

UNC DSC Contract Management Committee Minutes

Wednesday 16 August 2017

at Lansdowne Gate, 65 New Road, Solihull, B91 3DL

Attendees

Bob Fletcher (Chair)	(BF)	Joint Office	Non-Voting
Helen Cuin (Secretary)	(HCu)	Joint Office	Non-Voting

Shipper User Representatives

Kirsty Dudley	(KD)	E.ON	Class A - Voting Alternate
Lorna Lewin	(LW)	Dong Energy	Class B - Voting
Steve Mulinganie	(SM)	Gazprom	Class B - Voting
Robert Cameron Higgs	(RCH)	Flow Energy	Class C - Voting

Transporter Representatives

Sue Hilbourne	(SH)	SGN	DNO - Voting
Robert Wigginton *	(RWi)	WWU	DNO - Voting Alternate
Beverley Viney	(BVi)	National Grid NTS	NTS - Voting and Alternate
Gethyn Howard	(GH)	BUUK	iGT - Voting
Victoria Parker *	(VP)	ESP	iGT – Voting

CDSP Change Management Representatives

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

Observers

Andrew Patterson	(AP)	Xoserve	Non-Voting
Andy Miller	(AMi)	Xoserve	Non-Voting
Bobby Hussain	(BH)	Cadent	Non-Voting
Chris Warner	(CWa)	Cadent	Non-Voting
Emma Mascoll	(EMa)	Xoserve	Non-Voting
Eve Bradley	(EBr)	Xoserve	Non-Voting
Paul Bird	(PBi)	Xoserve	Non-Voting
Paul Sewell	(PS)	npower	Non-Voting

Apologies

Colette Baldwin	(CB)	E.ON	Class A - Voting
Graham Wood	(GW)	British Gas	Class A - Voting
Joanna Ferguson	(JF)	Northern Gas Networks	DNO - Voting
Sean McGoldrick	(SMc)	National Grid NTS	NTS - Voting

* Via teleconference

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

1. Introduction

BF welcomed all to the meeting. The meeting was declared quorate.

1.1. Apologies for absence

See above table.

1.2. Alternates

Kirsty Dudley for Colette Baldwin; Robert Wigginton for Joanna Ferguson; and Beverley Viney for Sean McGoldrick

1.3. Confirm Voting rights

The voting rights for each member was as follows:

Representative	Classification	Vote Count
Kirsty Dudley (<i>alternate for Colette Baldwin</i>)	Shipper Class A	1 vote
<i>Graham Wood – not present</i>	Shipper Class A	1 vote
Steve Mulinganie	Shipper Class B	1 vote
Lorna Lewin	Shipper Class B	1 vote
Rob Cameron-Higgs	Shipper Class C	2 votes
Sue Hillbourne	DNO	1 vote
Robert Wigginton (<i>alternate for Joanna Ferguson</i>)	DNO	1 vote
Beverley Viney (<i>and alternate for Sean McGoldrick</i>)	NTS	2 votes
Gethyn Howard	iGT	1 vote
Victoria Parker	iGT	1 vote

1.4. Approval of minutes (14 June & 19 July 2017)

HCu referred to the July minutes and confirmed that the Joint Office had received a number of suggested changes to the 14 June 2017 minutes from Xoserve and that a changed marked version of the suggested changes and comments received had been published (<http://www.gasgovernance.co.uk/DSC-Contract/190717>). The committee representatives approved the 14 June 2017 changed marked minutes from the previous meeting.

The 19 July Minutes were also approved.

1.5. Terms of Reference

DT confirmed following the update provided at the August DSC Change Managers meeting that a revised ToR will be provided in due course so that the style and content mirrored that used by the Joint Office. The principle will be to keep the ToR at a high level and avoid duplication, particularly of legal references.

2. Business Continuity Plan

EBr referred to the provided business continuity documents with a view to looking at the options around BCM assurance. She confirmed that Xoserve had looked at industry best practise and reported that the cost of a formal accreditation would be at least £10k for the external accreditor plus Xoserve costs for supporting the process.

