

**DSC Change Completion Report (CCR)**

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| **Change Title** | UK Link Release 2 Delivery |
| **Change reference number (XRN)** | XRN4361 |
| **Xoserve Project Manager** | Christina Francis |
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| **Contact number** | 01216232669 |
| **Target Change Management Committee date** | 7th November 2018 |
| **Date of Solution Implementation** | 1st July 2018 |
| **Section 1: Overview of Change Delivery** | |
| As part of the Release 2 delivery, the following 16 changes were delivered:  **EXTERNALLY FUNDED CHANGE REQUESTS:**  **Title: DDS/DDU file amendment**  **Change Proposal No. XRN4288**  **Xoserve Change Request No. UKLP147**  Description: A requirement for the following changes to the DN DDS and DDU files:  1. Twin stream Meters - For DDS and DDU files to only contain the first Asset for a twin stream Meter i.e. suppress any instances where there is a second record for an MPRN.  2. Rolling AQ updates – For the DDU file to not include any records relating to rolling AQ updates.  Copy of Change Proposal document:    **Title: Theft Risk Assessment Service Tip-off Hotline Data Provision – Enduring Solution**  **Change Proposal No. XRN3995 A**  **Xoserve Change Request No. UKLP222**  Description: A requirement for an enduring solution for the Energy Theft Tip-Off Services provider to identify an MPRN for an address where they receive a tip-off/notification of a suspected theft of gas situation. Xoserve would provide a monthly report to the Energy Theft Tip-Off Services provider via a .csv file.  Copy of Change Proposal document:    **Title: Reports required under UNC TPD V16.1 in Nexus (reports required by MOD 520A)**  **Change Proposal No. XRN4299**  **Xoserve Change Request No. UKLP251**  Description: A requirement for a number of reports.  DNs are to provide a number of reports both to the industry in general and also to Performance Assurance Committee members.  Copy of Change Proposal document:    As part of this change there was a change variation that was raised for ‘No Reads’ report. The report was delivered in August 2018, however, historic data load activity will be completed in October 2018.  **Title: Quarterly smart Metering reporting for HSE and DNs**  **Change Proposal No. XRN4248**  **Xoserve Change Request No. n/a**  Description: A requirement to produce a quarterly report as a national report to the HS&E and as a DN level report to each network summarising Meter exchanges and installations.  Copy of Change Proposal document:    **Title: New DN role for CMS**  **Change Proposal No. XRN3386**  **Xoserve Change Request No. n/a**  Description: A requirement to create a new role that includes all activities that can be undertaken within DNs to facilitate more efficient working practices.  Copy of Change Proposal document:    **Title: Missing Key Data Items from iGTs to Shippers (Plot Number)**  **Change Proposal No. XRN3477**  **Xoserve Change Request No. UKLP112**  Description: A requirement for the provision and amendment of Plot addresses to Shippers.  Copy of Change Proposal document:    **Title: PSR Requirements – Vulnerable Customer Data Requirements**  **Change Proposal No. n/a**  **Xoserve Change Request No. UKLP273**  Description: There is a requirement for the following data items to be in place to assist customers in vulnerable situations.   1. Aligned vulnerable customer needs codes between gas and electricity 2. Mapping of existing vulnerable customer needs code to new vulnerable customer needs code 3. One of Shipper report and commercial Supplier report   Copy of Change Proposal document:    **Title: Recording of DN Siteworks / New Network Connection Reference in Central Systems**  **Change Proposal No. XRN3283**  **Xoserve Change Request No. n/a**  Description: DNs require Xoserve to be able to receive network connections reference numbers and be able to store these reference numbers in central systems.  Copy of Change Proposal document:    **INTERNALLY FUNDED CHANGE REQUESTS:**  **Title: Remove ‘n’ as an allowable value from the .SFN file in ‘Fault corrected’ field and remove as allowable value from AMT & SAP ISU.**  **Change Proposal No. XRN4303**  **Xoserve Change Request No. UKLP267**  Description: A requirement to remove the allowable value ‘n’ in the file format so that the validation on the file format is corrected.  