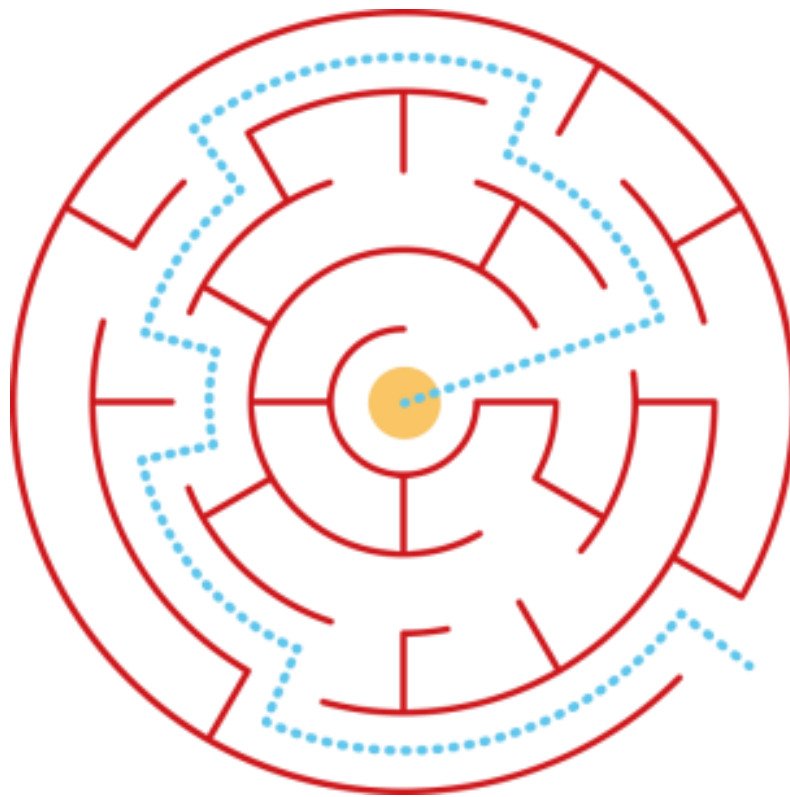


# Data Service Contract Change Management Guidance

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## Introduction and Purpose of Document:

This document has been created to provide:

- Introduction to the Gas industry and Xoserve change process
- Overview of the End to End Change Development and Delivery process
- Outline of Data Service Contract Change Management governance
- Stakeholder Engagement
- Xoserve Programmes and Service Delivery team key processes

## Overview of Roles and Responsibilities

### The role of an elected DSC Change Manager:

- Represent constituency at each monthly Committee and any 'extraordinary' meetings as required throughout the DSC Budgetary and Performance Year (April-March)
- Appoint an appropriate alternate to represent you when you are not available to attend
- Manage the DSC Change Budget (£3.4m in 25/26), voting on behalf of Constituency for new Change Proposals, Solution and Design approval, Release Scope and Delivery Approvals
- Share information to wider constituency

### The role of Xoserve (Central Data Service Provider) :

- Produce material for meetings, including the following;
- DSC Change Budget updates
- Change Pipeline
- New Change Proposals,
- Change Pack Consultation responses for approval
- Release Scope, Project Delivery Costs and Project updates
- Continuous improvement activities relevant to the Change Management process
- Provide pre and post meeting summaries
- Engage with Constituent Committee representatives and Joint Office
- Share Constituent organisation and contact details with Committee Representatives

Provide Service expertise, to aid Committee in technical and operational recommendations

### The role of Joint Office of Gas Transporters

- Meeting Organiser
- Administration of related DSC Change Management Committee material
- Chair and Administer Committee meetings
- Document meeting minutes/actions
- Ensure all Committee meeting related material is accessible in the public domain

## DSC Change Management Procedures

Integral to the management of Change under the Data Service Contract (DSC) is the Change Management Procedures document. The table below highlights the key parts of the DSC Change Process for which Change Managers are responsible for the progression of change and for which the CDSP respond to the decisions of the Change Management Committee in order to progress DSC Changes.

