

UNC DSC Change Management Committee Minutes

Thursday 08 June 2017

Lansdowne Gate, 65 New Road, Solihull B91 3DL

Attendees

Bob Fletcher (Chair)	(BF)	Joint Office	Non-Voting
Karen Visgarda (Secretary)	(KV)	Joint Office	Non-Voting

Shipper User Representatives

Andrew Margan	(AM)	British Gas	Class A - Voting
Colette Baldwin	(CB)	E.ON	Class A - Voting
James Rigby	(JR)	Npower	Class A - Voting
Alison Neild	(AN)	Gazprom	Class B - Voting
Lorna Lewin	(LL)	DONG Energy	Class B - Voting (2 votes)

Transporter Representatives

Chris Warner	(CW)	Cadent	DNO - Voting
Richard Pomroy	(RP)	WWU	DNO - Voting
Sean McGoldrick	(SMc)	National Grid NTS	NTS – Voting (2 votes)
Nicky Rozier*	(NR)	GTC	iGT – Voting (2 votes)

CDSP Change Management Representatives

Dave Turpin	(DT)	Xoserve	Non-Voting
Lorraine Cave	(LC)	Xoserve	Non-Voting
Matt Smith	(MS)	Xoserve	Non-Voting

Observers

Andy Clasper	(AC)	Cadent	Non-Voting
Chris Shanley	(CS)	Xoserve	Non-Voting
David Addison	(DA)	Xoserve	Non-Voting
Gavin Anderson	(GA)	EDF Energy	Non-Voting
Hilary Chapman	(HCh)	Scotia Gas Networks	Non-Voting
Mark Jones	(MJ)	SSE	Non-Voting
Rachel Hinsley	(RHi)	Xoserve	Non-Voting
Shanna Key	(SK)	Northern Gas Networks	Non-Voting

Apologies

Beverley Viney	(BVi)	National Grid NTS	NTS - Voting
----------------	-------	-------------------	--------------

Copies of all papers are available at: <http://www.gasgovernance.co.uk/DSC-Change>

1. Introduction

BF welcomed all to the meeting.

1.1. Apologies for absence

See above table

1.2. Alternates

Sean McGoldrick for Beverly Viney

1.3. Confirm Voting rights

BF confirmed the voting rights carried by each member.

1.4. Approval of Minutes (11 May 2017)

The minutes of the previous meeting were approved.

1.5. Terms of Reference

Item not discussed, see action 0402 below.

2. Change/New Service Requests

Copies of all change requests for consideration at this meeting are to be found here <http://www.gasgovernance.co.uk/DSC-Change/110517> referenced with the agenda item.

DT confirmed the referencing process of Change Requests received:

XRN prefix = internal Xoserve ref (prior to acceptance)

COR prefix = accepted by committee but with same reference number

CP4279 – SND Appointment

DT explained that a Shipper nominated Xoserve board vacancy had arisen and there was now a need to fund the recruitment process for the new Director. A lengthy general discussion took place regarding the overall recruitment process, some challenging why Shippers would be responsible for the recruitment cost. Some members questioned whether this was deemed an operational cost or general cost and whether this should be discussed within the Contract Committee. Some felt it should not be seen as a separate budgetary cost, that should in turn, be borne by all parties, not just by the Shippers. DT said he understood this was the first instance of having to manage this process and he said that overall cost would be in the region of £30,000 for the recruitment of the new Director, with a duration of office of 3 years.

Further general discussion took place regarding the type and calibre of the person required in order to ensure a wider more encompassing mix of individuals to make up the correct and appropriate Board Members. DT added that 'The Articles of Association' themselves ensured a diverse Board, and CB said the Shippers were not party to the Articles so why were they being bound by them. DT said there were 3 options to consider from a funding perspective and these were: Shipper funded, All Party funded and Don't do anything. CW said he did not agree with an All Party Funded approach at all and this was endorsed by the Transporter representatives present. DT said if this change was agreed within the Change Committee then it would be funded from the Change Budget. AMa still reiterated that he thought it should be a general operational cost and he suggest that DT should discuss this with the Contract Managers to confirm how future recruitment issues should be dealt with and funded. DT said once the decision had been agreed then formal confirmed costs would be submitted via the Business Evaluation Report (BER) regarding the overall appointment process and that he would discuss this with the Change Managers.

New Action 0602: Xoserve (DT) to discuss with the Contract Managers how the Policies for Board Recruitment would be managed in the future from a funding/budgetary and process perspective.

