

## Change Request Proposal & Portfolio Board Appeal Form - Version 8

Originator Details			
Submitted By	Steve Ganney	Contact Number	2075
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Authorising Manager M2/E2*	Steve Concannon	Business Area	UKLP
		Cost Centre	<b>XS040 (CC to be confirmed. Not sure who will be bearing cost)</b>

\*M2/E2 Approval required for all Change Requests and EXEC Approval is required for Business & Process Improvements (Prior to ICAF Review)

Change Request Details			
Change Request Title	Address Maintenance Solution		
Internal/External Change	Internal Change	Analysis Only?	<b>No</b>
Change Driver Type	<b>Non Compliance</b>		
Change Description	<p>Nexus de-scoped maintenance and improvement of address data.</p> <p>The way that Xoserve maintained and improved address data quality in the years prior to Nexus is no longer being done or possible via the SAP solution as implemented. This means that Xoserve is non-compliant with G1.9.8 of the UNC and puts at risk our reputation as a competent data manager and particularly in an area where Xoserve has strategic cross-utility ambitions.</p> <p>Such capabilities to maintain and improve address data quality must be restored as soon as possible.</p> <p>Ideally the solution will include the ability capture the UPRN for a SMP as this is considered to be a key data item moving forward within the utilities sector and therefore advantageous for Xoserve to have ability to attain and store this address reference number. But this must not delay implementation of a solution that restores Xoserve's address data quality management capability.</p> <p>Implementation date: ASAP</p>		
Solution Type	Interim Solution	Interim Solution Duration (If Known)	Some years until a cross-utility solution is implemented
Target Date	<b>ASAP</b>	Urgency	<b>Critical</b>
Associated XRN Number(s)	NA		
Associated COR Number(s)	NA		
Associated MOD Number(s)	NA		
Associated Risk Reference(s)	NA		

### Impact to Systems / Processes

Impacted System(s) / Processes (e.g. UKLINK)	New UK-Link
Detail of Impact to System(s) / Processes	The historic PAF / GB process has ended and a suitable / equivalent arrangement needs to be implemented to ensure automatic address validation and updates continue to an equivalent standard as required as per our UNC obligations.

### Network Code Impact

Detail of Impact to Network Code	None
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### Change Request Scoring

Mandatory/ Network Code	Customer Service/Satisfaction	Safety	Cost Benefit (£)	Total*
3 = Significant Impact	3 = Significant Impact	1 = Little or no Impact	5 = >Twenty Fifth Thousand	<b>10</b>

\* The Total is automated and will refresh when you reopen this Change Request

Please submit your Change Request along with the appropriate authorising evidence to the following mail address:

[bss.change.mgt@xoserve.com](mailto:bss.change.mgt@xoserve.com)

### Portfolio Board Appeal

(Section to be completed only if seeking to appeal a rejection at ICAF)

Date of ICAF Rejection	<a href="#">Click Here For Calendar</a>	Portfolio Board Appeal Date	<a href="#">Click Here For Calendar</a>
Reason for Appeal			
Impact of changing the ICAF Decision			
Impact of not changing the ICAF Decision			
Outcome of Portfolio Board Appeal			
Outcome of Portfolio Board Appeal			