The Committee considered the alternative options instead of the formal ISO accreditation. These were:

1. Assessment of the programme effectiveness and maturity utilising a recognised maturity model, such as Virtual Corporation's *Business Continuity Maturity Model (BCMM)* – this would provide an understanding of how well the BCM arrangements are embedded and function within the organisation, what needs to be undertaken to improve the resilience culture and evidence that all required documentation is in place;
2. Independent internal audit of the BCM arrangements to the requirements of the ISO standard, or;

3. Independent assessment by a certified vendor to criteria agreed by this Committee.

SMu challenged the costs and benefit of options 1&2. Ebr explained that options 1&2 would be an internal cost, whereas option 3 would cost a minimum £10k to obtain certification and 3 year accreditations. Options 1&2 would be business as usual and therefore no additional costs would be incurred.

SMu challenged that the business as usual options 1&2 were not pushing Xoserve any further in terms of testing its capabilities. EBr wanted to understand the particular concerns Shippers had in terms of internal audits. SMu expressed concern that an uncertified business would be validating its own compliance and challenged if this was fit for purpose. He wanted to understand the options better. SMu stressed he wanted to understand the comparison cost of an independent audit against an internal audit. He believed an internal audit was not extending Xoserve any further than what it does now and would not provide Shippers with the right assurances.

EBr suggested that having visibility of what would come out of the reassurance model may provide Shippers with the assurances they needed. EBr stressed the need to have a clear criterion of what assurances were required, and what the scope of an external audit would be.

RW questioned if the committee were making an assumption that the external audit is going to be more robust. RCH suggested that sometimes internal audits can be more critical as there is a better understanding of the internal processes and that the external auditors require a mobilisation phase so that they understand the process and therefore additional costs for little additional benefit. EBr believed that the internal audit should provide parties with sufficient assurance.

SMu stressed he still wanted to understand the cost and benefits of the Options in detail. He suggested that Xoserve should provide the detail of the outputs from Options 1&2 and this could be used as a base for understanding the full extent of the costs and scope of Option 3.

Ebr confirmed that Xoserve would provide the outputs of Options 1&2 and what would overlap with Option 3.

Action 0801: Xoserve to provide the output assurances that would be provided under BCM Options 1&2 and what would overlap with Option 3.

SMu enquired when parties would see the outputs. EBr confirmed that Xoserve would need to look at an assessment of each process as a priority over the next few months, then look at a maturity model assessment.

RW asked about the allocation of the audit resources and business continuity. EBr advised that the plan was in the process of being implemented and audits would be undertaken to this plan.

GH questioned how Xoserve will provide assurance that the current plan is fit for purpose. He had expected that Xoserve would provide a business continuity plan update every 3 months. EBr confirmed that there is a plan to provide quarterly updates.

In the interim EBr confirmed that Options 1&2 would continue, as business as usual, with Option 3 being considered as a possibility subject to a review of the outputs of 1&2.

EBr agreed to come back with the costs of Option 3 based on the scope of audits that Xoserve would undertake under Options 1&2.

Action 0802: Xoserve to provide the indicative costs of BCM Option 3 (using the scope of audits under Options 1&2) in November

3. Information Security Arrangements

EMa referred to the presentation provided via an email link which was not for publication.

EMa provided a presentation on the main elements of General Data Protection Regulations (GDPR), which will come in on 25 May 2018 and impacts on Xoserve as a data management service company.

The main elements of the GDPR were: a wider definition of personal data; keeping records of lawful basis of processing data; a timeframe of 72 hours to report incidents/breaches; and stronger individual rights over personal data.

EMa explained that based on the ICO 12 Steps, the stand-alone project and key areas of focus, that there would be two distinct phases:

- Phase One - Analysis and Discovery (end of 2017); and
- Phase Two - Review of Policies and procedure (Jan- April 2018).

The Xoserve plan for Phase One will be to focus on identifying and labelling all personal data. EMa confirmed that Xoserve are treating the MPRN as personal data. EMa confirmed that Phase One will include the mapping of data to a lawful basis for holding data under GDPR, will include meeting with key stakeholders, business process owners and engaging with customers about the requirements. It was anticipated that Xoserve would be able to provide an update towards the end of October beginning of November.

DT advised that parties may have bespoke needs.

SMu wanted an understanding of where Xoserve were going as soon as possible. It was suggested that a Workshop would be ideal to work through the interactions. It was suggested a workshop is scheduled for the end of October to allow parties data protection experts to discuss what is to be proposed.

Action 0803: Xoserve to schedule a Workshop to engage DSC Parties in the GDPR Information Security Arrangements Project.

PBi provided a verbal update on the cyber security, what the threats are, risks of cyber-attacks and what Xoserve have done to mitigate these things, to ensure the security of data. It was agreed Xoserve would provide some further detailed material at the next meeting.

