

## Change Proposal

### COR 4149 NG Gateway Migration

Mod reference N/A

CDSP Reference:

Document Stage	Version	Date	Author	Status
ROM Request / Change Proposal				Choose an item.
ROM Response				Choose an item.
Change Management Committee Outcome				Choose an item.
EQR				Choose an item.
Change Management Committee Outcome				Choose an item.
BER	<u>V1.2 (updated BER)</u>	<u>4/7/17</u>	N Patmore	Submitted to Change Committee
Change Management Committee Outcome				Choose an item.
CCR				Choose an item.
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.

Section	Title	Responsibility
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
6	EQR: Change Proposal Rejection	CDSP
7	Evaluation Quotation Report (EQR): Notification of delivery date	CDSP
8	Evaluation Quotation Report (EQR)	CDSP
9	Evaluation Quotation Report (EQR): Committee Outcome	Change Management Committee
10	Business Evaluation Report (BER)	CDSP
11	Business Evaluation Report (BER): Committee Outcome	Change Management Committee
12	Change Completion Report (CCR)	CDSP
13	Change Completion Report (CCR): Committee Outcome	Change Management Committee
14	Document Template Version History	CDSP
<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			
Submitted By	Nicola Patmore	Contact Number	0121 623 3636
		Email Address	Nicola.patmore@xoserve.com
Customer Representative	Beverley Viney	Contact Number	7474 3547
		Email Address	Beverley.Viney@nationalgrid.com
Subject Matter Expert/Network Lead	Gary Stimpson	Contact Number	
		Email Address	
Customer Class		<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			
Change Details		<p>National Grid are working to vacate the Leicester Data Hall aspirational by 30<sup>th</sup> June 2017, however there is recognition that this date is not achievable to migrate the Xoserve flows</p> <p>Also, STIG1 and STIG2 network infrastructure has gone “end of life” and is only supported on a reasonable endeavours basis. Any remaining services still residing in Leicester needs to be prioritised to allow the complete exit thereafter. This is a high priority project for National Grid.</p> <p>Therefore the request is to aim to complete the migration activities from an Xoserve perspective by 30<sup>th</sup> September 2017.</p> <p>The purpose of this change is as follows:</p> <ol style="list-style-type: none"> <li>1. Identify all the XoServe and IDN Network connections which terminate in STIG1 and STIG2 (in Hinckley and Leicester), document ownership and demarcation. Agree equivalent model for new service</li> <li>2. Analyse and document the existing firewall security rules</li> <li>3. Analyse and document the flow control in and out of the application servers.</li> <li>4. Design equivalent functionality of new infrastructure with new network circuits and deploy into new strategic data centres (currently proposed to be VSTIG: Feltham and Millharbour)</li> <li>5. Evaluate opportunity to also migrate from private MPLS to public extranet service offered by the IX network</li> <li>6. Establish back-end communications into the application servers (application servers are subject to another change control project)</li> <li>7. Migrate network connectivity from the “old” to the “new” environment through standard change control procedure</li> </ol>	
Reason(s) for proposed service change		National Grid is closing Leicester and can no longer support the legacy STIG1 and STIG2 environments requiring those network services to move to a more secure and supported network platform in a strategic location. In	

	<p>addition, STIG 1 and 2 environment commands a high risk to National Grid at this time.</p> <p>Also, National Grid requests that Xserve review this change as an opportunity to migrate these flows from private MPLS links to industry platform of the IX network.</p>
<b>Status of related UNC Mod</b>	N/A
<b>Full title of related UNC Mod</b>	N/A
<b>Benefits of change</b>	
<b>Required Change Implementation Date</b>	N/A
<b>Please provide an assessment of the priority of this change from the perspective of the industry.</b>	<p><input checked="" type="checkbox"/> High</p> <p><input type="checkbox"/> Medium</p> <p><input type="checkbox"/> Low</p> <p>Rationale for assessment:</p>

## 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 type="checkbox"/> Firm Quote for both Analysis and Delivery
<b>Has any initial assessment been performed in support of this change?</b>	<input 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 type="checkbox"/> Yes (please mark the customer class(es) to whom this is restricted) <input type="checkbox"/> No ----- <input type="checkbox"/> Shippers <input 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 type="checkbox"/> No
<b>General Service Changes Only (please ensure that either A or B below is completed)</b>	
A) Customer view of impacted service area(s) For a definition of the Service Areas, please see the 'Charge Base Apportionment Table' within the <a href="#">Budget and Charging Methodology</a> . 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.	
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:	

<b>Specific Service Changes Only:</b>
Please detail the proposed methodology (or amendment to the existing methodology) for determining Specific Service Change Charges.
Please detail the proposed basis (that is, Charging Measure and Charging Period) for determining Specific Service Change Charges in respect of the Specific Service.
<b>Impacts to UKLink System or File Formats</b>
<b>Impacts UKL Manual Appendix 5b</b>
<b>Impacts to Gemini System</b>
<b>Please give any other relevant information.</b>

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.