Shipper committee members then voted as below:

By majority vote, Shipper committee members approved the change to go forward:

Andrew Margan – in favour

Colette Baldwin – in favour

James Rigby – in favour

Alison Neild – in favour

Lorna Lewin – NOT in Favour

2.1. XRN4280: Adhoc Interruption Auction – Summer 2017

DT explained this was going to be withdrawn and that it would be business as usual.

Members noted the request.

2.2. CP4262: EU Gas Change Roadmap - 2018/19 EQR

DT overviewed the EU Gas Change Roadmap and all agreed that this should be progressed.

NTS committee members approved the change to go forward:

Sean McGoldrick

2.3. New – Analysis of PCW Solution (AMar)

DT said that he knew all parties were aware of the elements surrounding the PCW solution and that the modification was not agreed, as the proposed DES solution was not suitable for delivery the service required while protecting data or restricting access. He further explained that the API solution was being proposed and that Xoserve were continuing to explore this area with PCW and Gemserve respectively.

AMa said he had raised a Change Order Request and this had been sent to Xoserve regarding the API solution and that this had a wider remit concerning funding and costs. He was keen to utilise the most cost effective solution and he did not want to see two systems offered if gas data could be put through the electricity system. In relation to how the Gas and Electricity Data would be used via the PCW site. He also added, this did not appear to have been actioned upon. DT said he believed that a Change Order Request was not necessary as Xoserve had money within the Budget for the further development costs for the API solution and that these were 'ring fenced' for this activity. The additional associated costs for the PCW development or utilisation of API related services would be costed as needed. SMcG said he did not see any benefits for NTS for an API Solution regardless of the systems it could interface with.

AMa explained that the CMA had done a review to improve the Customer Switching experience, highlighting Xoserve to deliver, covering two main areas, 1) Shipper impact and the DPA risk of profit and 2) Shippers were told they were funding it by the Transporters, the latter point being the reason why he had raised a Change Order Request. DT said that Xoserve were presently awaiting an update from Gemserve on this matter.

SK was keen that an API solution if developed allowed Modification 0593 to move forward, although it was noted that this would likely require an amended modification.

A lengthy general discussion took place concerning the API Solution and PCWs regarding the relevance to Shippers and Transporters, both of who had opposing views on the usage and benefits of an API. DT reiterated again the API solution was independent and was based on the new funding arrangements 2017/2018 for generic use and he confirmed he would supply clarity on the budget and Business Change Process.

New Action 0603: Xoserve (DT) to provide greater clarity on the budget details and the Business Change Process regarding cost allocation.

3. Review of CDSP Change Management Report(s)

3.1. Service Changes and Key Project and Evaluation Service Reviews

3.1.1. Change Proposal XRN4273 – Introducing IHD (In-Home Display) – ROM Analysis

DT said that this was regarding the SPAA change and that the UNC modification was likely to be withdrawn should this change proceed. GA said that the ROM had been sent to allow further discussion, although it transpired that that this had not been published and so meant the document could not be assessed for general discussion or approval.

BF and DT stated that as the modification is to be withdrawn, the ROM had subsequently by-passed the normal process as it had been associated to the modification and not to the DSC Change process. LC said that the material for discussion should be available at least 5 Days prior to any meeting and DT said that having change published on the Joint Office website was not sufficient and a general discussion took place regarding the overall process. GA agreed to further update the Change Request to allow for a ROM to be produced and to submit the formal withdrawal of the modification in readiness for the meeting in July and LC agreed to submit the Evaluation Quotation Request (EQR).

New Action 0604: EDF Energy (GA) to update the Change Request form and submit the withdrawal notice for Modification 0614S.

New Action 0605: Xoserve (LC) to submit the Evaluation Quotation Request (EQR) to clarify exact costs.

3.2. UK Link Inflight Changes

3.2.1. Overview of Modifications impacting UK Link Systems

RHi drew attention to current UNC Modifications that may have an effect on UK Link systems.

0614 - Introducing IHD (In-Home Display) Installed Status of Failed.

0570 – Obligation on Shippers to provide at least one valid meter reading per meter point into settlement once per annum

0594 – Meter Reading Submission for Advance and Smart Metering - Daily Reads

0594R – Meter Reading Submission for Advance and Smart Metering - Monthly Reads

0619 – Application of proportionate ratchet charges to daily read sites, this would be a code/system change if it goes ahead.

PAF Administration Role

LC overviewed the PAF Administration Role slide and explained this had been slight delay, however, the overall appointment process would be complete by 21 June 2017 which was still on target.

