

UNC DSC Contract Management Committee Minutes
Wednesday 19 August 2020
via Teleconference

Attendees

Bob Fletcher (Chair)	(BF)	Joint Office	Non-Voting
Maitrayee Bhowmick-Jewkes (Secretary)	(MBJ)	Joint Office	Non-Voting

Shipper User Representatives (Voting)

Stephanie Clements (+ Alternate for Clare Cantle-Jones)	(SC)	Scottish Power	Class A Voting
Lorna Lewin	(LL)	Orsted	Class B Voting
Steve Mulinganie	(SM)	Gazprom Energy	Class C Voting

Transporter Representatives (Voting)

Helen Chandler	(HC)	Northern Gas Networks	DNO Voting
Sally Hardman	(SH)	Scotia Gas Networks	DNO Voting
Teresa Thompson (+ Alternate for Richard Loukes)	(TT)	National Grid	NTS Voting
Rebecca Cailles (+ Alternate for Brandon Rodrigues)	(RC)	IGT Representative	IGT Voting

CDSP Contract Management Representatives (Non-Voting)

Jayne M ^c Glone	(JMc)	Xoserve
Michele Downes	(MD)	Xoserve

Observers/Presenters (Non-Voting)

Angela Clarke	(AC)	Xoserve
David Turpin	(DT)	Xoserve
Denis Regan	(DR)	Xoserve
Ellie Rogers	(ER)	Xoserve
Fiona Cottam	(FC)	Xoserve
Guv Dosanjh	(GD)	Cadent
Kirsty Dudley	(KD)	E.ON
Leteria Beccano	(LB)	Wales & West Utilities
Mark Pollard	(MP)	Xoserve
Nick Stace	(NS)	Xoserve
Oorlagh Chapman	(OC)	Centrica
Peta Haworth	(PH)	Xoserve
Satpal Kalsi	(SK)	Xoserve
Surfaraz Tambe	(ST)	Xoserve
Tristan Unwin	(TU)	Xoserve
Vicky Mustard	(VM)	Xoserve

Copies of all papers are available at: www.gasgovernance.co.uk/dsc-contract/190820

1. Introduction

Bob Fletcher (BF) welcomed all to the meeting, confirming the meeting to be quorate.

1.1. Apologies for absence

Clare Cantle-Jones, SSE
 Brandon Rodrigues, IGT Representative
 Richard Loukes, NTS Representative

1.2. Alternates

Stephanie Clements for Clare Cantle-Jones
 Rebecca Cailles for Brandon Rodrigues
 Teresa Thompson for Richard Loukes

1.3. Confirm Voting rights

Representative	Classification	Vote Count
Shipper		
Stephanie Clements + Alternate for Clare Cantle-Jones	Shipper Class A	2 votes
Lorna Lewin	Shipper Class B	2 votes
Steve Mulinganie	Shipper Class C	2 votes
Transporter		
Sally Hardman	DNO	1 vote
Helen Chandler	DNO	1 vote
Teresa Thompson + Alternate for Richard Loukes	NTS	2 votes
Rebecca Cailles + Alternate for Brandon Rodrigues	IGT	2 votes

1.4. Approval of Minutes (15 July 2020)

The minutes from the previous meeting were approved.

1.5. Approval of Late Papers

BF noted the majority of papers had been submitted on time. He asked if the Committee were willing to accept one paper which had been submitted late. This was accepted.

1.6. Review of Outstanding Actions

0401: Xoserve (FC) to provide a paper on options how the industry can best use machine learning in NDM allocation at the July meeting.

Update: Fiona Cottam (FC) noted that this paper had been prepared the day before the meeting. She suggested deferring this action until September's meeting so that the Committee would have time to review the paper ahead of the meeting. Angela Clarke (AC) suggested that the action should be moved to October as September's Committee agenda was busy.

Steve Mulinganie (SM) said he would prefer to review the paper in September as the work carried out had been expensive and he would like to have a discussion as soon as possible. BF suggested this could be added as an AOB item in September's meeting, which was accepted. **Closed.**

0601: Xoserve/CDSP (JMc/LW) to consider the best way to engage with customers to develop the Customer Effort measure and whether this should be conducted via a survey or Workshop.