4. Contract Assurance Audit

EBr provided an internal audit plan for July to December 2017 for early visibility.

GH asked about the timescales.

EBr explained that this is a 6 months' snapshot and the assessments will be done during the July to December period and that quarterly updates will be provided. SHi asked for an extra column to be added to table to provide better visibility on the timescales.

5. Monthly Contract Management Report (KPIs)

5.1. Summary position of aggregate UIG flows

Msm provided the Xoserve Monthly KPI Report for August 2017. DT requested members to consider the items reported and if these provided the information parties required. SMu asked about the PSI report, the extra data items and their use.

Msm reported that the Transportation Invoices, volumes and values, are issued on time, some supporting information has been challenged but very few exceptions are reported. He explained Xoserve had failed some KPIs. For example, the P2, where one exception was not dealt with in the correct amount of time. A defect had been raised and corrected and this should not re-occur. He also highlighted that there had been some issues reporting the Query Management Standard of Service, with reports being issued late. The August reports had been issued on time, as the default had been resolved and this should not re-occur. Msm also reported a P1 issue where the CIC files got trapped within the system, a change has corrected the problem and all have been processed. The August files should be okay going forward.

GH enquired about the CSEP set up file. He understood that there are still some IDL file issues that exist but a fix is being worked on. GH asked for this to be added to the report for visibility.

Msm highlighted two KPIs that had been left blank and not reported on, he confirmed that Xoserve are not able to track the KPI at an MPRN level. This level of reporting needs to be developed.

SHi suggested it would be useful for the KPIs to be aligned to the service lines to help parties to align the reports. DT confirmed Xoserve would look at the possibility of reporting KPIs aligned to service lines.

Msm referred to the Change Report Summary (a high-level view of the change management budget). He confirmed that the support information for this is provided to the Change Management Committee. DT agreed to add this to the report for visibility for the Contract Management Committee. SHi wanted to understand the budget movements for visibility and understand if the change budget is likely to be exceeded and if budget re-openers would be required.

SMu noted that there is a significant underspend and if there was any reason for this. DT suggested there would be a number of reasons, for example changes being deferred, and changes made at the lower end of costs ranges than estimated. DT also highlighted that this change budget does not include major projects and he questioned whether the budget should include this information for better granularity.

6. Financial Information

AP introduced himself to the committee, and explained he will be acting as the Xoserve Chief Financial Officer (CFO) until a new CFO has been appointed. He referred to the provided 2018 Business Plan which sets out Xoserve's approach, the process itself and an outline of what parties need out of the process.

The BP18 was introduced and AP welcomed feedback on what parties want to see, what was needed in terms of costs, insights, transparency and timescales. He understood there were different requirements but some common themes of wanting the business to run efficiently, that allowances may be important for some, new demands were wanted to be built into the plan, and to get the right inputs. He emphasised that Xoserve want to be a customer centric organisation, and to provide assurance capabilities. AP explained that the overarching aim is to get a plan that works for everyone, for customers, shareholders and consumers.

In relation to costs and insights, AP confirmed all of this will be provided for granularity, and he was happy to provide the manpower structure, how it is set up and broadly the number of people. The investment lines will be clear as they can be, including internal investments, project resources and how these relate to different programs and projects. Benchmarking, risks, opportunities and dependencies, will also be looked at as Xoserve want to be transparent of what is in the plan, and what the dependencies are. AP welcomed feedback.

CW emphasised that Transporters would not be able to overrun on the allowances and asked what comfort Xoserve can provide as re-assurance to all parties that the targets could be met. AP recognised the need to get costs aligned to Transporter allowances and also the need to reduce the charges by about 20% over the RIIO period. He explained some of the 20% could be achieved through efficiency, stopping some things, and reducing demand investing to get savings later. He emphasised that this would need a joint effort. SMu expressed that Shippers want the service delivered efficiently and effectively and this should not be put at risk to achieve Transporters desires to reduce costs. SMu believed there will be a view of demand, trust, and commercial drivers but parties wouldn't want to get lost in line-by-line debates.

SMu referred to the contingency of 4% and challenged if this was a realistic figure. AP explained that this year there has been more change, the contingency had been built in considering the degree of change and would help to build on what it should be. There was no set idea and Xoserve will work this out as it comes through.