Copy of Change Proposal document:    **Title: Amend referral rules for class 2 smaller LSP’s**  **Change Proposal No. XRN4304**  **Xoserve Change Request No. UKLP270**  Description: A requirement to accept Class 2 Meter Points and to be made a configurable upper value with the ability to increase/decrease if required.  Copy of Change Proposal document:    **Title: Back billing for domestic (SSP) sites needs to be reflect the correct adjustment start date**  **Change Proposal No. XRN4309**  **Xoserve Change Request No. UKLP287**  Description: A requirement to ensure correct adjustment period is billed for SSP sites as part of the back billing (GSR site visit) process.  Copy of Change Proposal document:    **Title: Changes to the upper parameter of the XDO partial refresh file**  **Change Proposal No. XRN2831.5**  **Xoserve Change Request No. UKLP292**  Description: A requirement to remove upper limit on number of records in the input file while doing a partial refresh.    Copy of Change Proposal document:    **Title: Meter Point Details Report & Sector Breakdown Report**  **Change Proposal No. XRN4316**  **Xoserve Change Request No. UKLP315**  Description: A requirement to develop two reports to validate the amendment invoices:  1. Meter Point Details Report  2. Sector Breakdown Report  Copy of Change Proposal document:    **Title: Change to validation of address fields**  **Change Proposal No. XRN4513**  **Xoserve Change Request No. UKLP359**  Description: A requirement to enhance the validation process of ADD and UNC contacts in CMS.    **TiTle : MIV File Changes to MUR Invoice – CMS**  **Change Proposal No. XRN4514**  **Xoserve Change Request No. UKLP367**  Description: A requirement to correct the MUR invoice to refelect the right information automatically.    **Title: Address Maintenance Solution**  **Change Proposal No, XRN4249**  **Xoserve Change Request No. NA**  Description: A requirement to reinstate the address updates in UK Link.     * *Please provide details of any changes made to the service charges (RTB Costs). Make a comparison with section 4 of the BER, and populate the following table:*   There is no RTB costs incurred as part of Release 2 delivery.   |  |  |  |  | | --- | --- | --- | --- | | **Xoserve Service Area** | **Xoserve Service Line** | **(+/-) Projected Change in Annual Cost** | **(+/-)Actual Change in Annual Cost** | | NA | NA | NA | NA |   *Please provide details of any outstanding actions involving external parties to be completed following implementation (eg: outstanding defects)*  Currently there are no outstanding actions that are pending on external parties to be completed following implementation.  *The total cost of the Release 2 Delivery = £810,044*  *The total cost of the Release 2 Delivery of Internal Changes = £465,455*  *Noted Internal Resource Costs for overall scope = £276,000* | |
| **Section 2: Confirmed Funding Arrangements** | |
| |  |  |  |  |  | | --- | --- | --- | --- | --- | | **Gas Industry Participant** | **BER Share of Cost** | **Actual Share of Cost** | **BER Cost Value** | **Actual Cost Value** | | **Shippers** | 47% | 54% | £479,163 | £438,017 | | **IGTs** | 0% | 0% | £0 | £0 | | **DNOs** | 34% | 30% | £346,280 | £245,089 | | **Transmission** | 3% | 3% | £27,068 | £27,068 | | **DN’s & IGT** | 16% | 12% | £167,331 | £99,870 |   *Please include any reasons for variation from Business Evaluation Report share of cost:*  There is a slight change to the Business Evaluation Report share of cost because of change requests required forfor XRN4449 – PSR Requirements – Vulnerable Customer Data Requirements and XRN4299 - Reports required under UNC TPD V16.1 in Nexus (reports required by MOD 520A) | |
| **Section 3: Provide a summary of any agreed scope changes** | |
| *Please summarise any official decisions to either expand or reduce the project’s functionality. Such changes can be associated with the project’s cost, budget, timescales, quality criteria and the functionality of the product or service which was delivered by the project.*  There were 2 change requests raised for XRN4449 – PSR Requirements – Vulnerable Customer Data Requirements and XRN4299 - Reports required under UNC TPD V16.1 in Nexus (reports required by MOD 520A). However, these costs were covered within the cost specified in the Business Evaluation Report. | |
| **Section 4: Detail any changes to the Xoserve Service Description** | |

