

DSC Governance Review Group

Key Notes and Actions - 9th May 2019

Attendees	Alison Cross (ACr), Xoserve Alison Neild (AN), Gazprom Andy Clasper (AC), Cadent Chan Singh (CS), Xoserve Claire-Louise Roberts (CLR), Scottish Power Emma Smith (ES), Xoserve Gavin Anderson (GA), EDF (WebEx) Gurvinder Dosanjh (GD), Cadent Helen Chandler (HC), NGN Kate Mulvany (KM), Centrica Kirsty Dudley (KD), EON (WebEx) Mark Jones (MJ), SSE Richard Loukes (RL), NGT Sally Hardman (SH), SGN Teresa Thompson (TT), National Grid
Agenda	<ul style="list-style-type: none">• The Change Journey so far• Terms of Reference• Ways of working• Objectives• Recap of current DSC Change management process• Review of proposed changes to DSC Change Management<ul style="list-style-type: none">– Review of Change Management Guidelines (XRN4852)– Fast track governance for Requests for Data– Urgent Change Proposal process– Progression of Change Proposals alongside MOD development– Definition of External Impacts– Initiatives log– Funding arrangements for Change– Updates to the Change proposal template– Any other process improvements/AOB <p>No additional Agenda items were requested by attendees.</p>

Recap of current DSC Change management process

ACr provided all with a copy of the Change Management process flow to attendees in the room and provided a walkthrough.

Action 090519_01: Xoserve to provide stats around Change proposals progressing through Change Management committee (ChMC) in respect of approvals vs send for initial review vs rejections at all stages of governance process.

Change packs and distribution lists used for issue was discussed. Xoserve confirmed that the annual review of distribution lists will be Opt-in rather than Opt-out as in previous years and potentially in this we could have a separate list for Change Pack distribution. AN stated that Gazprom uses a generic email address for change pack receipt which then distributes the packs accordingly. ACr agreed that Xoserve would need to ensure all DSC customers were represented on the Change pack distribution list following the annual review.

Action 090519_02: Xoserve to ensure Change Pack distribution list contains a representative from all DSC customers following the annual review.

Action 090519_03: Xoserve to provide a walkthrough of the on-line Change pack process at next Governance review group meeting.

Fast track governance for Requests for Data

The proposed definition of a Request for data Change Proposal was reviewed and agreed. Following discussions around the benefit of a fast track process for these types of change and a review of the proposed options it was decided that the group would recommend the 'medium' option with an additional inclusion of the Initial Review change pack being issued during capture to enable all DSC Customers to be involved in the development of requirements.

Action 090519_04: Xoserve to update the 'medium' option to add in Initial review Change pack and take this as a recommendation from the group to Change management committee.

During these discussions the use of WebEx and/or off-line approvals for change proposals was seen to be a potential way forward to free up time at Change Management committee meetings.

Action 090519_05: A review of the current Change process to be included as an agenda item at the next Governance Review Group meeting.

Review of Change Management Guidelines (XRN4852)

ES walked through the tracked changes document explaining this exercise is being done to bring the current DSC Change Management Procedures in line with the current process. If anyone has any questions ES is happy to arrange a meeting with our Legal Advisor, Louise Aitken, to discuss.

Action 090519_06: Xoserve to issue the revised DSC Change Management procedures document out in a Change pack for review.

Action 090519_07: All to review the revised DSC Change Management procedure and provide any comments in the response to the Change pack.

Action 090519_08: Review of Change Management Guidelines (XRN4852) to return as an agenda item at the next Governance Review Group.

Urgent Change Proposal process

Due to the use of 'Urgent' in a number of other Industry processes it was agreed to re-name this as Accelerated Change Proposal process.

Action 090519_09: Xoserve to revise slides changing Urgent to Accelerated and bring back to Governance review group as an agenda item at next meeting.

The proposed definition was reviewed and agreed with the exception of 'The change is a technical systems change to SAP ISU or Gemini;' which needs to be made clearer.

Action 090519_10: Xoserve to update the definition of Accelerated process to clarify the system change sentence.