RW stressed the difference between GTs and Shippers and the ability to pass on costs. He explained that GTs have an allowance and any additional costs will have to be borne by the shareholders and GTs will need to justify any extra costs.

AP confirmed that there will be a meeting with the board in September to take them through the draft plan and to get an understanding of the consequences of reducing costs by 20%.

SHi explained that as DNs cannot go back to customers and pass-through, the allowance values are the bottom line. It was suggested that the contingency money and treatment of customer classes, appeared to be a smeared fund. SHi asked how the contingency is set. AP explained the 4% was across everything. SHi wanted to understand where the contingency had come from and how the customer types had funded it – would any reimbursement be based on how customer types had funded the contingency. AP explained that the charging model, service lines, investments, change models, all sit behind the annual charge statement. SHi asked about the preparation work of CSS services and there being no agreement, she also highlighted there had been some errors of cost charging to GTs.

SHi explained that there are a lot of charges allocated to DNs that are not DN costs. These have been challenged but Xoserve have not been responded to. AP suggested that these needs to be set out. However, SHi expressed concern about the one-way dialogue and that challenges are falling into a black-hole. DT explained that, for example the TRAS and PCW, in the context of FGO arrangements, was done through an agreement. SHi explained there was still a misallocation of the PAFA and AUGE costs.

SMu emphasised as the Change Management Committee group are managing the budget in terms of the Change budget, the Contract Management Committee need to be aware of challenges to the allocation of costs should changes or priorities impact these costs.

SHi recognised there were lessons to be learnt and time constraints and that DNs will want to understand the impacts on costs. Some concern was expressed about the Contract Management meetings having enough time for budget considerations. It was suggested that additional meetings may need to be planned to better understand the challenges and some of the narrative that influence the budget. SHi suggested for consultations that the responses are open unless expressed confidential to allow parties to gauge and understand if others have the same issues. She wanted re-assurance from Xoserve that parties are being listened to. The committee had no objection to making consultation responses available to DSC Parties.

GH asked about the uncertainties, ring-fencing and the contingency. He asked what would happen if Xoserve don't use contingency, the pushing up of monthly charges, budget adjustments and being mindful of the timing and triggers. SMu wanted a pragmatic, logical budget. CW also stressed that it also needs to be robust and not subject to change.

DT explained that there is some within year flexibility and approval by Ofgem, the framework is built around finding certainty before the Year end. SMu believed there was a compromise around volatility. DT explained that if there are funds in the pot at the end of the year the concept is that these would be offset for next year.

SHi referred to the charging statement and that Xoserve have in the timeline, provision to approve the charging statement on 01 February, however this was against what is in the DSC. She referred to Budget and Charging Methodology Section 9.1.3 and that the CDSP will by the 31 January prepare and provide the annual charging statement. DT confirmed that the timing of this will be looked at.

RW observed that WWU had provided some detailed responses previously and emphasised that if parties have not responded to subsequent consultation it shouldn't be assumed that parties are happy. He suggested that Xoserve should consider providing a summarised position and highlight the common themes.

AP confirmed that a meeting would be scheduled during September.

CW enquired what is the approach would be going forward from Xoserve. AP explained that the 20% reduction is based on a simple calculation by looking at BP17 and then looking at the allowances and pricing indexations.

SHi enquired about the re-forecasting how accurate it was. AP explained that the forecast is looked at every financial quarter, looking at all the elements, what is not in the forecast, and taking a view that some things need to be baked in. AP acknowledged with the various changes scheduled, any slippage could have a consequence, however he reassured the committee that he was reasonably confident that all elements have been incorporated into the budget.

SMu explained that there was an expectation that a finance report would be provided every month on the Change budget to provide re-assurance that there is adequate control in place. He believed the Contract Management Committee should have an oversight of the Change budget and an opportunity to challenge, with some cross checks required.

SHi expressed that need for the two DSC Management Committees to work in tandem to ensure costs are understood and the correct priorities achieved.

SMu referred to the APi solution, and expressed concern about the development, challenges and visibility of the solution and how it was funded. DT explained the solutions are being looked at for APi products against developing these in-house, although funding was through general change and not a specific change request at this time.

In summary to conclude discussions there was an expectation of Xoserve considering feedback; a further meeting in September, to consider the feedback, look at the approaches, makes sure they are right, to make sure the right charging statements are used, and what extra information can be shared. SHi also requested monthly KPIs and quarterly actuals reports.