3.2.2. Xoserve Reporting Updates (UKLC)

RHi provided a verbal update explaining that the only Modification 0619S was likely to require a change to UK Link systems out of the current in flight modifications.

a) UK Link Modification Implementation Plan (including Xoserve Report E)

RH explained the current Implementation Plan and advised that there were no approvals required this month. She requested Members to note that:

The amended UNC Validation Rules – including changes to reflect Weighted SOQ and AQ had been submitted to the June UNCC for approval.

That an update on the UK Link changes approved for PNID implementation activities would be provided at the next meeting

That there were two outages planned for August, 1) to enforce a user password reset and 2) to undertake a UK Link disaster recovery test.

b) Xoserve Report

Not covered.

c) Review of Change Log

RHi confirmed this is published every Friday and that there were no changes.

3.2.3. Amendments to the UK Link Manual

RHi said that only minimal changes that had been made to the two documents – The Standards Guide and File Transfer Guide draft UK Link documents related to Modification 0613S - Revised UK Link Manual CDSP Data Services Document. When requesting that these be progressed to the 613S workgroup AM and CB expressed concerns that they are still undertaking a review within their organisations and were not in a position to approve them. RHi advised all to review the documents and to provide feedback directly to the consultation and she added that the consultation close out date had been extended to 20th June 2017.

3.2.4. Amendments to Other CDSP Service Documents

Not covered.

4. Horizon Scanning: ‘Bubbling Under’ Report

4.1. Functional change arising from RGMA Ph2 Review Group

Each item was reviewed individually:

ID1 – no modification currently but is likely to lead to recommendations and a modification in the near future;

ID2 – Workgroup Report submitted to Panel and likely to be issued to consultation.

ID3 - see ID1.

ID4 – No further changes to report.

ID5 – Issue to be discussed at SPAA.

ID6 - Further details required to understand impacts/ levels of urgency.

ID7 – modification at Workgroup and replace Modifications 0571(A).

ID8 – implementation date needs to be addressed; Solution and method approved at SPAA change board meeting. It was noted that First Utility had raised the change although this is a Supplier requirement SMICOP that all suppliers had opted to supply data and that the concerns were being discussed within SPAA.

RHi will update the report for review at the next meeting.

Functional Change through RGMA Review Ph2

DA provided an overview of the ‘*Functional Change Arising from RGMA Ph2 Review*’ Presentation, explaining that he was keen to get a view of the workgroup, as to how to progress this, in view of the Change Proposal that had been raised and the analysis work to provide the Meter Asset Provider Id (MAP Id).

He said that Ofgem had drawn attention to data quality issues which could be attributed to important information not being included in data flows provided to Xoserve and these included; Meter Asset Provider Id, AMR Asset Provider Id and AMR Device Details.

DA explained that discussions were taking place regarding this data and how it could be improved. He added that the requirements and business rules needed to be clarified, and that this would be achieved through the RGMA Review Ph2 Group made up of; MAMs, MAPs, Suppliers and Shippers, with ratification by the Change Management Committee from a UNC perspective and the SDG. DA said that the MAP Id change requirement was less contentious and proposed to engage with SDG on 22 June 2017 for preliminary views prior to RGMA Ph2 RG.

RP said that he remembered that DCC was going to hold the MAP Id and he voiced concerns over the consistency. AMa said that British Gas would not support this change as it should fall under the scope of the Switching Programme, JR and CB added they would both have to review all the information in depth.

A lengthy general discussion took place regarding the data gathering process and the overall SDG process and if real benefits could be shown for Shippers and the Suppliers. There was also a discussion regarding how the Change Proposals were presented and tracked. DA said that the RGMA Ph2 needed to develop the Business Case and then discuss it with the SDG, and that following the meeting to be held on 20 June 2017, then he should have more updated information to feedback at the next meeting in July, to allow further discussion.

LC agreed to send the information to the Change Managers with an overview of the Change Proposal with a breakdown summary sheet, including the Change Proposal number and which action it related to.

New Action 0606: Xoserve (LC) to send to the Change Managers an overview of the Change Proposals with a breakdown summary sheet, including the Change Proposal number and which action it related to.

5. Change Budget Update

5.1. New Change/Evaluation Service Requests

Not covered.

5.2. Finances and General Update

LC provided a brief overview of the Financial spreadsheet in relation to specific sections and criteria, including the colour coding. She explained this would be further reviewed and discussed at the next meeting in more depth.

6. Review of Format of Meeting Documents.

DT and LC confirmed this had taken place.