Update: Jayne McGlone (JMc) informed the Committee that Xoserve's Business Optimisation Team are currently reviewing this action and an update would be provided at the September meeting. **Carried Forward.**

0701: *Twilio Consent to transfer data:* Xoserve to review the UNC and DSC Contracts for any restrictions on data being sent outside of the EEA. In addition, consider any potential impacts on the DSC now the UK is no longer in the EU/EEA.

Update: This action was discussed under AOB item 14.4. **Closed.**

0702: *Cost Allocation Review:* JMc to create a process for the inclusion or exclusion of Managing Change in the Charge Base Apportionment Table.

Update: JMc informed the Committee that this has been raised as a formal change and will be reviewed under Agenda Item 3.1. **Closed.**

0703: *DSC Change Management Committee update:* Xoserve (AC) to discuss with James Rigby for an update relating to the DSC Change Management Committee finances and a question that was raised with regards to CDSP potentially having their own ring fenced set of funds for business change.

Update: AC advised this topic had been discussed at the August DSC Change Management Committee. BF concurred and added that the Change Management Committee had raised some concerns about the management of these funds. AC noted she would need to liaise with James Rigby for a further update. The Committee agreed to carry forward this action to the September meeting. **Carried Forward.**

2. COVID-19 Update

FC stood in for Andy Szabo, Xoserve's Chief Customer Officer. She reminded the Committee that the changes arising from UNC Modification 0722 - *Allow Users to submit Estimated Meter Reading during COVID-19* and Modification 0723 - *Use of the Isolation Flag to identify sites with abnormal load reduction during COVID-19 period*, remain in place and available to Shippers.

However, she noted that they are available only to sites which are mandated to be closed, and not to any sites which could be open but have chosen not to, or are unable to, e.g. due to business failure. She highlighted that AQ was therefore still at risk, although the number of overdue meter readings had reduced as the lockdown eases.

FC added that both these Modifications were future-proofed for local lockdowns or a future second wave and national lockdown, as they would still be available for sites which are mandated to be closed regardless of location.

FC also provided an update on Modification 0726 - *COVID-19 Liquidity Relief Scheme for Shippers*, which is also in place and the claims window opens for the final Billing Period on August 24th. SM questioned whether statistics for the first window had been updated to include NTS claims, as the statistics originally provided did not include NTS. FC was sure that they had been updated and noted that she would check. Teresa Thompson (TT) added she would liaise with FC to ensure she has the correct figures.

New Action 0801: Xoserve (FC) to liaise with National Grid (TT) on compiling the statistics for Modification 0726 Relief Claims.

Post-Meeting note: GD provided a link to the Joint Office website pages and revised reports were available:

DNOs - <https://www.gasgovernance.co.uk/DNCovidReliefScheme>

NTS - <https://www.gasgovernance.co.uk/NTSCovidReliefScheme>

3. Approvals

3.1. XRN5209 – Amendments to the DSC Service Document- Budget and Charging Methodology

JMc presented this Change Proposal (CP) which proposes to amend the DSC Service Document – Budget and Charging Methodology, following discussions at the August DSC Change Management Committee meeting. She welcomed views from the Committee and stated Xoserve would like to ensure all DSC customers could review and provide feedback on the proposed changes.

JMc informed the Committee that the responses to the consultation had mostly been in support of the changes proposed. The only response raising concerns was in relation to the current procedures, which had been raised by Centrica. Xoserve were liaising with Oorlagh Chapman (OC) to resolve these concerns. OC confirmed that she was looking to resolve the identified concerns for authorising changes to the DSC and CDSP Change procedures and associated “Other Documents” by raising a CP to address the governance issues where the current procedures advise that changes to the CDSP Budget and Charging Methodology are approved by the DSC Change Management Committee. This feels at odds with most activity related to these procedures being authorised by this Committee.

SM noted that he concurred with the view raised by OC as the current change management process was not following the documented governance process and should therefore be realigned. Dave Turpin (DT) agreed with this view and added that to rectify this Xoserve are looking to amend the current process for approvals so any changes to this document is made through this Committee.

JMc noted that these changes would take effect from 01 April 2021

The Committee Members were asked to approve the changes made to the document. Unanimous approval was provided as follows:

Voting Outcome:		
Shipper	Voting Count	For/Against
Stephanie Clements + Alternate for Clare Cattle-Jones	2	For
Lorna Lewin	2	For
Steve Mulinganie	2	For
Total	6	For
Transporter Representatives	Voting Count	For/Against
Sally Hardman	1	For
Helen Chandler	1	For
Teresa Thompson + Alternate for Richard Loukes	2	For
Rebecca Cailles + Alternate for Brandon Rodrigues	2	For
Total	6	For

4. Retail Energy Code (REC) Update

4.1. REC Update

JMc informed the Committee that workshops had been organised to review the management of data within the Retail Energy Code (REC) and Uniform Network Code (UNC). The Committee's view had been that data should be equally held between the UNC and the REC.

