­­Xoserve DSC Change Proposal



**Change Reference Number: XRN4833**

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| **Section A1: General Details** | | |
| **Change Title** | Roll Out of Business Intelligence and Data Discovery Capability | |
| **­­Date Raised** | 4th January 2019 | |
| **Sponsor Organisation** | Xoserve | |
| **Sponsor Name** | Steve Concannon | |
| **Sponsor Contact Details** | Steve.concannon@xoserve.com | |
| **Xoserve Contact Name** | Emma Smith | |
| **Xoserve Contact Details** | Emma.smith@xoserve.com | |
| **Change Status** | Proposal / **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.  )** | | |
| Since the go-live of UK Link the CDSP have been using a cloud based data discovery and Business Intelligence (BI) technology to monitor and analyse internal data. It is proposed that this capability is now rolled out to their customers to complement and enhance current Business Intelligence (BI) / analytical insight provisions.    The opportunity to leverage this CDSP capability provides customers a new and more visual way to receive and interpret the data services we are able to provide. The data can be visualised in the form of charts, graphs and dashboards to easily identify key metrics, trends and outliers and then to drill down into the points of interest to focus on the key information. All data and visualisations will be secure, ensuring that users can only see information that they / they organisation has the right to see. Access to the data can be provision through an interactive dashboard (with options to download relevant data securely) or simply emailed to users if preferred (PDF).  By offering this externalised flexible and scalable BI/MI solution our complete customer base would gain a much broader ability to obtain not only the market data they are looking for but to also be made aware of other information that may be of significance to them as an organisation. Making this data more readily available to the customers would accelerate their ability to react to changes in the market and increase their own agility to report on data that the CDSP hold on their behalf through self-service configuration upon the secure dashboards made available to them. | | |
| Proposed Release | RX / DD/MM/YYYY | |
| 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?* | | * Data discovery would enable customers to answer their own questions without the need for support from the CDSP * A BI portal that is synchronised daily would be much more up to date than existing solutions allowing customers to react quicker to changes in the market. * Visualisations help customers identify the data that needs attention, quicker to assist in making the important decisions * Data can be downloaded how the customer wants, when they want. * Email alerts can be set up by the customer themselves if required * By broadening the breadth of BI from the limited change requests customers will be further empowered with key metrics and trends |
| Benefit Realisation  *When are the benefits of the change likely to be realised?* | | Immediately after the roll out of the first requirement being delivered in Birst |
| 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.* | | The roll-out of Birst itself will deliver no value until it is actually being used to address a BI requirement. I.e. what will be in the first set of dashboards? |
| **Section A5: Final Delivery Sub Group Recommendations** | | |
| *Until a final decision is achieved, please refer to section C of the form.* | | |
| **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%  Other 100% | |
| **Service Line(s)** |  | |
| **ROM or funding details** |  | |
| **Funding Comments** | Xoserve business plan 18 approved funding (no further funding required) | |
| **Section A7: CHMC Recommendation** | | |
| **Change Status** | Approve – Issue to DSG  Defer – Issue to Consultation  Reject  All Customer Classes within ChMC approved this change to proceed to DSG, and for the Data Office, the Xoserve team responsible for the delivery of the change, to set up webinar and education sessions for the benefit of customers. | |
| **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 / Reject / NA / Abstain  National Grid Transmission Approve / Reject / NA / Abstain  Distribution Network Operator Approve / Reject / NA / Abstain  IGT Approve / Reject / NA / Abstain | |
| **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 | |