7. Review of Outstanding Actions

15/03/17-06: *Data Protection – (AL/DT) Dates & requirements for workshop to be discussed agreed and fed back to Xoserve.*

Update: Further to discussions under item 3.0 the committee agreed to the closure of this action. **Closed.**

15/02/17-01: *I&C Phone Lines & Domestic M No. Helpline - A review of the current Terms of Use regarding extending the use of the Data Enquiry Service accounts to parties outside of the contracting Organisation.*

Update: DT confirmed that internal discussions with the operational team have taken place and further information was pending. Due to data enquiry service changes DT confirmed this needed a re-assessment. The committee agreed to capture a new action and closure of this action. **Closed.**

15/02/17-03: *I&C Phone Lines & Domestic M No. Helpline - DT is to look into devising a note to go out to all Shippers from Xoserve's Communications team regarding the suspicions discussed. Slides are to be sent out with the Minutes.*

Update: DT confirmed an update would be provided at the September meeting. The committee agreed to capture a new action and closure of this action. **Closed.**

NEW ACTION 0804: *New data enquiry service and helpline service – Xoserve to provide a presentation on the actions taken for suspicious use and provide recommendations.*

0402: Draft a document for use as TOR including reference to General Terms D section 4.1.5 and including a note that both the DSC Change and Contract Committees are Sub Committees of Network Code.

Update: See item 1.5. **Carried forward.**

0504: *Open Distribution Lists:* Xoserve (DT) is to consider the relevance and recorded membership of their distribution lists. Each company is to be identified and list of registered email addresses is to be identified by company and circulated to the relevant Contract Manager for confirmation that the email address is still relevant.

Update: SMu believed this had been dealt with and Xoserve will be writing to parties to advise of the pitfalls of not being included in an open distribution list. DT agreed to ensure all parties

are informed of the pitfalls of not wanting to receive emails using an open distribution list.

Carried forward.

Referred from Change Management Committee

Ch0602: 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.

Update: SMu referring to July's Action update believed a written summary was expected for further discussion. DT had agreed to circulate a proposition to all contract managers for further discussion and agreement. **Carried forward.**

0603: DS to circulate the Business Continuity Management (BCM) example to the Contract Management Committee meeting attendees.

Update: DS confirmed that Xoserve have provided a BCM template for reference. See item 2.0. **Closed.**

0604: DS to review the options, costs and benefits of Business Continuity certification to be presented at the August meeting.

Update: See item 2.0. **Closed.**

0605: DS to change the timeline to run from April to March.

Update: It was understood that the reporting had been amended to reflect the required date range. **Closed.**

0606: DS and EB summary documents to be circulated to the voting members of the DSC Contract Management Committee, their alternates and the non-voting members of the DSC Contract Management Committee (using lists already provided by Xoserve) for feedback by the August meeting. EB requested the documents are not published on the Joint Office website.

Update: See item 2.0. **Closed.**

0607: ESm to circulate a one page summary of Xoserve's GDPR activities for discussion at the August 2017 meeting.

Update: ESm provided a link to Xoserve's GDPR activities summary for the meeting. However, this was not for publication. See item 3.0. **Closed.**

0608: EM to arrange re-circulation of the presentation entitled Information Protection at Xoserve to the Contract Managers.

Update: Committee members were not aware that this had been provided. It was understood that the presentation still required circulation. **Carried forward.**

0701: Monthly KPIs - Xoserve to provide a summary position of aggregate UIG flows including graphical analysis by LDZ (~~August~~ September).

Update: Deferred until September. **Carried forward.**

0702: National Grid NTS to investigate the Gemini input error and provide an update.

Update: BV confirmed that this had been provided. **Closed.**

0703: All Parties to consider and provide feedback to Xoserve on what they would like included within future KPIs and Xoserve to consider the information required.

Update: DT confirmed that Xoserve have some internal drivers which may wish to be reported on within the KPIs and he asked parties to consider what they would like included with a view to discussing this further next month. DT was keen to report on the right KPIs. SMu asked if the ticket numbers for issues raised could be reported on. DT explained tracking is undertaken against incidents raised for defects and exceptions which could be reported on. DT agreed to include this within future KPI reports. The committee agreed to close this action and having an agenda item to discuss views on future KPI reporting items and impacts on budget. **Closed.**

0704: Xoserve to provide a budget update, including a forecast against actuals, with a view to providing a monthly update.