Additionally, Ofgem have requested to meet with Xoserve and Dentons to clarify what is meant by 'protected information' under the UNC. JMc requested a Transporter and Shipper Committee representatives to join Xoserve at an initial meeting with Xoserve and Dentons followed by a meeting with Ofgem.

BF asked why 'protected information' under the UNC was being discussed at a DSC Forum. He suggested that as this matter was in relation to UNC data, it should be discussed under an UNC forum instead. DT clarified that UNC data permissions are managed by the DSC Contract Management Committee, which was why this topic was being discussed here. SM added that an outcome of these discussions may result in an UNC Modification being raised.

SM further noted that as he is a member of the REC Board as well as RTSG Forum, he would attend the meetings with Dentons and Ofgem as a Shipper representative. Sally Hardman (SH) suggested that Guv Dosanjh (GD) or Richard Pomroy (RP) would be best suited to attend these meetings on behalf of Transporters. She added she would liaise with them on this matter.

Rebecca Cailles (RC) noted that she would speak to Alex Travell (AT) to see if he would attend these discussions on behalf of IGTs.

5. Business Plan Updates

5.1. BP20 Centrica Appeal

There were no new updates for discussion.

5.2. BP21

Peta Haworth (PH) provided a brief verbal update including a recap of last month's update.

She confirmed that BP21 is currently being drafted, building on the Principles and Approach document. Alongside this, new additions introduced this year such as Deep Dives and investment business cases are also being reviewed. The timelines are:

- 11th September – Publication of the first draft of the Business Plan and the first round of consultation to commence
- 19th September – Deep Dives will be presented at the DSC Contract Management Committee. They will also be presented in October to the DSC Change Management Committee.
- As with the Principles and Approach document and the consultation period held there, the advocates will set up consultation and engagement meetings with the industry to go through the first draft and collect feedback and questions raised as a result of the consultation responses.

PH asked the Committee members to engage with their Security teams. In particular she invited the Committee to ask the Chief Information Security Officer (CISO) or equivalent of their businesses to a tailored session run by Xoserve's CISO, Dee Deu. She clarified that this session will be providing a more detailed walkthrough of the security investment plans and approach, and it was not being held because security risks had been identified. Committee Members were asked to provide details of the appropriate person in their organisation to Angela Clarke by C.O.P by Friday 4th September.

PH added that the 2019/20 Annual Report was referenced in the Principles and Approach document along with a proposed August publication date and this was currently on track and in the process of being signed off.

6. Key Performance Measures Review

JMc noted that this has been updated recently following a number of customer sessions.

Tristan Unwin (TU), Xoserve's Head of Customer Transformation presented the Right First Time/Quality Key Performance Measures (KPM). He advised that he was currently reviewing how this process can be improved and added that he is looking to develop Management Information (MI) around these metrics to highlight any problem areas and what work could be done to improve them.

KD asked for clarification on the figures included in the KPM and TU explained how these are calculated and rated. KD noted that the criticality of using these metrics means that there should be complete transparency around how the figures are used. She stated she would prefer to see a path to achieving 100% in the KPM plotted alongside how the figure can be achieved rather than see no actions being taken to improve lower figures.

TU accepted this view and advised that once Xoserve has a better understanding of how these figures are reached, he and his team would start work on improving them. He explained the approach he is planning to take. KD accepted this as reasonable approach and asked him to keep challenging the KPMs but said if there was a warning that something needed improvement, she would like it to be addressed sooner rather than wait for an overall process review.

SM questioned whether the calculation of the metrics was accurate and some discussion took place around this and the consistency of measurement.

JMc added that a CP was being raised to amend the CDSP Service Documents to reflect the changes that will be required if KPM Process Journeys are agreed. Change Pack ref 2654.1 has been raised to amend: CDSP Service Description, CDSP Service Description Table and Contract Management Arrangements. Approval of these changes will be requested at September CoMC.

JMc ran through the proposed changes which were then discussed by Committee. A couple of updates were requested to clarify the proposals.