The accelerated process can be instigated at any point in Change delivery – Change proposals can change track from being accelerated to normal and vice versa by consent and agreement. The accelerated process is to be used by exception only, the change being championed as similar to at Ofgem. The proposer has to clearly state why the change has to use the accelerated route and articulate the benefit or impact of the change.

The proposed criteria was agreed and to be added as a check list on the current Change proposal template.

Action 090519_11: Xoserve to update the Change proposal template to include criteria and text box for proposer to state why accelerated route needed if an accelerated process is approved by ChMC.

The addition of a timetable for accelerated timescales was discussed as used in SPAA and UNC to include pre-agreed dates.

Action 090519_12: Xoserve to update accelerated process proposal to include a proposed timetable

It was agreed that the outcome of an accelerated Change will be on a case by case basis.

There was discussion on the industry required 6 month notice period. It was agreed for an accelerated change this would be best endeavours. As far as possible, Xoserve would try to keep to 6 months.

Progression of Change Proposals alongside MOD development

It was agreed that to raise a Change proposal to progress through capture alongside MOD development is a sensible option to ensure when MOD is approved we do not have to re-visit work already completed. This is already been trialled.

Definition of External Impacts

Having reviewed both the definition of Adverse impacts as within the DSC Change Management procedures and our attempt to put these into 'Plain English', ES provided the definition of external impacts we use for our internal teams. It was agreed nothing needed to be added.

As for the communication of internal changes that may or may not have external impacts it was suggested that the identification of these should lie with our customers and not Xoserve. ACr suggested we could issue a monthly summary of internal changes within a Change Pack so that customers could indicate which they believed impacted on them.

Action 090519_13: Xoserve to investigate ways to communicate out internal changes for customers to identify those they believed had impacts on them.

Initiatives log

Currently Business plan initiatives are being tracked on Change Proposals which are having to progress through the change process where there is no need to approvals as funding and delivery already agreed as part of the Business plan. ES proposed the introduction of a Initiatives log to replace the use of Change proposals for the tracking of these. KD was keen not to have another place to view these and suggested they be kept on the Change register with alternative name.

To remove any confusion it was agreed to label these as Business Plan delivery rather than Initiatives and for a dedicated page on Xoserve.com to be created for fortnightly/monthly updates which would also provide financial updates against these to ensure any need for further funding would not come as a surprise.

Action 090519_14: Xoserve create proposal for Business plan delivery updates and bring to next Governance review meeting.

Funding arrangements for Change

Agreement was made to update the Change proposal template to enable recording of the funding changes to enduring costs which may be different to those funding arrangements for the delivery or the change. So far we have not had any changes implemented that have had impacts on enduring costs as they have been purely system changes but the proposal will ensure these are considered for all changes.

BP19/20 – change initiatives

ES informed the group that there is no funding in BP19/20 for change initiatives not already included in the Business plan. If Xoserve identify any such initiatives they will have to be approved by ChMC to be funded from the Change budget.

Updates to the Change proposal template

Walking through the proposed updates made to the Change Proposal template v6.1, the only change requested was to re-add Change description text box after the Problem statement as felt this needed to remain on the template.

Action 090519_15: Xoserve to update Change proposal template to add back in Change description and issue to ChMC for approval.

AOB

- **DSC Delivery Sub Group**

A number of currently active DSG attendees have left/ due to leave the group. To make this group effective we need to have a good diverse customer attendance. This was a plea to ask for further support for DSG

- **Hosting of all relevant information for a Release**

It had been commented at ChMC that it is difficult to find where information is held on Xoserve.com for XRNs and associated releases.

Action 090519_16: Xoserve to ensure all relevant information about an XRN and its release are easily accessible on Xoserve.com

- **Proposal for shortening or lengthening Change Pack timescales**

Action 090519_17: To be added to agenda of next Review Group meeting.

- **Issue of Change packs – Friday vs Monday?**

Question was asked of attendees in respect of the issuing of Change Packs – does it have to be late Friday afternoon or can they be issued Monday morning? After a short discussion it was agreed that predictability in the issue of Change packs was more valuable than when. Agreement was reached that Change Packs would be issued by 12 noon the third business day after ChMC. Any differing timescales would be flagged in advance and adjusted accordingly e.g. Bank Holidays.

Date of Next meeting – 25th June 2019