

**DSC Change Proposal**

**Change Reference Number: XRN 4787**

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Xoserve to fill out all of the information in this colour

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| **Section A1: General Details** |
| **Change Title** | Rescheduling of failed SSN |
| **Date Raised** | 8th October |
| **Sponsor Organisation** | National Grid |
| **Sponsor Name** | Cara Finn |
| **Sponsor Contact Details** | Cara.finn@nationalgrid.com |
| **Xoserve Contact Name** | Helen Field |
| **Xoserve Contact Details**  | Helen.field@xoserve.com |
| **Change Status** | Proposal / With DSG / Out for Consultation / Voting / Approved or Rejected |
| **Section A2: Impacted Parties** |
| **Customer Class(es)** | [ ]  Shipper[x]  National Grid Transmission[ ]  Distribution Network Operator[ ]  IGT |
| **Section A3: Proposer Requirements / Final (redlined) Change** |
| National Grid is receiving an increasing number of complaints relating to SSN where Shippers are being locked out of their accounts.Currently the only option which allows the problem to be resolved in day is a data fix by Xoserve to reset to zero. Other than a data fix, an after the day invoice amendment can be done but this is very complex because of the fact it depends on what the TSO flowed as well as what was nominated. As well as imbalance charges, cash-out charges have to be amended down to SAP – it is not possible to establish Shipper intent and this may lead to challenges around how charges have been derived. National Grid would like Xoserve to make a change to Gemini that will allow a Single Sided Nomination to be reset to zero, by National Grid teams within the day rather than after the day invoice adjustments / reschedules.This change is linked to XRN4785, which is also looking at ensuring improvements are made to way SSN processes operate.  |
| **Proposed Release** | **RX / DD/MM/YYYY** |
| **Proposed Consultation Period**  | [ ]  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?* | Improved Customer experience, and remove the requirement for day after invoice adjustments |
| **Benefit Realisation** *When are the benefits of the change likely to be realised?* | **As soon as the change is implemented.** |
| **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.* |  |
| **Section A5: Final Delivery Sub Group 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)** | Service Area 20: Gemini system services |
| **ROM or funding details**  |  |
| **Funding Comments**  |  |
| **Section A7: CHMC Recommendation**  |
| **Change Status** | [ ]  Approve – Issue to DSG[ ]  Defer – Issue to Consultation[ ]  Reject |
| **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[x]  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:** **mailto:box.xoserve.portfoliooffice@xoserve.com**

**Document Version History**

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| **Version** | **Status** | **Date** | **Author(s)** | **Summary of Changes** |
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**Template Version History**

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| **Version** | **Status** | **Date** | **Author(s)** | **Summary of Changes** |
| 3.0 | Approved | 17/04/2018 | Emma Smith | Template approved at ChMC on 11th July |

**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  ☐ Other*(please provide details below)*   |
| **Please select the customer group(s) who would be impacted if the change is not delivered**  | ☐Shipper Impact                  ☐iGT Impact          ☐Network Impact                 ☐Xoserve Impact                 ☒National Grid Transmission Impact            |
| **Associated Change reference  Number(s)**  | **NA**  |
| **Associated MOD Number(s)**  | **NA**  |
| **Perceived delivery effort**  | ☐ 0 – 30                       ☒ 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)* ☒ 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                      ☐ 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          ☐ Two to Five  ☒ One              |
| **Change Improvement Scale?** *How much work would be reduced for the customer if the change is implemented?*  | ☐ High           ☐ 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   ☐ Customer Training Required                           |
| **Known Impact to Systems / Processes**  |
| **Primary Application impacted**  | ☐BW                   ☐ ISU               ☐ CMS                           ☐ AMT                ☐ EFT              ☐ IX                                     ☒ Gemini             ☐ Birst             ☐ Other *(please provide details below)*   |
| **Business Process Impact**  | ☐AQ                                  ☐SPA               ☐RGMA ☐Reads                             ☐Portal             ☐Invoicing  x Other *(please provide details below)*                                                                                    |
| **Are there any known impacts to external services and/or systems as a result of delivery of this change?**  | ☐ Yes  *(please provide details below)*   ☒ No  |
| **Please select customer group(s) who would be impacted if the change is not delivered.**  | ☐ Shipper impact                  ☐ Network impact           ☐ iGT impact                                         ☐ Xoserve impact                 ☒ National Grid Transmission Impact  |
| **Workaround currently in operation?**  |
| **Is there a Workaround in operation?**  | ☐ Yes  ☒ 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**  | 22%  |