

**DSC Change Proposal**

**Change Reference Number: XRN4753**

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Xoserve to fill out all of the information in this colour

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| **Section A1: General Details** | | |
| **Change Title** | CMS – Increase information provided in .QCL response file | |
| **Date Raised** | 03/08/2018 | |
| **Sponsor Organisation** | Brookfield Utilities | |
| **Sponsor Name** | John Cooper | |
| **Sponsor Contact Details** | John.cooper@bu-uk.co.uk / 01359 302450 | |
| **Xoserve Contact Name** | Paul Orsler | |
| **Xoserve Contact Details** | [Paul.orsler@xoserve.com](mailto:Paul.orsler@xoserve.com) / 0121 623 2060 | |
| **Change Status** | **P**roposal / **With DSG** / Out for Consultation / Voting / Approved or Rejected | |
| **Section A2: Impacted Parties** | | |
| **Customer Class(es)** | Shipper  National Grid Transmission  Distribution Network Operator  IGT | |
| **[Section A3: Proposer Requirements / Final (redlined) Change](C:\\Users\\Rebecca.perkins\\AppData\\Local\\Microsoft\\Windows\\Temporary Internet Files\\Content.Outlook\\EXD06YFG\\Change_Proposal_Template v2.0.docx" \o "WHAT – What is the required change? WHY – Why is the change needed? WHEN – Detail when the solution should be started/implemented.  )** | | |
| File Affected: .QCL file (response file from Contact Management Service)   1. Ensure following items are included, and made Mandatory within any QCL files issued by Xoserve (either by email or IX network) 2. Meter Point Reference Number – 3. Resolution Text (i.e. Rejection Reason) 4. QMP File Name (where Contact has been raised with CMS via QMP file) | | |
| **Proposed Release** | **TBC** | |
| **Proposed Consultation Period** | 10 Working Days  20 Working Days  30 Working days  Other: | |
| **[Section A4: Benefits and Justification](C:\\Users\\Rebecca.perkins\\AppData\\Local\\Microsoft\\Windows\\Temporary Internet Files\\Content.Outlook\\EXD06YFG\\Change_Proposal_Template v2.0.docx" \o "Benefit Description: What, if any, are the intangible and tangible benefits of the change?Benefit Realisation:When are the benefits of the change likely to be realised? Benefit Dependencies:Detail any dependencies that are outside the scope.)** | | |
| **Benefit Description**  *What, if any, are the tangible benefits of introducing this change?*  *What, if any, are the intangible benefits of introducing this change?* | | * Customers familiar with the Contact Management Service (CMS) will be aware that all Contacts raised are assigned a unique reference known as a Contact Reference Number * When Contacts are resolved (either Accepted or Rejected), an email containing a .QCL file is issued to the raising User * Additionally, a .QCL file is issued via IX to each organisation, detailing all Contacts that have been resolved (Accepted or Rejected) for their organisation each day * Current version of the file can be found attached;      * This response contains each of the Contacts resolved by Contact Reference Number, however limited information is not provided to inform the User of the MPRN and reasons for rejecting a Contact within .QCL files * Customers have fed back that it would be beneficial to include additional data items within the QCL file, namely;   + **MPRN –** which is currently depicted as ‘Optional’ within the file   + **Resolution text / Rejection Reasons –** also depicted as ‘Optional’ within the file   + **Associated QMP file details (i.e. file name)** * These items have been identified as being able to better assist Customers to process any Contacts that have failed to successfully update UK Link systems   This will allow customers to work through rejections in a more efficient manner and speed up the resolution of Contacts, which in turn will support maintenance of accurate and timely data being recorded in UK Link systems against Supply Meter Points. |
| **Benefit Realisation**  *When are the benefits of the change likely to be realised?* | |  |
| **Benefit Dependencies**  *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.* | |  |
| **Section A5: Final Delivery Sub Group Recommendations** | | |
| For information this has initially been presented to DSG on Monday 20th August. Attendees provided their support for the proposal, agreeing that there were benefits to improving the amount of information that can be provided in response to a CMS Contact. Following DSG it was agreed that a Change Proposal should be raised to take this forward. | | |
| **Final DSG Recommendation** | Approve / Reject / Defer | |
| **DSG Recommended Release** | Release X: Feb / Jun / Nov XX or Adhoc DD/MM/YYYY | |
| **Section A6: Funding** | | |
| **Funding Classes** | Shipper XX%  National Grid Transmission XX%  Distribution Network Operator XX%  IGT XX% | |
| **Service Line(s)** | Service Area 2  Shippers =DS-CS SA2 – 01, DS-CS SA2 – 03  GTs and iGTs = ASGT-CS SA2-01 / ASiGT NC SA2-01 | |
| **ROM or funding details** |  | |
| **Funding Comments** |  | |
| **Section A7: CHMC Recommendation** | | |
| **Change Status** | Approve – Issue to DSG  Defer – Issue to Consultation  Reject | |
| **Industry Consultation** | 10 Working Days  20 Working Days  30 Working days  Other: | |
| **Expected date of receipt for responses (to Xoserve)** | XX/XX/XXXX | |
| **DSC Consultation** | | |
| **Issued** | Yes  No | |
| **Date Issued** |  | |
| **Comms Ref(s)** |  | |
| **Number of Responses** |  | |
| **Section A8: DSC Voting Outcome** | | |
| **Solution Voting** | Shipper Approve  National Grid Transmission NA  Distribution Network Operator Approve  IGT Approve | |
| **Meeting Date** | XX/XX/XXXX | |
| **Release Date** | Release X: Feb / Jun / Nov XX or Adhoc DD/MM/YYYY or NA | |
| **Overall Outcome** | Approved for Release X / Rejected | |