© 2017 Xoserve Ltd

All rights reserved.

ROM Analysis
<b>Change Assessment</b> High level indicative assessment of the change on the CDSP service description, on UKLink and any alternative options if applicable
<b>Change Impact:</b> Initial assessment of whether the service change is / would have: <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>
<b>Change Costs (implementation):</b> An approximate estimate of the costs (or range of costs) where options are identified
<b>Change Costs (on-going):</b> The approximate estimate of the impact of the service change on service charges
<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.
<b>Assumptions:</b> Any key assumptions that have been made by Xoserve when providing the cost and or timescale
<b>Dependencies:</b> Any material dependencies of the implementation on any other service changes



**Constraints:**

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

Please send the document to the following:

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

Please send the document to the following:

Recipient	Email
Change Management Committee Secretary	dsccomms@gasgovernance.co.uk

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

Notification of EQR Delivery Date	
Original EQR delivery date:	Followed ASA agreement for EQR
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: i. CDSP Service Description ii. CDSP Systems	
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)

considers the service change to relate to an existing service area or whether it constitutes a new service area.	
<b>Specific service changes</b>	
<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>	<input type="checkbox"/> Yes <input type="checkbox"/> No (please give detail below)
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	
EQR validity period:	

Please send the document to the following:

Recipient	Email
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> (The detail upon which the response will be based is originally defined in the change proposal and potentially commented upon in the subsequent EQR)			
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> (The detail upon which the response will be based is originally defined in the Change Proposal and potentially commented upon in the subsequent EQR)			
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										
N/A										
4.) Detail impact on operating procedures and resources of the CDSP										
No impact to operating procedures or ongoing resource utilisation. Resources are available to support the implementation activity detailed here with no impact to other planned activities.										
5.) Implementation Plan										
NG are currently targeting quarter 4 2017 with the intention to deliver in October										
6.) Estimated implementation costs										
<p>The cost for implementing is forecast to be £193,210 for the full delivery of this change.</p> <p>These costs are based on a High Level Estimate and are subject to change.</p> <p>The engrossed value is £200,938; approval is not required for the engrossed value.</p>										
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 border="1"> <tbody> <tr> <td>100</td> <td>National Grid Transmission</td> </tr> <tr> <td></td> <td>Distribution Network Operators and IGT's</td> </tr> <tr> <td></td> <td>DN Operator</td> </tr> <tr> <td></td> <td>IGT's</td> </tr> <tr> <td></td> <td>Shippers</td> </tr> </tbody> </table> <p>100% This will be invoiced as an Additional Service Request</p>	100	National Grid Transmission		Distribution Network Operators and IGT's		DN Operator		IGT's		Shippers
100	National Grid Transmission									
	Distribution Network Operators and IGT's									
	DN Operator									
	IGT's									
	Shippers									
7.) Estimated impact of the service change on service charges										
Currently it is anticipated there will be no significant change to service charges. Confirmation of this will be provided once the project team have further information.										
8.) Please detail any pre-requisite activities that must be completed by the customer prior to receiving or being able to request the service.										
<p>Provision of rack space, power cooling and cabling requirements at both locations Millharbour and Feltham and confirmation to Xserve of the timelines for this being made available.</p> <p>Provision of details relating to access protocol at both Feltham and Millharbour</p>										



## Implementation Options

Please provide details on any alternative solution/implementation options:

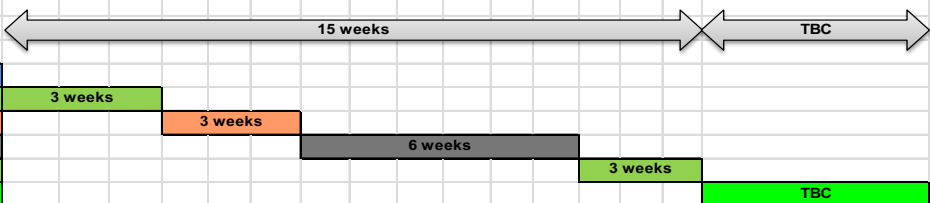
This should include:

- (i) a description of each Implementation Option;
- (ii) the advantages and disadvantages of each option
- (iii) the CDSP preferred Implementation Option

The key activities related to the preferred approach for arranging installation of the new lines at Feltham and Millharbour are detailed below followed by a timeline showing the tentative duration of each activity. The implementation approach has not yet been agreed. Two options have been identified further detail on this is included below.