Update: See item 6. New action for monthly updates to be provided. It was agreed that this should be added to the dashboard. **Carried forward.**

0705: Joint Office and Gazprom to formulate a statement to be issued to parties who have requested that email addresses are not disclosed using open distribution lists to ensure they understand the consequence of the request and encourage open communications.

Update: See Action 0504. **Closed.**

0706: Xoserve to provide clarity of what is in the general business plan and future funding requirements.

Update: See item 6. Ongoing requirement. **Closed.**

8. Items referred from DSC Change Management Committee

None.

9. Any Other Business

9.1. Changes to Service Description Table

AMi confirmed in order to change the Service Description Table Xoserve have raised a Change Proposal which has been approved by the Change Management Committee.

He reported that some of the arrangements had been considered by the Change Management Committee and this involved two different types of changes as follows:

- Housekeeping changes which are made to update the service lines, when the service is available but the description is not reflective of the service or contains a grammatical error;
- The other change would be a New service line (normally required under a UNC modification or Change Proposal). He confirmed that the Change Management Committee would approve the service lines.

The committee considered the potential impacts to the budget. It was considered that the Change Management Committee would recommend/approve the change and the Contracts Management Committee would ultimately endorse it.

AMi confirmed the proposal would be updated and provided to the both DSC committees.

AMi proceeded to provide the Contract Committee with a list of changes. There were 70-80 changes related to *UNC Modification 0610S - Project Nexus - Miscellaneous Requirements*.

AMi confirmed that the service table had been issued in July for representations from Contract Mangers and no comments had been received. He confirmed that the service table would be updated and republished and he would like to seek approval today. The unanimously committee approved the updating of the service description lines in relation to UNC 0610S.

9.2. Key Messages (PAC/PAFA Interactions)

DT confirmed this item was related to the potential inclusion of a budget, for changes required, as an outcome from the PAC and how to create a position for visibility of changes.

SMu suggested if a solution fix is required this should be managed through a Change Proposal.

DT suggested that, for example, reporting small scale requests how these would be managed. SHi suggested using the additional services process.

BF confirmed the discussion that adhoc reporting is allocated a service line to enable them to react to issues quite quickly. A figure of £50k was considered to allow the PAC to proceed.

GH suggested that the PAC should outline what their requirements are and the level of support they require. An annual budget of £50k with a cap on any individual change, was suggested.

DT agreed to build this into next year's business plan. He confirmed Xoserve would draft up a service line and provide a proposal.

It was agreed that this Agenda should be dealt with outside of AOB under item 8.0.

Action 0805: Xoserve to provide a PAC Change Plan proposal based on an annual budget of £50k and a cap on any individual change and to take this back to the finance team and have it added to the Xoserve business plan.

9.3. PAC Budget Considerations

See item 9.2.

9.4. Update on DSC Change Governance Workgroup

DT confirmed that a number of meetings have been scheduled to look at the change governance and scope of the DSC committees. The first meeting had been scheduled for 01 September.

9.5. Modification 0431: Shipper/Transporter - Meter Point Portfolio Reconciliation

MSm advised that a WebEx had been organised on 29 August 2017 and if any parties would like to join this they should get in touch with Tahera (Tahera.Choudhury@xoserve.com or 0121 623 2103).

10. Diary Planning

The committee considered the clashes with the iGT UNC Panel. KD explained having looked at the availability of different dates it was agreed to trial adjusting the meeting start times of the DSC Contract Management meetings with a view to reviewing the success of this subject to the iGT UNC Panel meeting starting earlier.

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

Meetings will take place as follows:

Time / Date	Venue	Programme
11:00, Wednesday 20 September 2017	Lansdowne Gate, 65 New Road, Solihull B91 3DL	Standard Agenda
11:00, Wednesday 18 October 2017	Lansdowne Gate, 65 New Road, Solihull B91 3DL	Standard Agenda
11:00, Wednesday 15 November 2017	Lansdowne Gate, 65 New Road, Solihull B91 3DL	Standard Agenda

Action Table (as at 16 August 2017)

Action Ref	Meeting Date	Minute Ref	Action	Owner	Status Update
15/03/17-06	15/03/17		Data Protection - Dates & requirements for workshop to be discussed agreed and fed back to Xoserve.	Xoserve (DT) & AL	Closed
15/02/	15/02/17		I&C Phone Lines & Domestic M No.	Xoserve	Closed