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

**Document Version History**

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| **Version** | **Status** | **Date** | **Author(s)** | **Summary of Changes** |
| 1.0 | Going to ICAF | 03/09/2018 | Paul Orsler |  |
| 2.0 | Approved at ChMC | 14/09/2018 | Paul Orsler | On 12/09/2018, ChMC approved this change to proceed to DSG |

**Template Version History**

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| --- | --- | --- | --- | --- |
| **Version** | **Status** | **Date** | **Author(s)** | **Summary of Changes** |
| 3.0 | Approved | 17/04/2018 | Emma Smith | Template approved at ChMC on 11th July |



**Appendix 1**

**Change Prioritisation Variables**

Xoserve uses the following variables set for each and every change within the Xoserve Change Register, to derive the indicative benefit prioritisation score, which will be used in conjunction with the perceived delivery effort to aid conversations at the DSC ChMC and DSC Delivery Sub Groups to prioritise changes into all future minor and major releases.

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| **Change Driver Type** | CMA Order  MOD / Ofgem  EU Legislation  License Condition  BEIS  ChMC endorsed Change Proposal  SPAA Change Proposal  Additional or 3rd Party Service Request  Other*(please provide details below)* |
| **Please select the customer group(s) who would be impacted if the change is not delivered** | Shipper Impact iGT Impact Network Impact Xoserve Impact National Grid Transmission Impact |
| **Associated Change reference Number(s)** | **None** |
| **Associated MOD Number(s)** | **None** |
| **Perceived delivery effort** | 0 – 30  30 – 60  60 – 100  100+ days |
| **Does the project involve the processing of personal data?**  *‘Any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier’ – includes MPRNS.* | Yes *(If yes please answer the next question)*  No |
| **A Data Protection Impact Assessment (DPIA) will be required if the delivery of the change involves the processing of personal data in any of the following scenarios:** | New technology  Vulnerable customer data  Theft of Gas  Mass data  Xoserve employee data  Fundamental changes to Xoserve business  Other*(please provide details below)*  **MPRNs**  *(If any of the above boxes have been selected then please contact The Data Protection Officer (Sally Hall) to complete the DPIA.* |
| **Change Beneficiary**  *How many market participant or segments stand to benefit from the introduction of the change?* | Multiple Market Participants  Multiple Market Group  All industry UK Gas Market participants  Xoserve Only  One Market Group  One Market Participant |
| **Primary Impacted DSC Service Area** | Service Area 2: Provide Query Management |
| **Number of Service Areas Impacted** | All  Five to Twenty  Two to Five  One |
| **Change Improvement Scale?**  *How much work would be reduced for the customer if the change is implemented?* | High  Medium  Low |
| **Are any of the following at risk if the change is not delivered?** | |
| Safety of Supply at risk Customer(s) incurring financial loss  Customer Switching at risk | |
| **Are any of the following required if the change is delivered?** | |
| Customer System Changes Required  Customer Testing Likely Required  Customer Training Required | |
| **Known Impact to Systems / Processes** | |
| **Primary Application impacted** | BW  ISU  CMS  AMT  EFT  IX  Gemini  Birst  Other *(please provide details below)* |
| **Business Process Impact** | AQ SPA RGMA  Reads Portal Invoicing  ☐ Other *(please provide details below)* |
| **Are there any known impacts to external services and/or systems as a result of delivery of this change?** | Yes *(please provide details below)*  No |
| **Please select customer group(s) who would be impacted if the change is not delivered.** | Shipper impact  Network impact  iGT impact  Xoserve impact  National Grid Transmission Impact |
| **Workaround currently in operation?** | |
| **Is there a Workaround in operation?** | Yes  No |
| **If yes who is accountable for the workaround?** | Xoserve  External Customer  Both Xoserve and External Customer |
| **What is the Frequency of the workaround?** |  |
| **What is the lifespan for the workaround?** |  |
| **What is the number of resource effort hours required to service workaround?** |  |
| **What is the Complexity of the workaround?** | Low *(easy, repetitive, quick task, very little risk of human error)*  Medium *(moderate difficult, requires some form of offline calculation, possible risk of human error in determining outcome)*  High *(complicate task, time consuming, requires specialist resources, high risk of human error in determining outcome)* |
| **Change Prioritisation Score** | 19% |

**Document Control**

**Version History**

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| --- | --- | --- | --- | --- |
| **Version** | **Status** | **Date** | **Author(s)** | **Summary of Changes** |
| 1 | Draft | 27/04/18 | Anesu Chivenga |  |