

**DSC Change Proposal**

**Change Reference Number: XRN4810**

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| **Section A1: General Details** |
| **Change Title** | Chat Bot Automated Gemini Assistant |
| **Date Raised** | 14/11/2018 |
| **Sponsor Organisation** | National Grid Transmission |
| **Sponsor Name** | Darren Lond |
| **Sponsor Contact Details** | Darren.Lond@nationalgrid.com  |
| **Xoserve Contact Name** | Rob Smith |
| **Xoserve Contact Details**  | 0121 623 2391 |
| **Change Status** | ~~Proposal~~ In delivery |
| **Section A2: Impacted Parties** |
| **Customer Class(es)** | [ ]  Shipper[x]  National Grid Transmission[ ]  Distribution Network Operator[ ]  IGT |
| **Section A3: Proposer Requirements / Final (redlined) Change** |
| Requirement for the implementation of a Chat Bot to the Gemini System. Chat Bot is a computer program designed to simulate conversation with human users, especially over the Internet.Chat Bot can be useful in many aspects of the Gemini Application, user could ask the bot a question or give it an instruction and the bot could respond or perform an action as appropriate.The initial version of the Chat Bot will be capable of answering the following.Dynamic - Line pack published or/not with timings.All GB/IP short term auctions processing timings.All EU-interfaces received/delivered timings.Nomination Lock queries.Demand publish timings.Nominations and re-Nominations – how to place / check / timingsStatic -An extensive list of static questions/answers i.e. FAQs and repetitive tickets.Basic information on Gemini functional processes, incorporating all Capacity and Energy Balancing FAQ’sBot Learning -Will create a table and store all questions which the Chat Bot is unable to answer. So that, later it can be assessed and the bot can be improved.A version 1.1 will also provide an improved user interface, inclusion of more dynamic query resolution and integration of logging Xoserve Service Desk tickets.This CP aims to deliver version 1.0 and 1.1 and the costs are reflected to incorporate both versions. Note, there is a period of 2-3 months stabilization period between version 1.0 and 1.1.National Grid request that Xoserve look for any efficiencies in project delivery that can be leveraged with any other NG Gemini delivery projects in flight concurrently. |
| **Proposed Release (Feb/Jun/Nov/Minor)** | Adhoc – Date TBC |
| **Proposed Consultation Period**  | [x]  10 Working Days[ ]  20 Working Days[ ]  30 Working daysOther: |
| **Section A4: Benefits and Justification**  |
| **Benefit Description***What, if any, are the tangible benefits of introducing this change?* *What, if any, are the intangible benefits of introducing this change?* | The bot gives customers an alternate approach to the existing options of the service desk or the FAQ’s documents with a quick response to the customer’s query, providing them with a self-service option within the Gemini application User interface.  |
| **Benefit Realisation** *When are the benefits of the change likely to be realised?* | This kind of approach is used in many other industries and applications to provide the customer with choice, which should in turn reduce waiting times for others contacting the service desk and provide a more efficient customer experience. |
| **Benefit Dependencies** *Please detail any dependencies that would be outside the scope of the change, this could be reliance on another delivery, reliance on some other event that the projects has not got direct control of.* | No benefit dependencies have been identified |
| **Section A5: Final Delivery Sub-Group (DSG) Recommendations** |
| *Until a final decision is achieved, please refer to section C of the form.* |
| **Final DSG Recommendation** | Approve / Reject / Defer |
| **DSG Recommended Release** | Release X: Feb/Jun/Nov XX or Adhoc DD/MM/YYYY |
| **Section A6: Funding** |
| **Funding Classes**  | [ ]  Shipper XX% [x]  National Grid Transmission 100% [ ]  Distribution Network Operator XX% [ ]  IGT XX%  |
| **Service Line(s)** | DSC Service Area 20: Gemini System Services |
| **ROM or funding details**  |  |
| **Funding Comments**  |  |
| **Section A7: ChMC Recommendation**  |
| **Change Status** | [x]  Approve – ~~Issue to DSG~~ Proceed to Delivery[ ]  Defer – Issue for review[ ]  RejectThis change was approved by National Grid Transmission to proceed to delivery at the ChMC meeting on 12th December 2018. |
| **Industry Consultation** | [ ]  10 Working Days[ ]  20 Working Days[ ]  30 Working daysOther: |
| **Expected date of receipt for responses (to Xoserve)** | XX/XX/XXXX |
| **DSC Consultation** |
| **Issued** | [ ]  Yes[ ]  No |
| **Date Issued** |  |
| **Comms Ref(s)** |  |
| **Number of Responses** |  |
| **Section A8: DSC Voting Outcome** |
| **Solution Voting**  | [ ]  Shipper Approve / Reject / NA / Abstain[ ]  National Grid Transmission Approve / Reject / NA / Abstain [ ]  Distribution Network Operator Approve / Reject / NA / Abstain[ ]  IGT Approve / Reject / NA / Abstain  |
| **Meeting Date**  | XX/XX/XXXX |
| **Release Date** | Release X: Feb / Jun / Nov XX or Adhoc DD/MM/YYYY or NA |
| **Overall Outcome**  | Approved for Release X / Rejected  |

**Please send the completed forms to:** **box.xoserve.portfoliooffice@xoserve.com**

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| **Section C1: Delivery Sub-Group (DSG) Recommendations**  |
| **DSG Date** | 17/12/2018 |
| **DSG Summary** |
| PO presented the Change Proposal to DSG and stated that Xoserve has been working with National Grid Transmission IS Team on this initiative. PO provided an overview of the requirements specified in the Change Proposal, which effectively are looking to reduce the need for Shippers to raise tickets with the Service Desk to answer general queries relating to UK Link Gemini via an automated Chat Box assistant. PO noted that this would be new technology, which is being introduced to improve Shipper customers experience with UK Link Gemini systems. PO stated this change won’t have any impact on Shipper customers and has been brought to DSG for information purposes only. |
| **Capture Document / Requirements** | N/A |
| **DSG Recommendation** | N/A |
| **DSG Recommended Release** | N/A |

**Section C: DSC Change Proposal: DSG Discussion**

**Appendix 1**

**Change Prioritisation Variables**

Xoserve uses the following variables set for each and every change within the Xoserve Change Register, to derive the indicative benefit prioritisation score, which will be used in conjunction with the perceived delivery effort to aid conversations at the DSC ChMC and DSC Delivery Sub Groups to prioritise changes into all future minor and major releases.

