

CHANGE OVERVIEW BOARD

GAS CENTRAL SERVICES CHANGE HORIZON EVENT

ABOUT THE EVENT

Registered	01.12.2014
Last Updated	

Title	Contact Management
High Level Definition	Replacement of Xoserve Contact Management System
Purpose	<ul style="list-style-type: none"> Continuing rationalisation of gas industry central systems following implementation of SAP based UK Link system Ensure that service standards are maintained Enhance user interfaces Extract efficiencies of greater systems integration
Assumptions	Case is made for replacement
Delivery Target	2018, flexible
Dual Fuel	No

EVENT IMPACT – INITIAL ASSESSMENT

<Complete for all Events on Change Horizon in Zone 1

Process	All processes that are in scope of prevailing Contact Management System
Dependencies	<ul style="list-style-type: none"> Stability of functional requirements Decisions on technologies for replacement system
Related Events	Registration Responsibility
Stakeholders	Shippers, Xoserve

EVENT SOLUTION – INITIAL HIGH LEVEL DESIGN

<Complete for all Events on Change Horizon when progressing from Zone 1 to Zone 2>

People	<i><Impact on resources – capacity, capability></i>
Process	<i><Impacted business processes></i>
Technology	<i><Impacted systems; scale of change></i>
Timing	<i><Time required to achieve solution implementation></i>
Projects	<i><Linked or related projects></i>

EVENT DELIVERY MILESTONES

<Complete for all Events on Change Horizon when progressing from Zone 1 to Zone 2>

Key Milestones and approximate timing	<i><Milestone 1></i> <i><Milestone 2></i> <i><Milestone 3></i>
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	<Milestone n>
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NEXT STEPS

External	Review strategic options for Contact Management System following implementation of UK Link replacement
COB	Q3 2015