DSC Change Proposal Document

Customers to fill out all of the information in the sections coloured

Xoserve to fill out all of the information in the sections coloured

# A1: General Details

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Change Reference: | 5556.a | | | |
| Change Title: | First release of new CMS (V1) | | | |
| Date Raised: | 26/08/2022 | | | |
| Sponsor Representative Details: | Organisation: | Correla | | |
| Name: | Linda Whitcroft | | |
| Email: | linda.whitcroft@correla.com | | |
| Telephone: | 07770794808 | | |
| Xoserve Representative Details: | Name: | James Rigby | | |
| Email: |  | | |
| Telephone: |  | | |
| Business Owner: |  | | |
| Change Status: | ☐ Proposal | | ☐ With DSG | ☐ Out for Review |
| ☐ Voting | | ☐ Approved | ☐ Rejected |

# A2: Impacted Parties

|  |  |  |
| --- | --- | --- |
| Customer Class(es): | ☐ Shipper | ☐ Distribution Network Operator |
| ☐ NG Transmission | ☐ IGT |
| ☐ All | ☐ Other [<If [Other] please provide details here>] |
| Justification for Customer Class(es) selection | Distribution Networks, Shippers and IGT's are users of CMS | |

# A3: Proposer Requirements / Final (redlined) Change

|  |  |  |
| --- | --- | --- |
| Problem Statement: | The current CMS system is dated and at end of life support. New customer classes have joined the market but the workflows have not been updated to cater fully for the new customers or improved for existing customers. Therefore customers required a newly built solution. This is an agile delivery and so contact codes will be delivered incrementally to ensure that customers receive benefits as soon as practically possible. | |
| Change Description: | This XRN covers the first release of two contact codes (Shipper MNC - found meters, and SUT - Supplier raised theft). MNC's have historically been managed off line and this release will allow customers to raise MNC's through a standard on line portal, reducing customer effort and increasing transparency. SUT is a new contact type, arising from Mod 0734 whereby theft cases are submitted to the CDSP and then managed through the resolution, resulting in debit adjustments to the relevant Shipper/Supplier and credits to UIG | |
| Proposed Release: | 10th October 2023 soft landing (MNC) 26th October (SUT) | |
| Proposed Consultation Period: | ☐ 10 Working Days | ☐ 15 Working Days |
| ☐ 20 Working Days | ☐ Other [Consultation period not applicable - change packs have been sent to customers for impact assessment and Correla has worked with customers through focus groups to ensure solution is fit for purpose] |

# A4: Benefits and Justification

|  |  |
| --- | --- |
| Benefit Description: | Benefits  MNC - off line contacts moved to on line to allow customers easier and more efficient method of raising contacts  SUT - new process as a result of Mod0734 |
| *What, if any, are the tangible benefits of introducing this change? What, if any, are the intangible benefits of introducing this change?* |
| Benefit Realisation: | Benefits should be realised upon implementation of V1 |
| *When are the benefits of the change likely to be realised?* |
| Benefit Dependencies: | Reliance on RECCo to provide SUT file into CDSP from implementation of V1. |
| *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.* |

# A5: Final Delivery Sub-Group (DSG) Recommendations – Removed (see Section C for DSG recommendations)

# A6: Service Lines and Funding

|  |  |  |  |
| --- | --- | --- | --- |
| Service Line(s) Impacted - New or existing |  | | |
| Level of Impact | Major/ Minor/ Unclear/ None | | |
| If None please give justification |  | | |
| Impacts on UK Link Manual/ Data Permissions Matrix |  | | |
| Level of Impact | Major/ Minor/ Unclear/ None | | |
| If None please give justification |  | | |
| Funding Classes  : | Customer Classes/ Funding | Delivery of Change | On-going Budget Amendment |
| ☐ Shipper | XX % | XX % |
| ☐ National Grid Transmission | XX % | XX % |
| ☐ Distribution Network Operator | XX % | XX % |
| ☐ IGT | XX % | XX % |
| ☐ Other <please specify> | XX % | XX % |
| ROM or funding details: |  | | |
| Funding Comments: |  | | |

# A7: ChMC Recommendation

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Change Status: | ☐ Approve | ☐ Reject | | ☐ Defer |
| Industry Consultation: | ☐ 10 Working Days | | ☐ 15 Working Days | |
| ☐ 20 Working Days | | ☐ Other [Specify Here] | |
| Expected date of receipt for responses (to Xoserve) | XX/XX/XXXX | | | |

|  |  |  |
| --- | --- | --- |
| DSC Consultation Issue: | ☐ Yes | ☐ No |
| Date Issued: | Click here to enter a date. | |
| Comms Ref(s): |  | |
| Number of Responses: |  | |

# A8: DSC Voting Outcome

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Solution Voting: | ☐ Shipper | | | Please select. |
| ☐ National Grid Transmission | | | Please select. |
| ☐ Distribution Network Operator | | | Please select. |
| ☐ IGT | | | Please select. |
| Meeting Date: | Click here to enter a date. | | | |
| Release Date: | Release: Feb / Jun / Nov XX or Adhoc DD/MM/YYYY or NA | | | |
| Overall Outcome: | ☐ No | ☐ Yes | If [Yes] please specify <Release> | |

Please send the completed forms to: [box.xoserve.portfoliooffice@xoserve.com](mailto:box.xoserve.portfoliooffice@xoserve.com)

Version Control

# Document

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| --- | --- | --- | --- | --- |
| Version | Status | Date | Author(s) | Remarks |
|  |  |  |  |  |

# Template

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Version | Status | Date | Author(s) | Remarks |
| 3.0 | Superseded | 17/07/2018 | Emma Smith | Template approved at ChMC on 11th July 2018 |
| 4.0 | Superseded | 07/09/2018 | Emma Smith | Minor wording amendments and additional customer group impact within Appendix 1 |
| 5.0 | Superseded | 10/12/2018 | Heather Spensley | Template moved to new Word template as part of Corporate Identity changes. |
| 6.0 | Approved | 12/12/2018 | Simon Harris | Cosmetic changes made. Approved at ChMC on the 12th December 2018. |
| 6.1 | In Draft | 26/03/2019 | Richard Johnson/ Alison Cross | The following minor changes were made:   * Inclusion of an All ‘Impacted Parties’ option in A2 * Justification section added to section A2 * Change Description replaced with Problem Statement in section A3 * Remove ‘X’ in Release information (sections A3, A5, A7, C1 and G8) * Updated Service Line and UK Link impacts and funding section (A6) to include further detail * Amended questions 3 and 4 in section B * Added Service Line/UK link Assessment in section D * Removed Section A5 |
| 6.2 | For approval | 14/05/2019 | Alison Cross | Following review at DSC Governance review group re-added Change Description text box |
| 7.0 | Approved | 13/06/2019 | Richard Johnson | DSC Governance Review Group changes to the template approved at Change Management Committee on 12th June 2019 |