>This should refer to the proposed methodology (or amendment to existing methodology) for determining the specific service charges and the proposed basis for determining the specific service change charges.</p>	<p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No (please give detail below)</p>
<p>Please provide a draft amendment of the Specific Service Change Charge Annex setting out the methodology for determining Specific Service Change Charges proposed in the Change Proposal</p>	
<p>EQR validity period:</p>	

Please send the document to the following:

<b>Recipient</b>	<b>Email</b>
Change Management Committee Secretary	dsccomms@gasgovernance.co.uk

## Section 9: Evaluation Quotation Report: Committee Outcome

The EQR is approved			
Approved EQR version			
The Change Proposal shall not proceed. The Change Proposal and this EQR shall lapse			
The committee votes to postpone its decision on the EQR until a later meeting		Date of later meeting	
The committee requires updates to the EQR:			
Updates required:			
<b>General service changes only</b>			
<i>(The detail upon which the response will be based is originally defined in the change proposal and potentially commented upon in the subsequent EQR)</i>			
1.) Does the committee agree with the assessment of the service area(s) to which the service line belongs and the weighting of the impact?	<input type="checkbox"/> Yes <input type="checkbox"/> No		
2.) If no, please enter the agreed service area(s) and the weighting:			
<b>Specific service changes only</b>			
<i>(The detail upon which the response will be based is originally defined in the Change Proposal and potentially commented upon in the subsequent EQR)</i>			
1.) Please confirm the methodology for the determination of Specific Service Change charges			
2.) Please confirm the charging measure and charging period for the determination of Specific Service Change charges			

## Section 10: Business Evaluation Report (BER)

Change Implementation Detail												
1.) Detail changes required to the CDSP Service Description												
N/A												
2.) Detail modifications required to UK Link												
None												
3.) Detail changes required to appendix 5b of the UK Link Manual												
None												
4.) Detail impact on operating procedures and resources of the CDSP												
No impact to operating procedures or ongoing resource utilisation. Resources to co-ordinate the change are available.												
5.) Implementation Plan												
The current plan is to implement by October. This will depend on timely approval of the BER and the ability for Xoserve suppliers to align to a common timescale.												
6.) Estimated implementation costs												
The estimated cost for delivering the requirements of Change Proposal 4335 is forecast to be £31,700												
6a.) How will the charging for the costs be allocated to different customer classes? (General Service Changes only)												
<p>Please mark % against each customer class:</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="border: 1px solid black; width: 10%; text-align: center; padding: 2px;"><b>100%</b></td> <td style="padding: 2px;">National Grid Transmission</td> </tr> <tr> <td style="border: 1px solid black; width: 10%; text-align: center; padding: 2px;"> </td> <td style="padding: 2px;">Distribution Network Operators and IGT's</td> </tr> <tr> <td style="border: 1px solid black; width: 10%; text-align: center; padding: 2px;"> </td> <td style="padding: 2px;">DN Operator</td> </tr> <tr> <td style="border: 1px solid black; width: 10%; text-align: center; padding: 2px;"> </td> <td style="padding: 2px;">IGT's</td> </tr> <tr> <td style="border: 1px solid black; width: 10%; text-align: center; padding: 2px;"> </td> <td style="padding: 2px;">Shippers</td> </tr> <tr> <td style="border: 1px solid black; width: 10%; text-align: center; padding: 2px;"><b>100%</b></td> <td></td> </tr> </table>	<b>100%</b>	National Grid Transmission		Distribution Network Operators and IGT's		DN Operator		IGT's		Shippers	<b>100%</b>	
<b>100%</b>	National Grid Transmission											
	Distribution Network Operators and IGT's											
	DN Operator											
	IGT's											
	Shippers											
<b>100%</b>												
7.) Estimated impact of the service change on service charges												
Xoserve will be taking the NTP service from an alternative source and will no longer be paying NG for this service.												
8.) Please detail any pre-requisite activities that must be completed by the customer prior to receiving or being able to request the service.												
None												
<b>Implementation Options</b>												
<p>Please provide details on any alternative solution/implementation options: This should include:</p> <ul style="list-style-type: none"> <li>(i) a description of each Implementation Option;</li> <li>(ii) the advantages and disadvantages of each option</li> <li>(iii) the CDSP preferred Implementation Option</li> </ul>												

The recommended option is to utilise Xoserve's existing BT MPLS links to provide NTP services to all 4 of the Xoserve data centres.