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| *Please describe any changes to the definition of the specific Xoserve service areas, and within them the service lines, which are associated with the project. Use the following link as a reference to the Xoserve service areas:*  [Service Description Table](https://www.gasgovernance.co.uk/sites/default/files/ggf/page/2018-02/Service%20Description%20Table%20V4%20live%20clean%20for%20publication%2016%20Feb%202018.xlsx)   | **Existing Change Proposal Number** | **Xoserve Change Request Number** | **Change Request Title** | **Service Area Details** | **Service Area Details** | | | | | | --- | --- | --- | --- | --- | --- | --- | --- | --- | | **Shipper Users** | **Transporters** | | | | | **National Grid NTS** | **Distribution** | | | | **DN Operators and Independent Gas Transporters** | **DN Operators** | **Independent Gas Transporters** | | XRN4288 | UKLP147 | DDS/DDU file amendment | **Service Area 21** - Data flows and services to Network Operators |  |  |  | 100%  £168,396 |  | | XRN4290 | UKLP194 | Billing History by all NTS capacity / commodity related charges (from Nexus implementation onwards) | **Service Area 20** – Gemini System and Services  National Grid Gas Transmission voted to remove this change from R2 scope at 10th January 18 ChMC. (This cost is only for Detailed Design) |  | 100%  £27,068 |  |  |  | | XRN3995A | UKLP222 | Theft Risk Assessment Service Tip-off Hotline Data Provision – Enduring Solution | **Service Area 18** - Provision of user reports and information – The percentage split was agreed at the ChMC meeting on 10th January 18 |  |  | 100%  £17,487 |  |  | | XRN4299 | UKLP251 | Reports required under UNC TPD V16.1 in Nexus (reports required by MOD 520A) | **Service Area 18** - Provision of user reports and information – The percentage split was agreed at the ChMC meeting on 10th January 18 | 100%  £146,667 |  |  |  |  | | XRN4248 |  | Quarterly smart Metering reporting for HSE and DNs | **Service Area 16** - Provision of supply point information services and other services required to be provided under condition of the GT Licence |  |  | 100%  £82,383 |  |  | | XRN3386 |  | New DN role for CMS | **Service Area 2** - Provide query management (to be discussed with DNs on 5th Oct 17 to agree 100% DN funding) |  |  |  | 100%  £29,333 |  | | XRN3477 | UKLP112 | Missing Key Data Item from iGTs to Shippers (Plot Number) | **Service Area 1** - Manage supply point registration | 100%  £94,047 |  |  |  |  | | XRN4449 | UKLP273 | PSR requirements - Vulnerable Customer Data Requirements | **Service Area 1** - Manage supply point registration | 100%  £197,303 |  |  |  |  | | XRN3283 |  | Recording of DN Siteworks / New Network Connection Reference in Central Systems | **Service Area 2** - Provide Query Management |  |  |  | 100%  £47,360 |  | |  |  |  |  | **£438,017** | **£27,068** | **£99,870** | **£245,089** | **£ -** | |