7. Item(s) referred from DSC Contract Management Committee/Day 1 Change Management Committee

7.1. Next year's change budget finance sheet (MP)

This was deferred to the next meeting. (LC did explain the colour coding key has been previously incorrect and that this had now been addressed). LC said that NS would provide an overview of the Invoicing and Financial Sheets in the September Contract Committee meeting.

8. UNC Modifications 0613S – UK Link Manual Component

- 8.1. File Transfer Definition
- 8.2. UKL Standards Guide
- 8.3. Sample Interface documents

RHi confirmed all the above topics had been addressed during the Modification 0613S discussion above.

9. Review of Outstanding Action(s)

080217-02: *Modification 0609* - DT to provide an update on proposed plans regarding the AQ issue for when the Joint Office takeover the meetings.

Update: DT confirmed this action could now be closed, due to the Nexus Go Live. **Closed.**

110117-04: *Elected Shipper - Change Order process* - DT and AM are to get together with the SSP team to establish what is happening and what reporting is required and what the current position is. Xoserve to write the change order and get a Network to sponsor.

Update: DT requested this be carried forward to the next meeting. DT to draft the Change Request to request the report to be produced – no need for Network to sponsor. **Carried forward**

0401: RHa to check that the email permissions request has been sent to all appropriate parties (and if necessary, reworded and re-sent seeking an active formal response, i.e. yes or no).

Update: RHi confirmed the list was now complete and would be sent to the Joint Office. **Closed**

0402: *DSC Committee Operation (terms of reference)* - DT to formulate a brief statement providing a clear explanation and references to appropriate documentation, for publication on the Joint Office website.

Update: DT requested this be carried forward to the next meeting. **Carried forward**

0404: *DSC Change and Contract Manager Circulation List* - Xoserve to develop an appropriate circulation list.

Update: MS confirmed the list was now complete and be sent to Joint Office see also action 0401. **Closed.**

0406: *How should central systems changes initiated by a Supplier be managed?* All parties to consider and provide views (for discussion on 11 May 2017).

Update: This was discussed and it was agreed this action could now be closed. **Closed.**

0503: RHi to investigate and confirm if a technical support group will be setup

Update: RHi confirmed the SDG had now been set up and so this action could now be closed. **Closed**

0504: RHi to forward comms refresh (1721.1 communication)

Update: RHi said this action could now be closed as this information would be re-issued on 01 August 2017. **Closed**

0505: DT to confirm the reason for the yellow colour on the Project Finances report.

Update: LC said this action could now be closed as the incorrect colour coding had now been corrected. **Closed**

10. Next Steps

In light of today's discussions, it was agreed that both meeting dates will be required for June and that the Change Management Committee's business will be separated as follows:

- 12 July 2017 - PIS Release Programme and Review of combined Change Demand Backlog /Defects list.
- 13 July 2017 - Standard Agenda items, and any other matters arising.

11. Any Other Business

11.1. Industry Governance

CS presented the 'Industry Governance' presentation in respect of the post Go Live Project Nexus and he high-levelled the feedback which had been received previously. He overviewed the schematic which detailed the proposed Draft Endurance Governance Model, containing the various associated areas and the inter-relationships between them.

A lengthy general discussion took place and SMcG, stated that the model needed to be generic in order to encompass Gemini System Releases. CS and DT agreed and said they would look the Terms of Reference regarding this area. DT added that the title of the Model needed to be re-assessed and he said that perhaps a more appropriate title would be 'Release or Testing Implementation Model' and that this could be discussed further in due course. A general discussion took place regarding the relevance and interconnections of each function for specific implementations and releases, particularly in relation to the SDG to ensure the correct skill sets were available when needed. CB was concerned that as the industry moved into business as usual, there should be a need to maintain numerous committees when the process of change would be limited when compared to Nexus delivery. It was proposed that only 1 sub group should be required initially that should be aligned to the specific functions. DT said he would amend the overall model with this in mind and he would adapt it so it was fit for purpose.

New Action 0607: Xoserve (DT) to amend the Endurance Model in line with the 1 sub- committee proposal and submit this for feedback.

11.2. Guest Wi Fi Access at Lansdowne Gate

AMa wanted to know if Wi Fi access could be arranged prior to each meeting, rather than on the day itself, due to an inability to obtain access. LC said she would investigate this matter and arrange passwords for all attendees for each meeting day.

New Action 0608: Xoserve (LC) to pre arrange passwords for all participants for each meeting.