SM asked if the proposed changes could be sent to the Committee members directly and in advance of the meeting, which JMc agreed to do. The Committee discussed the proposed changes.

SM asked that if the Committee formally approved these changes in September, would a further consultation be necessary? DT agreed with the view that a further consultation was possibly not required. JMc agreed to summarise the points raised in the Committee's discussions and include them in the change pack.

New Action 0802: Xoserve (DT/JMc) to summarise the KPM Process Journey changes discussed and include any suggestions from the Committee into the amended documents that will be circulated to Committee.

7. Monthly Contract Management Report (KPIs)

7.1. Contract Metrics including Invoicing

Paper published for information.

7.2. Xoserve Incident Summary

Denis Regan (DR) provided an update, explaining that the Incident Summary had seen a downward trend over the last few months, but this has now risen again due to a number of Gemini related issues during July. This was in part because Xoserve moved their data centres to a cloud server and a number of issues came to light in the post implementation period. These included:

- Three incidents related to CMS and were all related to the same root cause which has since been isolated and corrected,
- Five incidents associated with Gemini which were more varied; three were associated with new hosting post implementation issues, and two were associated with operational issues,
- All five incidents have now been resolved and full root cause and any required long-term fixes are being investigated and deployed.

TT advised that it would be helpful to have a root cause analysis of these issues as this will ensure the wider industry has a better understanding of the issues. DR noted Xoserve are working on producing this to share with Committee members and Customer Contract Managers.

KD asked when these issues are likely to be resolved. DR responded that Gemini as a system is operational at present. The issues are more organisation specific and Xoserve are liaising with each organisation to resolve them. However, he added that there was no known resolution date yet.

7.3. Issue Management Updates

7.3.1. Issue Management Dashboard

Paper published for information. No discussions held.

7.3.2. Amendment Invoice Taskforce Update

Paper published for information. No discussions held.

7.3.3. AQ Taskforce Update

DR provided an update on historic adjustments required due to AQ defects. He highlighted that Xoserve have been working with their technical suppliers to deliver three tools:

1. AQ Decision Tree tool – this tool will identify the impacted MPRNs and the affected consumption period
2. AQ Simulation tool –Using the MPRN's from the Decision Tree tool, this tool will identify all relevant data needed to support the financial adjustment
3. Billing tool –This tool will significantly reduce the manual efforts that would otherwise be required for these adjustments and will align with the Adjustment Principles

He added that these tools are on target for implementation w/c 7th September, at which point Xoserve will start to engage with customers on what impact this might have on them individually.

SM raised concerns about rolling AQs and the impact on FYAQs due to COVID-19 and how and if these are being dealt with by the Taskforce. DR explained that the ongoing work for reporting assurance will pick up any concerns or issues. The Operations teams are readying themselves for a greater scrutiny of data.

SM asked if the Taskforce could tease out some problematic areas and what work was being done to address them by the end of 2020. DR agreed with this.

SM added he was not willing to comment on the methodology documents until the materiality was understood.

MD added that these documents are also being shared at other forums. Leteria Beccano (LB) asked if it had been shared at the Pricing Forum, which MD confirmed.

7.3.4. AQ Adjustment Methodology and Principles

As above.

7.4. KVI Summary

7.4.1. July KVI Summary

Paper published for information. No discussions held.

7.4.2. July Interim KVI Scorecard

Paper published for information. No discussions held.

7.4.3. July KVI Customer Service

Paper published for information. No discussions held.

8. CSS Update

DT stood in for Emma Lyndon (EL) to provide an update on the CSS Programme. He clarified that all the programme workstreams are currently amber because of the re-planning of the programme.

He added that currently all the timescales were being met, however the industry is currently subject to the re-planning which has an impact on the overall programme as well as budgets. He suggested that when the wider re-planning is unveiled, the impacts on these areas will become clearer.

Angela Clarke (AC) added if there were any questions on the content of the slides to forward these to her and she will pass these on to EL.

9. Information Security Update

Due September. No discussions held.

10. Financial Information

Due November. No discussions held.

11. Business Continuity Plan

Paper published for information. No discussions held.

12. Contract Assurance Audit

Paper published for information. No discussions held.

13. Key Committee Updates

13.1. DSC Change Management Committee

Paper published for information. No discussions held.