Section C: DSG Discussion

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| DSG Date: | 21/01/2019 | | |
| DSG Summary: | Emma Smith went through the ratification score of the Change Proposal. This change is to provide customers a new and more visual way to receive and interpret the data services we are able to provide. ES stated that this change should not impact the information received just the way you receive it.  James Barlow asked if the Prioritisation score will need to be updated for Personal Data.  **Action: Emma Smith to look into the Prioritisation Score for XRN4833 to include Personal Data.**  Jonathan Heard (JH) stated that presently CDSP sent data out through various formats and that the vast majority of them are Excel files. They can have limitations, be slow and confusing with repeated data and timings of reports. Since the go-live of UK Link, the CDSP have been using a cloud based data discovery and Business Intelligence (BI) technology. It is proposed that this capability is now rolled out to customers to complement and enhance current Business Intelligence (BI). This will mean customers can extract and dice reports how they want. JH went through the slides 46-49. The information is Cloud based and can be viewed on phones and iPad as well as desk tops. It has broader business intelligence in a single source that has dashboards, alerts, trends and KPI’s.  Niall McPherson asked if this displays just published data. JH advised that will start with War Bands information and will evolve and get more powerful as the project continues. NP wanted to understand what data will be shown. LW will take this away and look into further. JH wants to work with customers collaterally to help with dashboards, how it looks and what reports need to be added  Swetta Coopamah said it looks fantastic and would like to know a release date. ES explained that hoping to go to February Change Committee and proceed with logins, to get this available for War band report in April. ES also confirmed that we will publish reports in the usual way alongside this tool for a long time. SC would like a list of reports available. LW advised that there is a wider view on a change (XRN4789 - Updating Shipper Reporting Packs and glossary) to understand want is needed which will take time due to the scale of the change.  There were concerns about security from Members as to the proposed single sign on Login for each company due to leavers and access permissions. JH stated there is one login for each company to start with and will look at expanding this to individual logins. JH went through the demonstration of the tool and advised that there will be will be training once it is rolled out.  To answer EL’s question on reports LW stated that we will set up a Capture session to gather requirements on what reports are needed, how they need to be broken down with access and what training requirements will be needed.  **Action - LW to gain more information as to what data will be shown. This may evolve into Capture.**  **Action – JH to look at how feasible it is to have Individual login at the start. Also to look on how Individual logins can be allocated different access permissions.** | | |
| Capture Document / Requirements: | <Insert where appropriate> | | |
| DSG Recommendation: | Approve | Reject | Defer |
| DSG Recommended Release: | Release X: Feb / Jun / Nov XX or Adhoc DD/MM/YYYY | | |

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| DSG Date: | 18/02/2019 |
| DSG Summary: | Jason McLeod gave a verbal update to understand where we are.  Currently in the process of scoping out the activity to go out externally looking at:   * Security and additional licences. * Service model to support further request or incidents raised on the Platform. * Customer engagement for Training on how to use the tool.   A new service line to be included. Roll out timescales for the end of March. First capability will be WAR bands on a small scale and then plan to grow capability.  Elly Laurence (EL) wanted more information on how user access with multiple access points will work. JM confirmed that this has been addressed and that each company will have 1 licence which can have multiple users with different access levels. EL asked if there would be any customer engagement to acquire users names and access. JM stated that currently going through planning as to what will be next steps in the plan.  **Action 19 – 0211 Confirm the licence arrangement in regards to the shipper short codes and how the access per individual works.** |
| Capture Document / Requirements: | N/A |
| DSG Recommendation: | N/A |
| DSG Recommended Release: | N/A |

**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  NTS Impact |
| **Associated Change reference Number(s)** | **N/A** |
| **Associated MOD Number(s)** | **N/A** |
| **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)*  *(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** | N/A |
| **Number of Service Areas Impacted** | All  Five to Twenty  Two to Five  One  None (Xoserve Internal Initiative) |
| **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)*  **Reporting** |
| **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 |
| **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** | 26% |

**Please send the completed forms to:** [**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 | Proposal | 04/01/19 | Xoserve | CP Raised |
| 2 | Proposal | 09/01/19 | Xoserve | Appendix Added |
| 3 | With DSG | 11/01/19 | Xoserve | ChMC provided their approval for this change to proceed on 9th January |
| 4 | With DSG | 30/01/19 | Xoserve | Ratification of Prioritisation score and an update on the change |
| 5 | With DSG | 26/02/19 | Xoserve | CP updated with DSG discussions from 18th February 2019 |

**Template Version History**

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| **Version** | **Status** | **Date** | **Author(s)** | **Summary of Changes** |
| 3.0 | Approved | 17/07/18 | Emma Smith | Template approved at ChMC on 11th July |
| 4.0 | Approved | 07/09/18 | Emma Smith | Minor wording amendments and additional customer group impact within Appendix 1. |
| 5.0 | Approved | 10/12/18 | Heather Spensley | Now published on the new Xoserve branding template. |