12. Diary Planning

Further details of planned meetings are available at: www.gasgovernance.co.uk/Diary

Meetings will take place as follows:

Time/Date	Venue	Programme
10:15, Wednesday 12 July 2017	Lansdowne Gate, 65 New Road, Solihull B91 3DL	Review of Change Demand Backlog, and any other matters arising
10:15, Thursday 13	Lansdowne Gate, 65	Standard Agenda items, and any other matters

July 2017	New Road, Solihull B91 3DL	arising
10:15 Wednesday 09 August 2017	Lansdowne Gate, 65 New Road, Solihull B91 3DL	Standard Agenda items, and any other matters arising
10 August 2017	Cancelled	Cancelled

Action Table (as at 08 June 2017)					
Action Ref	Meeting Date	Minute Ref	Action	Owner	Status Update
080217-02	08/02/17	n/a	<i>Modification 0609</i> - DT to provide an update on proposed plans regarding the AQ issue for when the Joint Office takeover the meetings.	Xoserve (DT)	Closed
110117-04	11/02/17	n/a	<i>Elected Shipper – Change Order process</i> - DT and AM are to get together with the SSP team to establish what is happening and what reporting is required and what the current position is. Xoserve to write the change order and get a Network to sponsor.	Xoserve (DT/AMi)	Carried forward
0401	12/04/17	1.1	RHa to check that the email permissions request has been sent to all appropriate parties (and if necessary, reworded and re-sent seeking an active formal response, i.e. yes or no).	Xoserve (RHa)	Closed
0402	12/04/17	2.1	<i>DSC Committee Operation (terms of reference)</i> - DT to formulate a brief statement providing a clear explanation and references to appropriate documentation, for publication on the Joint Office website.	Xoserve (DT)	Carried forward
0404	12/04/17	3.2	<i>DSC Change and Contract Manager Circulation List</i> - Xoserve to develop an appropriate circulation list.	Xoserve (DT)	Carried forward
0406	12/04/17	3.3	<i>How should central systems changes initiated by a Supplier be managed?</i> All parties to consider and provide views (for discussion at DSC Change Management Meeting Day 2 on 11 May 2017) .	All Parties	Closed
0501	10/05/17 Day1	2.1	Change Management Committee to establish a Technical Sub-Committee (including the scope, TOR and membership) for technical assessments of future release capability. The current	All Parties & Xoserve (RHi)	Closed 07 June 17

Action Table (as at 08 June 2017)					
Action Ref	Meeting Date	Minute Ref	Action	Owner	Status Update
			Solution Development Group will be considered for taking on this role.		
0502	10/05/17 Day1	2.2	Xoserve to update the Change Demand Backlog to include: all required changes (particularly any identified Project Nexus defects), a column to confirm the appropriate governance for the change, and visibility of items without a Change Proposal or Change Order.	Xoserve	Closed 07 June 17
0503	11/05/17	3.2	Implementation Pan To investigate and confirm if a technical support group will be setup to support this	Xoserve (RHi)	Closed
0504	11/05/17	3.2	Web Browser Compatibility To re-issue Communication Reference 1721.1	Xoserve (RHi)	Closed
0505	11/05/17	5.2	To confirm colour coding used on the Project Finances Report	Xoserve (DT)	Closed
0601	07/06/17 Day 1	2.2	Xoserve to explain how Gemini verse UK link system change constraints would be managed under the Change Management Procedures.	Xoserve	Pending
0602	08/06/17	2.0	Xoserve (DT) to discuss with the Contract Managers how the Policies for Board Recruitment would be managed in the future from a funding/budgetary and process perspective.	Xoserve (DT)	Pending
0603	08/06/17	2.3	Xoserve (DT) to provide greater clarity on the budget details and the Business Change Process regarding cost allocation.	Xoserve (DT)	Pending
0604	08/06/17	3.1.1	EDF Energy (GA) to update the Change Request form and submit the withdrawal notice for Modification 0614S.	EDF Energy (GA)	Pending
0605	08/06/17	3.1.1.	Xoserve Xoserve (LC) to submit the Evaluation Quotation Request (EQR) to clarify exact costs.	Xoserve (LC)	Pending
0606	08/06/17	4.1	Xoserve (LC) to send to the Change Managers an overview of the Change Proposals with a breakdown summary	Xoserve (LC)	Pending

Action Table (as at 08 June 2017)					
Action Ref	Meeting Date	Minute Ref	Action	Owner	Status Update
			sheet, including the Change Proposal number and which action it related to.		
0607	08/06/17	11.1	Xoserve (DT) to amend the Endurance Model in line with the 1 sub- committee proposal and submit this for feedback.	Xoserve (DT)	Pending
0608	08/06/17	11.2	Xoserve (LC) to pre arrange passwords for all participants for each meeting.	Xoserve (LC)	Pending