This will require the routers at the data centres to be configured to synchronize with the BT NTP servers and remove the dependency on the NG provided service.

Xoserve Design Authority Group approved this option, given that it leverages an existing service. Alternative options discussed included Xoserve setting up a new NTP service but this would have been significantly more expensive.

The implementation of this option is estimated to be 6 weeks and includes:

- Supplier Analysis and Design across 4 Data Centres
- Engagement with BT
- Supplier configuration activities
- Testing
- Cutover
- Documentation updates

TCS manage the Peterborough/Kettering Data Centres and Wipro manage the two Sunguard Data Centres where UK Link is hosted.

#### Restricted Class Changes only

Is there any change in the view of the CDSP on whether there would be an 'Adverse Impact' on customers outside the relevant customer class(es)?

Yes (please give detail below)

No

#### Dependencies:

- BT availability to carry out the configuration work
- Alignment of Wipro and TCS resources to carry out the required configuration work at the data centres

#### Constraints:

- NG have requested Xoserve to complete this work as quickly as possible as part of legacy data centre clearance. NG IS flagged in a call in August that security threats to the NTP service have been identified which has increased the urgency for this work to be carried out.

#### Benefits:

- Removes dependency from NG NTP service, allowing the servers in LDH to be decommissioned
- Secure and cost effective alternative solution

#### Impacts:

- Xoserve have engaged with TCS and Wipro via the procurement process to secure resources for these activities.

#### Risks:



- There is a risk that at cutover, all Data Centres cannot synchronise to the new NTP Service. This will be managed through a robust test approach and cutover/rollback plan.

**Assumptions:**

- The timeline is based on BT being available to carry out the required configuration activities in line with the proposed timescales. NG IS will be kept informed of any deviation from this plan.

**Information Security:**

- The Xoserve Security Manager has provided approval for the design. As NG IS has highlighted potential security threats to the servers, the Xoserve Security Manager would like to be kept informed of the details of the identified threats.

**Out of scope:**

- Decommissioning of NTP servers at the NG data centres. Xoserve will advise NG when all Xoserve dependencies have been removed.

**Please provide any additional information relevant to the proposed service change:**

No further information.

Please send the document to the following:

<b>Recipient</b>	<b>Email</b>
Change Management Committee Secretary	dsccomms@gasgovernance.co.uk

## Section 11: Business Evaluation Report: Committee Outcome

The BER is approved and the change can proceed	Approved		
<b>Modification Changes Only</b> Please ensure that the Transporters are formally informed of the Target Implementation Date			
Approved BER version	1.0		
The change proposal shall not proceed and the BER shall lapse	NA		
The committee votes to postpone its decision on the BER until a later meeting	NA	Date of later meeting	
The committee requires updates to the BER:			
Updates required:			

## Section 12: Change Completion Report (CCR)

### Change Overview

Xoserve systems have been disconnected from the NG NTP server and migrated to an alternative NTP server. National Grid has been informed that they are now able to remove the four servers that were performing Xoserve NTP functionality at the legacy datacentres.

Please detail any differences between the solution that was implemented and what was defined in the BER.

None.

Detail the revised text of the CDSP Service Description reflecting the change that has been made

Not applicable.

Were there any revisions to the text of the UK Link Manual?