17-01			Helpline - A review of the current Terms of Use regarding extending the use of the Data Enquiry Service accounts to parties outside of the contracting Organisation.		
15/02/17-03	15/02/17		I&C Phone Lines & Domestic M No. Helpline - DT is to look into devising a note to go out to all Shippers from Xoserve's Communications team regarding the suspicions discussed. Slides are to be sent out with the Minutes.	Xoserve (DT)	Closed
0402	18/04/17	1.5	Draft a document for use as TOR including reference to General Terms D section 4.1.5 and including a note that both the DSC Change and Contract Committees are Sub Committees of Network Code.	DT	Carried forward
0504	17/05/17	From Action 0403	<i>Open Distribution Lists:</i> To circulate email address lists to the group to confirm the list is up to date. Contract managers to review distribution lists that Xoserve hold to make sure they hold the correct users. Xoserve to write out to each organisation for confirmation that they are satisfied with the usage of open distribution lists.	DT All Xoserve	Carried Forward
Ch 0602	Change 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)	Carried Forward
0603	14/06/17	2.0	<i>Business Continuity Plan:</i> To circulate the Business Continuity Management (BCM) example to the Contract Management Committee meeting attendees.	Xoserve (DS)	Closed
0604	14/06/17	2.0	<i>Business Continuity Plan:</i> To review Business Continuity accreditation requirements.	Xoserve (DS)	Closed
0605	14/06/17	2.0	<i>Business Continuity Plan:</i> DS to change the timeline to run from April to March.	Xoserve (DS)	Closed
0606	14/06/17	2.0	<i>Business Continuity Plan:</i> DS and EB summary documents to be circulated to the voting members of the DSC Contract Management Committee, their alternates and the non-voting members of the DSC Contract Management Committee (using lists already provided by Xoserve) for feedback by the August meeting.	Xoserve (EB/DS)	Closed
0607	14/06/17	3.0	<i>Information Security Arrangements:</i> To circulate a one page summary of Xoserve's GDPR activities for discussion at the August 2017 meeting.	Xoserve (EM)	Closed

0608	14/06/17	3.0	<i>Information Security Arrangements:</i> To arrange re-circulation of the presentation entitled Information Protection at Xoserve to the Contract Managers.	Xoserve (EM)	Carried Forward
0701	19/07/17	6.0	Monthly KPIs - Xoserve to provide a summary position of aggregate UIG flows including graphical analysis by LDZ (September).	Xoserve (DT)	Carried Forward
0702	19/07/17	6.0	National Grid NTS to investigate the Gemini input error and provide an update.	NTS (SMc)	Closed
0703	19/07/17	6.0	All Parties to consider and provide feedback to Xoserve on what they would like included within future KPIs and Xoserve to consider the information required.	All Xoserve (DT)	Closed
0704	19/07/17	7.0	Xoserve to provide a budget update, including a forecast against actuals, with a view to providing a monthly update.	Xoserve (DT)	Carried Forward
0705	19/07/17	8.0	Joint Office and Gazprom to formulate a statement to be issued to parties who have requested that email addresses are not disclosed using open distribution lists to ensure they understand the consequence of the request and encourage open communications.	Joint Office (Rha) and Gazprom (SM)	Closed
0706	19/07/17	12.2	Xoserve to provide clarity of what is in the general business plan and future funding requirements.	Xoserve (DT)	Closed
0801	16/08/17	2.0	Xoserve to provide the output assurances that would be provided under BCM Options 1&2 and what would overlap with Option 3.	Xoserve (EBr)	Pending
0802	16/08/17	2.0	Xoserve to provide the indicative costs of BCM Option 3 (using the scope of audits under Options 1&2) in November	Xoserve (EBr)	Pending Update due November
0803	16/08/17	3.0	Xoserve to schedule a Workshop to engage DSC Parties in the GDPR Information Security Arrangements Project.	Xoserve (EMa / DT)	Pending
0804	16/08/17	7.0	<i>New data enquiry service and helpline service</i> – Xoserve to provide a presentation on the actions taken for suspicious use and provide recommendations.	Xoserve (DT)	Pending
0805	16/08/17	9.2	Xoserve to provide a PAC Change Plan proposal based on an annual budget of £50k and a cap on any individual change and to take this back to the finance team and have it added to the Xoserve business plan.	Xoserve (DT)	Pending