14. Any Other Business

14.1. DPM Conditionality Document

JMc noted that this document supports the implementation of UNC Modification 0697S - *Alignment of the UNC TPD Section V5 and the Data Permissions Matrix*. The document sets out the conditions for each organisation on the Data Permissions Matrix to access their data.

JMc advised that this was reviewed a few months ago and based on comments received, Ellie Rogers (ER) has made amendments to it. She invited the Committee to review and approve the document.

SM suggested Xoserve gather a 'community view' on the document from the industry first. ER confirmed she would look to gather this.

KD asked whether the document would need to be approved before the implementation of the related Modification? JMc suggested that the document would need to be approved first. ER noted that while the Modification and the document were developed in parallel, the document being ready first would aid the implementation of the Modification.

Committee Members agreed to review this document outside of the meeting and it will be brought back for approval in September.

14.2. MDD Market Participant Identity Verification Approach Document

Sat Kalsi (SK) presented a paper to review the MDD Market Participant Identity Verification Approach Document and the rules that should be followed by the CDSP when reassigning a short code. SK provided a background to the development of this document and the challenges and disputes that have arisen on whether the correct steps have been followed, including the right level due diligence and governance processes being undertaken.

SK suggested to the Committee should undertake a full review of the end to end process, ensuring any commercial or system impacts on any other parties are assessed. Following the process review, Xoserve can then update the document and bring it to the Committee for approval.

SM noted that this review should be straightforward as it is aiming to make documentation amendments only. HC concurred but agreed the process needed a review as it has been made more complicated than it should be.

KD suggested that a timetable review of the process would be helpful. As the Sponsor for this change, she suggested a 6-month review should be allowed.

SK agreed with this approach. JMc also agreed and added that the process should be future proofed and a review of the processes from both Transporters and Shippers perspective should be undertaken. The output of the review will be revising these guidelines which can be brought back to the Committee for approval.

KD and HC confirmed they would be part of the review group.

14.3. Xoserve IX refresh update

Paper provided for information and verbal update provided by Mark Pollard (MP). No comments made.

14.4. Twillio consent to transfer data update

JMc noted that following July's Committee meeting, the Members were asked to check issues potentially impacting Suppliers arising from the proposed Twillio contract that would include transferring personal data outside the EEA. Xoserve asked the industry to consider whether transferring data outside EEA is acceptable.

JMc said that Xoserve would like to ensure all Suppliers are aware of any potential issues which is why they have been using the SPAA Committee as the forum to highlight this matter. However, she noted that not all Suppliers have reviewed and responded to this request though it should be noted that the SPAA request states that a non-response would imply consent. KD clarified that it has been discussed at Supply Point Administration Agreement (SPAA) Expert Group and also confirmed that EON have responded.

Lorna Lewin (LL) noted that not all Suppliers were subject to SPAA or all schedules of SPAA so may not have been included in relevant communications.

Surfaraz Tambe (ST) said that Xoserve have requested Suppliers to reply to the questionnaire which should allow them a further opportunity to provide feedback.

JMc asked that by the end of today if there were no further responses from Suppliers, would the Committee consent to using Twillio transferring data outside EEA.

SM asked for clarity around how the process would work with Twillio. He also added that he was against Supplier data being taken outside the EEA as the EU/USA data shield agreement has been struck down. A major concern for Suppliers is reputational damage and as such he noted that he did not agree with this risk being taken with customer data.

HC noted that there would be a risk whenever data was being transferred between organisations whether in the EEA or not. However, SM rejected this view and highlighted that in this case the data would be going outside the EEA and as there was no longer a data shield in place, it could adversely affect customer data, which would have an impact on Supplier reputations.

BF added that without the data shield in place, the only obligations on Twillio to protect any data would be from the commercial agreement in place and this could be mitigated by other factors outside of both contracting parties' control.

HC noted that Transporters had believed this arrangement would have been put in place earlier in 2020 and would like to resolve this issue quickly. However, she added they would also want the data to be held securely. She invited Shippers to suggest how they could move forward.

There was a discussion around how Twillio is regulated and it was accepted that they would fall under the jurisdiction of USA data laws and not UK or European laws.

SM advised that his concern was that if there was a data breach, Transporters would not suffer from reputational loss, but Suppliers would. He therefore did not see any positives to agreeing to this. He also added that there was a further risk as Twillio was refusing to hold data within the EEA. He believed it would be preferable to get another provider within the EEA or to ask Twillio to hold the data within the EEA.