Yes (please insert the revised text of the UK Link manual below)

No

<b>Proposed Commencement Date</b>	13/09/17	<b>Actual Commencement Date</b>	13/09/17
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Not applicable.

Please detail the main lessons learned from the project

A two day implementation approach was adopted which gave the opportunity to ensure that the link was working correctly for all the systems impacted. This is a good approach to carry forward into other infrastructure projects of this kind.

Service change costs			
Approved Costs (£)	£31,700	Actual Costs (£)	The costs incurred by Xoserve to deliver the project were £28,784.  The charge to National Grid Transmission (including 4% margin) will be £29,935

Please send the document to the following:

<b>Recipient</b>	<b>Email</b>
Change Management Committee Secretary	<a href="mailto:enquiries@gasgovernance.co.uk">enquiries@gasgovernance.co.uk</a>

## Section 13: Change Completion Report: Committee Outcome

The implementation is complete and the CCR is approved			
Approved CCR version			
The committee votes to postpone its decision on the CCR until a later meeting		Date of later meeting:	
The committee requires further information			
Further information required:			
The committee considers that the implementation is not complete			
Further action(s) required:			
The proposed changes to the CDSP Service Description or UK Link Manual are not correct			
Amendments to CDSP service description / UKLink manual required:			

## **Section 14: Document Template Version History**

The purpose of this section is to keep a record of the changes to the overall version template and the individual sections within. It will be updated by the CDSP following approval of the template update by the Change Management Committee.

### **Version History:**

<b>Version</b>	<b>Status</b>	<b>Date</b>	<b>Author(s)</b>	<b>Summary of Changes</b>
1.0	Approved		CDSP	Version Approved by Change Committee

--- END OF DOCUMENT ---

## Appendix One: Glossary

Term	Definition
Adverse Impact	<p>A Service Change has or would have an Adverse Impact on Customers of a particular Customer Class if:</p> <p>(a) Implementing the Service Change would involve a modification of UK Link which would conflict with the provision of existing Services for which such Customer Class is a Relevant Customer Class;</p> <p>(b) the Service Change would involve the CDSP disclosing Confidential Information relating to such Customers to Customers of another Customer Class or to Third Parties;</p> <p>(c) Implementing the Service Change would conflict to a material extent with the Implementation of another Service Change (for which such Customer Class is a Relevant Customer Class) with an earlier Proposal Date and which remains Current, unless the Service Change is a Priority Service Change which (under the Priority Principles) takes priority over the other Proposed Service Change; or</p> <p>(d) Implementing the Service Change would have an Adverse Interface Impact for such Customers.</p>
General Service	A service provided under the DSC to Customers or Customers of a Customer Class on a uniform basis.
Non-Priority Service Change	A Service Change which is not a Priority Service Change
Priority Service Change	<p>A Modification Service Change;</p> <p>or</p> <p>A Service Change in respect of a Service which allows or facilitates compliance by a Customer or Customers with Law or with any document designated for the purposes of Section 173 of the Energy Act 2004 (including any such Law or document or change thereto which has been announced but not yet made).</p>
Relevant Customer class	A Customer Class is a <b>Relevant Customer Class</b> in relation to a Service or a Service Change where Service Charges made or to be made in respect of such Service, or the Service subject to such Service Change, are or will be payable by Customers of that Customer Class
Restricted Class Change	Where, in relation to a Service Change, not all Customer Classes are Relevant Customer Classes, the Service Change is a <b>Restricted Class Change</b> ;
Service Change	<p>A change to a Service provided under the DSC (not being an Additional Service), including:</p> <p>(i) the addition of a new Service or removal of an existing Service; and</p> <p>(ii) in the case of an existing Service, a change in any feature of the Service specified in the CDSP Service Description,</p> <p>and any related change to the CDSP Service Description</p>
Specific Service	A service (other than Additional Services) available under the DSC to all Customer or Customers of a Customer Class but provided to a particular Customer only upon the order of the Customer.