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| **Section 5: Provide details of any revisions to the text of the UK Link Manual** |
| *Where there are changes please insert the revised text of the UK Link manual or if there were no changes please state that this is the case in this section.*  There were no changes made to the UK Link Manual.  All the file format changes followed the formal Change Pack process to be reviewed and approved by the respective Customer constituent parties. |
| **Section 6: Lessons Learnt** |
| *Lessons learned or lessons learnt are experiences distilled from a project that should be actively taken into account in future projects. Please insert the top 3 key learnings from the delivery of this change.*  The top 3 key learnings from the delivery of this change are:   1. The cost benefit analysis for a change needs to be conducted earlier in the project lifecycle of the project so that there is clear understanding of whether a change has viable case for change or business benefit to avoid de-scoping changes during the delivery stage of the project.   **Recommendation going forward** – Projects to consider the cost benefit analysis during the capture stage so that clear understanding of the benefit of delivering the change before taking it into delivery to avoid any de-scoping of changes. This is being covered by the current Capture process that has been introduced in the Xoserve Change Process   1. The file format changes were delivered slightly late for some changes due to the tight delivery time scales of the project. 2. **Recommendation going forward** – The file format changes need to be planned in earlier to be able to submit the change packs to the Industry to meet the 6 month lead time. This has been built into the Capture Process During implementation of the project there were issues identified with XRN4449, in-flight scenarios were not considered during the process of implementation. This resulted in work items being created which had to be data fixed.   **Recommendation going forward –**Implementation planning for a Release needs to assess in-flight scenarios for process change if so they have to be handled correctly so that there no issues encountered  Positive learnings to be continued:   1. The Release 2 team worked in collaboration with Industry, Business SMEs and IS Operations to define the implementation approach which worked very effectively 2. The data migration plan for XRN4249 – Address Maintenance Solution was worked out along with the Industry needs and the migration activity was made lean by working with the Supplier (GB Group) to achieve a positive outcomes. 3. Communications during implementation via Twitter, email, mobile and Xoserve.com was very effective to aid Customers during the implementation plan   **Appendix A: Business Benefits:**   | **Ref ID** | **XRN Ref No** | **Change Item No.** | **Change Description** | **Benefits Realised** | | --- | --- | --- | --- | --- | | 1 | XRN4249 | XRN4249 | Address Validation Solution - Part A reinstating the GB Mailing Monthly Update process | - Adherence to licence obligation.  - Correct address information is being validated and used across the Industry  - The improvement in data quality will also flow through to other stakeholders (e.g. M Number DVD to Price Comparison websites)  - Identified that pre-Nexus the UK Link process was operating incorrectly | | 2 | XRN4514 | UKLP367 | Must Read Invoice Change - CMS | - Removed the risk of customers being invoiced twice  - The manual workaround has been removed that makes a saving of approximately £6,000 per year | | 3 | XRN4513 | UKLP359 | Address Validation Change - CMS | - Increased trust by Customer in using the CMS system (iGTs)  - Less time having to re-raise contacts that are being rejected  - The manual workaround has been removed that makes a saving of approximately £28,000 per year | | 4 | XRN3477 | UKLP112 | Missing Key Data Items from iGTs to Shippers (Plot Number) | - Provides Shippers with the Plot Number to support business processes effectively | | 5 | XRN4288 | UKLP147 | DDS/DDU file amendment | - Reduced the size of files generated for DNs to process successfully every month | | 6 | XRN3995 | UKLP222 | Theft Risk Assessment Service Tip-off Hotline Data Provision – Enduring Solution | - Ofgem requirement for Suppliers has been met, Xoserve is providing the required data items to the service provider to provide the service | | 7 | XRN4299 | UKLP251 | Reports required under UNC TPD V16.1 in Nexus (reports required by MOD 520A) | - Ofgem driven requirement has been met by the reports delivered to help scrutinise the Industry behaviour by Performance Assurance committee  - The report is providing the necessary information to PAFA. They distribute the reports to the wider Industry and the Performance Assurance Committee.   - During PIS it was identified that there was a missing requirement to exclude NTS sites from the 'No Reads' topic. This will be raised as a separate Change Request to be delivered | | 8 | XRN4303 | UKLP267 | Remove ‘n’ as an allowable value from the .SFN file in ‘Fault corrected’ field and remove as allowable value from AMT & SAP ISU. | - Shippers were performing a workaround which has been removed by the delivery of this change | | 9 | XRN4304 | UKLP270 | Amend referral rules for class 2 smaller LSP’s | - The risk to DNs receiving high volume of referrals has been mitigated by the delivery of this change. A UNC obligation to respond to referrals is within a set period, if volumes were high this SLA may not be achieved. Also it would have impacted Shippers & consumers as it would have added time onto the transfer of ownership period (potentially up to 10 days) | | 10 | XRN4449 | UKLP273 | PSR Requirements - Vulnerable Customer Data Requirements | Customer licence obligation has been met by the delivery of this CP | | 11 | XRN4309 | UKLP287 | Back billing for domestic (SSP) sites needs to be reflect the correct adjustment start date | Increased invoice quality to Customers (Shippers) | | 12 | XRN2831.1 | UKLP292 | Changes to the upper parameter of the XDO partial refresh file | By delivering the change we are now better equipped to achieve our customers’ requirements, by delivering to our pre-existing GT/IGT DSC Service Lines, which in turn supports their ability to meet obligations that they have under the Smart Energy Code.   Any risk we previously had is now significantly reduced, with requests to perform a refresh over 250,000 MPRNs being highly unlikely. We have also made DCC aware of this upper parameter and informed them to submit multiple requests if they require a partial refresh greater than 250,000 MPRNs – this is supported by DCC and aligns to the logic we currently have in place where we do not provide files to DCC greater than 50Mb.   In terms of time / cost savings – The removal of the manual effort to generate the report by an operational resource, and prevent unnecessary delays to the customer. Approx. 1 FTE approx. 1-2 week’s effort, for every partial refresh request we could have potentially received | | 13 | XRN4248 | XRN4248 | Quarterly smart Metering reporting for HSE and DNs | Risk of not meeting HS&E request to send a quarterly report to monitor smart meter rollout has been mitigated by the delivery of this change | | 14 | XRN4316 | UKLP315 | Meter Point Details Report & Sector Breakdown Report | This change has helped the Business to identify issues with the Amendment invoice process | | 15 | XRN3386 | NA | New DN role for CMS | The DNs can now use a single login to perform multiples roles within CMS, which saves them logging into multiple login accounts | | 16 | XRN3283 | NA | Recording of DN Siteworks / New Network Connection Reference in Central System | This CP enables DNs to access the Siteworks Reference Number from a central system now as the data was not present earlier in SAP ISU | |

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**Document Version History**

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| **Version** | **Status** | **Date** | **Author(s)** | **Summary of Changes** |
| 0.1 | For Review | 22/08/2018 | Christina Francis | Document Created |
| 0.2 | Review Update | 24/09/2018 | Christina Francis | Updated comments from Lee C shared on paper |
| 1.0 | Approved | 29/10/2018 | Christina Francis | Document Approved |

**Template Version History**

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| **Version** | **Status** | **Date** | **Author(s)** | **Summary of Changes** |
| 2.0 | Approved | 17/07/18 | Rebecca Perkins | Template approved at ChMC on 11th July |