1. Ordering of the Network link
  - Xoserve will release the PO to TCS to enable the commencement of the link order process with BT.
  - BT will confirm to TCS the placing of the order, the lead time for the provision of the network point commences at this point.
2. Site survey
  - BT Openreach engineers will visit both sites\* Millharbour and Feltham to establish service access. Following this visit they will identify whether any additional remedial engineering work is required including associated costs and timescales for the installation of the new network link.
  - BT will require details of where the new links are to terminate together with contact details and confirmation of the access protocol for each site (ie Site Specific Risk Assessment and Method statement or equivalent).
  - The dates for each site survey will be allocated by BT Openreach.
3. Link Commission
  - BT Openreach will complete further site visits\* to install the network link at each site's termination point, the number of visits is anticipated to be around 3 per site.
  - This will include setting up the managed router at each site and mounting it in the requested rack. The current assumption is that rack space, power, cooling and cable requirements will be provided by National Grid and Verizon.
4. Network configuration
  - The network design, IP address and subnet details for the router configuration will be provided by National Grid and Verizon to enable the BT engineer to complete the network configuration. The Xoserve project team and TCS will facilitate any required discussions with National Grid and Verizon.
  - Configuration work including firewall changes at the TCS data centres to facilitate cutover will take place following the installation of the new link.
5. Cutover
  - The cutover approach will be agreed in parallel with and be informed by the above activities. At this point two options have been considered either a "Big Bang" approach where all the interfaces are migrated to the new link at the same time or a phased approach with the cutover of interfaces being completed in a series of planned smaller migrations.
  - Currently the recommended approach is to follow a phased approach which incorporates sufficient testing of the line and opportunity to take corrective action in order to minimise service disruption and ensure service continuity. This approach will however involve longer timescales for implementation and increased costs, both resource and support costs of two links being in place in parallel.

\*If the site visits fail at any point there is a risk that project timescales will be impacted.

Tentative timescales for Network Link delivery									
									
<p>* Based on all access protocol requirements being in place timescale does not include any re-planning of visits due to failed access attempts.</p> <p>** Based on the assumption remedial engineering work will <b>NOT</b> be required. This assumption will be validated only once the site survey has been completed</p>									
<p><b>Restricted Class Changes only</b></p> <p>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)?</p> <p><input type="checkbox"/> Yes (please give detail below) This is a restricted class change which has no adverse impact to customers.</p> <p><input checked="" type="checkbox"/> No</p>									
<p><b>Dependencies:</b></p> <ul style="list-style-type: none"> <li>Access protocols for both sites being provided sufficiently well ahead of the BT site visits to enable the required governance to be completed.</li> <li>BT availability to carry out site surveys and commissioning activities</li> <li>Network design documentation being available with sufficient time to allow planning of the network configuration activities</li> <li>An agreed testing and cutover approach between all parties.</li> </ul>									
<p><b>Constraints:</b></p> <p>The UKLP PIS period runs until end of August hence there is likely to be a constraint around resource availability of Xoserve IS Operational contacts.</p>									
<p><b>Benefits:</b></p> <p>The secure internet gateway enables the flow of files between Xoserve's systems including UKLink and Gemini to National Grid's key systems such as GEMPI and GCS. This work is required in order to move these services to a more secure and supported network platform in strategic locations thereby ensuring the secure continuous flow of the interfaces.</p>									
<p><b>Impacts:</b></p>									

IS Operations resource will be required to support this work via engagement with BT in order to commission and configure the new links and carry out configuration work at the TCS data centres. The project team have engaged with TCS via the procurement process to secure resources for these activities.

