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: | XRN 4858 | | | |
| Change Title: | Service Description Table updates February 2019 | | | |
| Date Raised: | 04/02/2019 | | | |
| Sponsor Representative Details: | Organisation: | Xoserve | | |
| Name: | Jayne McGlone | | |
| Email: | [jayne.mcglone@xoserve.com](mailto:jayne.mcglone@xoserve.com) | | |
| Telephone: | 0121 623 2732 | | |
| Xoserve Representative Details: | Name: | Jayne McGlone | | |
| Email: | [jayne.mcglone@xoserve.com](mailto:jayne.mcglone@xoserve.com) | | |
| Telephone: | 0121 623 2732 | | |
| Change Status: | Proposal | | With DSG | Out for Review |
| Voting | | Approved | Rejected |

# A2: Impacted Parties

|  |  |  |
| --- | --- | --- |
| Customer Class(es): | Shipper | Distribution Network Operator |
| NG Transmission | IGT |
| Other | <If [Other] please provide details here> |

# A3: Proposer Requirements / Final (redlined) Change

|  |  |  |
| --- | --- | --- |
| Change Description: | The Service Description Table has been reviewed against the relevant UNC sections and some code reference updates and Service Line updates are required. Customers have requested changes to, or additional Service Lines as part of ongoing development work. In addition for consistency the UNC reference structure has been standardised, these changes are shown as tracked changes. The changes proposed are classified as “cosmetic / housekeeping”.  The proposed amended Service Description Table is attached.  **Note:** No new service is being created, amended or deleted by this Change Proposal, there is nothing to actually implement. The Change Management Committee is requested to vary the Service Change Procedures, such that an Evaluation Quotation Report and Business Evaluation Report are not required for this Change Proposal. These documents would add no value to the Change Proposal and would be an inefficient overhead for the CDSP and Change Management Committee. This request will be made as per Service Change Procedures para 4.1.3. | |
| Proposed Release: | Not applicable | |
| Proposed Consultation Period: | 10 Working Days | 20 Working Days |
| 30 Working Days | None |

# A4: Benefits and Justification

|  |  |
| --- | --- |
| Benefit Description: | Aligns Service Line description to the services provided. |
| *What, if any, are the tangible benefits of introducing this change? What, if any, are the intangible benefits of introducing this change?* |
| Benefit Realisation: | On implementation |
| *When are the benefits of the change likely to be realised?* |
| Benefit Dependencies: | None |
| *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

**This section is not applicable, nothing is being delivered.**

|  |  |  |  |
| --- | --- | --- | --- |
| Final DSG Recommendation: | *Until a final decision is achieved, please refer to section C of the form.* | | |
| Approve | Reject | Defer |
| DSG Recommended Release: | Release X: Feb/Jun/Nov XX or Adhoc DD/MM/YYYY | | |

# A6: Funding

**This section is not applicable. There is no cost associated with this Change Proposal.**

|  |  |  |
| --- | --- | --- |
| Funding Classes: | Shipper | XX % |
| National Grid Transmission | XX % |
| Distribution Network Operator | XX % |
| IGT | XX % |
| Other <please specify> | XX % |
| Service Line(s) | No DSC Service Area is applicable. This is an administrative change only. | |
| ROM or funding details: |  | |
| Funding Comments: |  | |

# A7: ChMC Recommendation – 13th February 2019

ChMC is requested to approve that this change can proceed and be issued to each DSC Contract Manager for consultation.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Change Status: | Approve | Reject | | Defer |
| Industry Consultation: | 10 Working Days | | 20 Working Days | |
| 30 Working Days | | Not applicable | |
| 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 – this section is not applicable

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 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: | Not applicable | | | |
| Overall Outcome: | No | Yes |  | |

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

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.

## Change Details

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Change Driver Type: | CMA Order | | | MOD / Ofgem | | |
| EU Legislation | | | License Condition | | |
| BEIS | | | ChMC endorsed Change Proposal | | |
| SPAA Change Proposal | | | Additional / 3rd Party Service Request | | |
| Other | | | <If [Other] please provide details here> | | |
| Customer group(s) impacted if the change is not delivered: | Shipper | | IGT | | | Network |
| Xoserve | | NG Transmission | | | NTS |
| Other | | <If [Other] please provide details here> | | | |
| Associated Change Ref Number(s): | N/A | | Associated MOD Number(s): | | | N/A |
| Perceived delivery effort (days): | 0-30 | | | 30-60 | | |
| 60-100 | | | 100+ | | |
| Does the change 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 selected please answer the next question) | | |
| No | | |
| A Data Protection Impact Assessment (DPIA) will be required if the change involves the processing of personal data in any of the following scenarios: | New Technology | | | Theft of Gas | | |
| Mass Data | | | Xoserve Employee Data | | |
| Vulnerable Customer Data | | | Fundamental changes to Xoserve | | |
| Other | | | <If [Other] please provide details here> | | |
| (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 this change?* | Multiple Market Participants | | | | Multiple Market Group | |
| All UK Gas Market Participants | | | | Xoserve Only | |
| One Market Group | | | | One Market Participant | |
| Primary Impacted DSC Service Area: | Service Area 23: Internal | | | | | |
| Number of Service Areas Impacted: | One | | | | Two to Five | |
| Five to Twenty | | | | All | |
| Improvement Scale? | 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 | | | | | |
| Primary Application impacted: | BW | | ISU | | | CMS |
| AMT | | EFT | | | IX |
| Gemini | | Birst | | | API |
| Other | | <If [Other] please provide details here> | | | |
| Business Process Impacted: | AQ | | SPA | | | RGMA |
| Reads | | Portal | | | Invoicing |
| Other | | <If [Other] please provide details here> | | | |
| Any known impacts to external services and/or systems as a result of this change? | Yes | <If [Yes] please provide details here> | | | | |
| No |

## Workaround Details

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Workaround in operation? | Yes | If [No] please do not continue completing the [Workaround Details] section | | |
| No |
| Who is accountable for the workaround? | Xoserve | | External Customer | Both |
| 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)* | | |

## Prioritisation Score

|  |  |
| --- | --- |
| Change Prioritisation Score: | 42% |

Version Control

# Document

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Version | Status | Date | Author(s) | Remarks |
| 0.1 | For Approval | 05/02/2019 | Xoserve | CP Raised |
| 1 | Approved | 13/02/2019 | Xoserve | CP approved for initial review at ChMC today |
| 2 | Approved | 15/02/2019 | Xoserve | Appendix added |

# 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. |