ST added that Xoserve are looking to compile a list of other providers who can provide the same service as Twillio, and this list should be available in two weeks.

The Committee agreed to hold an Extraordinary Contract Management Committee meeting to agree on the approach to be taken.

New Action 0803: Joint Office (MBJ) to organise an Extraordinary Contract Management Committee meeting on Wednesday 9th September 2020 between 9:00 - 10:00 am.

14.5. Must Read Update

Paper provided for information and a verbal update provided by Vicky Mustard (VM).

SM asked whether this had taken into account the impact of COVID-19 on this process. VM clarified that their recommendations were based on Business As Usual approach and had not taken into account COVID-19 impacts. SM added that maybe Xoserve could add in some recommendations for potential COVID-19 impacts and add this to the slide pack. VM confirmed she would do this.

VM also added that she would also take this to the next workshop and feedback all outputs with the Committee. SH asked when the next workshop would take place. VM noted that she was aiming to book them from next week.

14.6. Impact of Brexit

JMc confirmed that Xoserve still complies to EU legislation whilst in transition. It is expected that GDPR will be adopted into UK Law though how the UK will be treated i.e as a third country is still unknown – if the UK cannot agree something by end of transition we potentially become a third Country. Xoserve will continue to update CoMC each month.

SM asked if Xoserve had checked with their service providers based in the EU on whether there are any issues arising from Brexit? JMc confirmed that this is being considered within Xoserve.

New Action 0804: Xoserve (JMc) to review its EU based service providers and consider how Brexit will impact these arrangements.

14.7. Ofgem microbusiness consultation

SM highlighted Ofgem’s microbusiness consultation and noted that this is likely to have a massive system implication for central systems. He wanted to ensure Xoserve were aware of this and the consequential impacts on the CDSP. DT said he would take this back to colleagues and bring their response to the consultation back to the Committee in September.

15. Diary Planning

Further details of planned meetings are available at: www.gasgovernance.co.uk/events-calendar/month

Meetings will take place as follows:

Time/Date	Venue	Programme
09:00 - 10:00 Wednesday 09 September 2020	Microsoft Teams	Extraordinary Committee Meeting: Twillio Consent for Data Transfer
09:30 Wednesday	Microsoft Teams	Standard Agenda

16 September 2020

Action Table (as of 19 August 2020)

Action Ref	Meeting Date	Minute Ref	Action	Owner	Status Update
0401	15/04/20	1.6	Xoserve (FC) to provide a paper on options how the industry can best use machine learning in NDM Allocation at the July meeting.	Xoserve (FC)	Closed
0601	11/06/20	6.0	Xoserve/CDSP (JMc/LW) to consider the best way to engage with customers to develop the Customer Effort measure and whether this should be conducted via a survey or Workshop.	Xoserve (JMc/LW)	Carried Forward
0701	15/07/20	3.2	<i>Twilio Consent to transfer data:</i> Xoserve to review the UNC and DSC Contracts for any restrictions on data being sent outside of the EEA. In addition, consider any potential impacts on the DSC now the UK is no longer in the EU/EEA	Xoserve (JMc)	Closed
0702	15/07/20	3.4	<i>Cost Allocation Review:</i> JMc to create a process for the inclusion or exclusion of Managing Change in the Charge Base Apportionment Table.	Xoserve (JMc)	Closed
0703	15/07/20	13.1	<i>DSC Change Management Committee update:</i> Xoserve (AC) to discuss with James Rigby for an update relating to the DSC Change Management Committee finances and a question that was raised with regards to CDSP potentially having their own ring fenced set of funds for business change.	Xoserve (AC)	Carried forward
0801	19/08/20	2.0	Xoserve (FC) to liaise with National Grid (TT) on compiling the statistics for Modification 0726 Relief Claims.	Xoserve (FC)	Pending
0802	19/08/20	6.0	Xoserve (DT/JMc) to summarise the KPM Process Journey changes discussed and include any suggestions from the Committee into the amended documents that will be circulated to Committee.	Xoserve (DT/JMc)	Pending
0803	19/08/20	14.4	Joint Office (MBJ) to organise an Extraordinary Contract Management Committee meeting on Wednesday 9 th	Joint Office (MBJ)	Pending

			September 2020 between 9:00 - 10:00 am.		
0804	19/08/20	14.5	Xoserve (JMc) to review its EU based service providers and consider how Brexit will impact these arrangements.	Xoserve (JMc)	Pending