#### Risks:

The identified risks are detailed below:

Risk	Action/Mitigation
<p>There is a risk additional TCS resources will be required due to extended project timelines because:</p> <ol style="list-style-type: none"> <li>I. The implementation approach and timeline are currently being defined, the implementation date may move beyond quarter 4 2017.</li> <li>II. There is also the potential for site access issues to cause delays to the installation of the new BT line and associated activities.</li> <li>III. The site surveys completed by BT identify remedial last mile works are required.</li> </ol>	<p>Work with NGIS to understand the potential for any changes to the migration date and to understand the access protocols for each site in order to minimise the likelihood of failed site visits. The timelines for additional remedial work will be known once the site visit has been completed. TCS to liaise with BT to understand whether additional work is required and the associated timescales if required as soon as possible.</p>
<p>There is a risk additional Xoserve internal resources will be required due to extended project timelines because of the reasons detailed in the risk above</p>	<p>Work with NGIS to understand the potential for any changes to the migration date and to understand the access protocols for each site in order to minimise the likelihood of failed site visits.</p> <p>The timelines for additional remedial work will be known once the site visit has been completed. TCS to liaise with BT to understand whether additional work is required and the associated timescales as soon as possible.</p>
<p>There is a risk that it will not be possible to decommission the existing BT line within the timescales (3 months) specified in the breakdown of costs and additional costs will be incurred until the existing line is decommissioned.</p>	<p>Xoserve project team to work with NG to agree the implementation approach and timelines. Once this is confirmed TCS to communicate this to BT and arrange for the decommissioning work to be aligned with the project timescales.</p>
<p>There is a risk that the implementation approach National Grid adopts differs from that assumed in the compilation of this BER leading to additional project costs.</p>	<p>Xoserve project team to work with National Grid to agree the implementation approach and whether there are additional costs to those included in this BER.</p>
<p>There is a risk that the site survey completed by BT will identify a requirement for remedial engineering works.</p>	<p>The cost will only be available following the site survey completed by BT. TCS to liaise with BT following the site survey to understand additional BT costs as soon as possible.</p>
<p>Based on previous similar projects there is a risk</p>	<p>Project team to work with National Grid to understand Verizon's access protocols, ensure the correct</p>

that BT site visits will fail due to governance required by Verizon access protocols not being in place, leading to additional site visits by BT and increased BT costs.	governance is in place to try and minimise the likelihood of failed site visits.
<div style="background-color: #e0e0e0; padding: 2px;"><b>Assumptions:</b></div> <p>The rack space power cooling and cabling requirements will be provided by Verizon. National Grid will confirm to Xserve when this can be made available.</p>	
<div style="background-color: #e0e0e0; padding: 2px;"><b>Information Security:</b></div> <p>Xoserve will work with National Grid and Verizon in order to understand the impacts to information security and ensure that the required Xoserve standards are adhered to. The project team will ensure the relevant teams are engaged to review the design from a security perspective.</p>	
<div style="background-color: #e0e0e0; padding: 2px;"><b>Out of scope:</b></div> <p>Migration of Globalscape and BFTS file transfer mechanisms and migration to iconversion. The analysis for these activities is included within the scope of other projects (COR 4144 and 4246).</p>	
<div style="background-color: #e0e0e0; padding: 2px;"><b>Please provide any additional information relevant to the proposed service change:</b></div> <p>None identified</p>	

Please send the document to the following:

Recipient	Email
Change Management Committee Secretary	dsccomms@gasgovernance.co.uk

## Section 11: Business Evaluation Report: Committee Outcome

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

## Section 12: Change Completion Report (CCR)

<b>Change Overview</b>			
<p>Please include detail on the following for the chosen implementation option: modifications to UKLink, impact on operating procedures and resources of the CDSP.          Actions required of the customer prior to the commencement date</p>			
<p>Please detail any differences between the solution that was implemented and what was defined in the BER.</p>			
<p>Detail the revised text of the CDSP Service Description reflecting the change that has been made</p>			
<p>Were there any revisions to the text of the UK Link Manual?</p> <p><input type="checkbox"/> Yes (please insert the revised text of the UK Link manual below)</p> <p><input type="checkbox"/> No</p>			
Proposed Commencement Date		Actual Commencement Date	
<p>Please provide an explanation of any variance</p>			
<p>Please detail the main lessons learned from the project</p>			

Service change costs			
Approved Costs (£)		Actual Costs (£)	
Reasons for variance between approved and actual costs:			

Please send the document to the following:

Recipient	Email
Change Management Committee Secretary	enquiries@gasgovernance.co.uk

## 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.