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| **Change Driver Type**  | [ ]  CMA Order [ ]  MOD / Ofgem [ ]  EU Legislation [ ]  License Condition [ ]  BEIS [ ]  ChMC endorsed Change Proposal [ ]  SPAA Change Proposal [ ]  Additional or 3rd Party Service Request [x]  Other*(please provide details below)* **Improving Gemini services for customers** |
| **Please select the customer group(s) who would be impacted if the change is not delivered** | [x] Shipper Impact [ ] iGT Impact [ ] Network Impact [ ] Xoserve Impact [x] National Grid Transmission Impact  |
| **Associated Change reference Number(s)** | **N/A** |
| **Associated MOD Number(s)** | **N/A** |
| **Perceived delivery effort** | [ ]  0 – 30 [x]  30 – 60 [ ]  60 – 100 [ ]  100+ days  |
| **Does the project involve the processing of personal data?** *‘Any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier’ – includes MPRNS.* | [ ]  Yes *(If yes please answer the next question)* [x]  No  |
| **A Data Protection Impact Assessment (DPIA) will be required if the delivery of the change involves the processing of personal data in any of the following scenarios:**  | [ ]  New technology [ ]  Vulnerable customer data [ ]  Theft of Gas[ ]  Mass data [ ]  Xoserve employee data[ ]  Fundamental changes to Xoserve business[ ]  Other*(please provide details below)* *(If any of the above boxes have been selected then please contact The Data Protection Officer (Sally Hall) to complete the DPIA.*  |
| **Change Beneficiary** *How many market participant or segments stand to benefit from the introduction of the change?*  | [ ]  Multiple Market Participants [x]  Multiple Market Group [ ]  All industry UK Gas Market participants [ ]  Xoserve Only [ ]  One Market Group [ ]  One Market Participant  |
| **Primary Impacted DSC Service Area**  | Service Area 20: UK Link Gemini System Services |
| **Number of Service Areas Impacted**  | [ ]  All [ ]  Five to Twenty [x]  Two to Five [ ]  One  |
| **Change Improvement Scale?** *How much work would be reduced for the customer if the change is implemented?* | [ ]  High [x]  Medium [ ]  Low  |
| **Are any of the following at risk if the change is not delivered?**  |
| [ ]  Safety of Supply at risk [ ] Customer(s) incurring financial loss [ ]  Customer Switching at risk |
| **Are any of the following required if the change is delivered?**  |
| [ ]  Customer System Changes Required [ ]  Customer Testing Likely Required [x]  Customer Training Required  |
| **Known Impact to Systems / Processes** |
| **Primary Application impacted** | [ ] BW [ ]  ISU [ ]  CMS [ ]  AMT [ ]  EFT [ ]  IX [x]  Gemini [ ]  Birst [ ]  Other *(please provide details below)* |
| **Business Process Impact**  | [ ] AQ [ ] SPA [ ] RGMA[ ] Reads [ ] Portal [ ] Invoicing [x] Other *(please provide details below)* **ISOps**  |
| **Are there any known impacts to external services and/or systems as a result of delivery of this change?** | [ ]  Yes *(please provide details below)*[x]  No |
| **Please select customer group(s) who would be impacted if the change is not delivered.**  | [x]  Shipper impact [ ]  Network impact [ ]  iGT impact [ ]  Xoserve impact [x]  National Grid Transmission Impact |
| **Workaround currently in operation?** |
| **Is there a Workaround in operation?**  | [ ]  Yes [x]  No |
| **If yes who is accountable for the workaround?**  | [ ] Xoserve[ ]  External Customer [ ]  Both Xoserve and External Customer |
| **What is the Frequency of the workaround?**  |   |
| **What is the lifespan for the workaround?**  |  |
| **What is the number of resource effort hours required to service workaround?**  |   |
| **What is the Complexity of the workaround?**  | [ ]  Low *(easy, repetitive, quick task, very little risk of human error)* [ ]  Medium *(moderate difficult, requires some form of offline calculation, possible risk of human error in determining outcome)* [ ]  High *(complicate task, time consuming, requires specialist resources, high risk of human error in determining outcome)*  |
| **Change Prioritisation Score** | 36% |

**Document Version History**

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| **Version** | **Status** | **Date** | **Author(s)** | **Summary of Changes** |
| 1 | Proposal | 14/11/18 | Darren Lond | New CP |
| 2 | Proposal | 21/11/18 | Heather Spensley | Appendix added |
| 3 | In Delivery | 14/12/18 | Richard Johnson | Notes from ChMC on 12th December added |
| 4 | In Delivery | 27/12/18 | Richard Johnson | Notes from DSG on 17th December added |

**Template Version History**

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| **Version** | **Status** | **Date** | **Author(s)** | **Summary of Changes** |
| 3.0 | Approved | 17/07/18 | Emma Smith | Template approved at ChMC on 11th July |
| 4.0 | Approved | 07/09/18 | Emma Smith | Minor wording amendments and additional customer group impact within Appendix 1 |