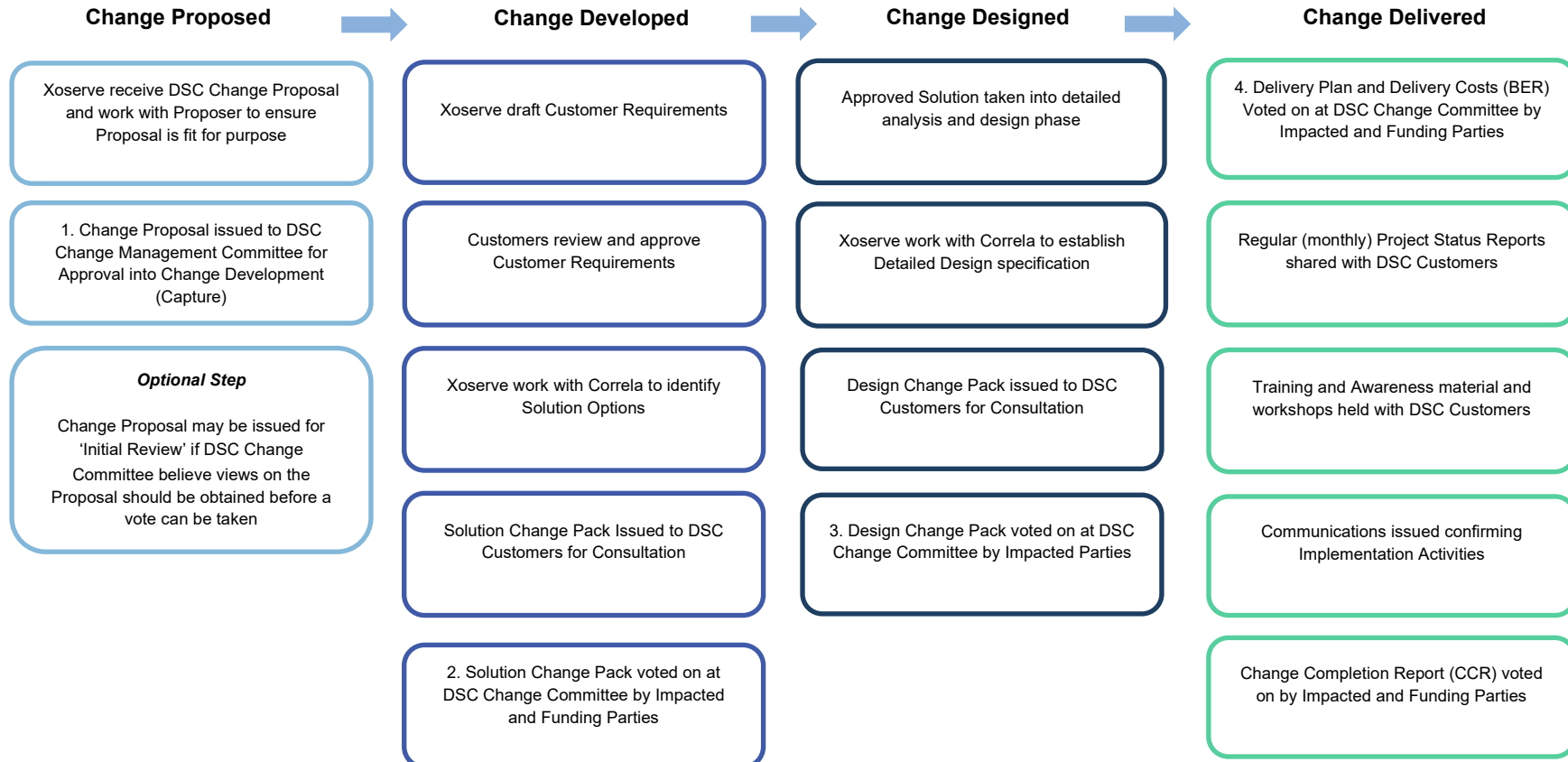
### Change Management Procedures explanatory table

Change Subject	Procedure Description Ref	Application of procedure - Change Managers Responsibility
What is a Change Proposal?	Section 4.0 - Service Changes	A DSC Change Proposal is the approved mechanism for raising a change to the CDSP systems, processes and their related services.
Who can submit a change?	Section 4.1.1 i) Service Changes	A DSC Party can submit a change to Xoserve using the Change Proposal form on Xoserve's website : <a href="#">Submit a DSC Change Proposal</a> Non-DSC Parties can also raise a DSC Change Proposal however they MUST be sponsored by a DSC Party in order to progress the change.
Non-Modification Service Change	Section 4.1.1 g) Service Changes	A non-modification service change is one which seeks to change/amend a CDSP system, process and its related Service but has not originated from a regulatory change. These Change Proposals are presented to the Change Management Committee to vote on progressing into Change Development, and must be approved unanimously by impacted DSC Parties
Modification Service Change	section 4.8.8 New Modification Service Change	A Modification Service Change is one which has been raised by a UNC / IUNC party to amend the Unified Network Code or equivalent Independent Network Code, which will result in a change to a CDSP systems, process or related services. These changes are classed as Priority Service Change and are given highest priority by the CDSP accordingly.
Prioritisation	section 4.5 - Priority Principles	When a Change Proposal is received, the CDSP are obliged to progress the change in the order in which it has been received. This is prioritised by Modification Service Changes (by date received) and Non-Modification Service Change (again by date received). The Committee are responsible for prioritising Non-Modification Changes and, if required, can request that the CDSP progress a change over, another providing all members agree.
Voting	section 4.2.1 - Decision Making	The Committee is expected to take a vote for approval at each applicable stage for the relevant Change Proposal. Where a Non-Modification service change is raised and has been identified as impacting multiple Constituencies, a unanimous decision is required to permit those impacting changes to progress into Change Development or Delivery.

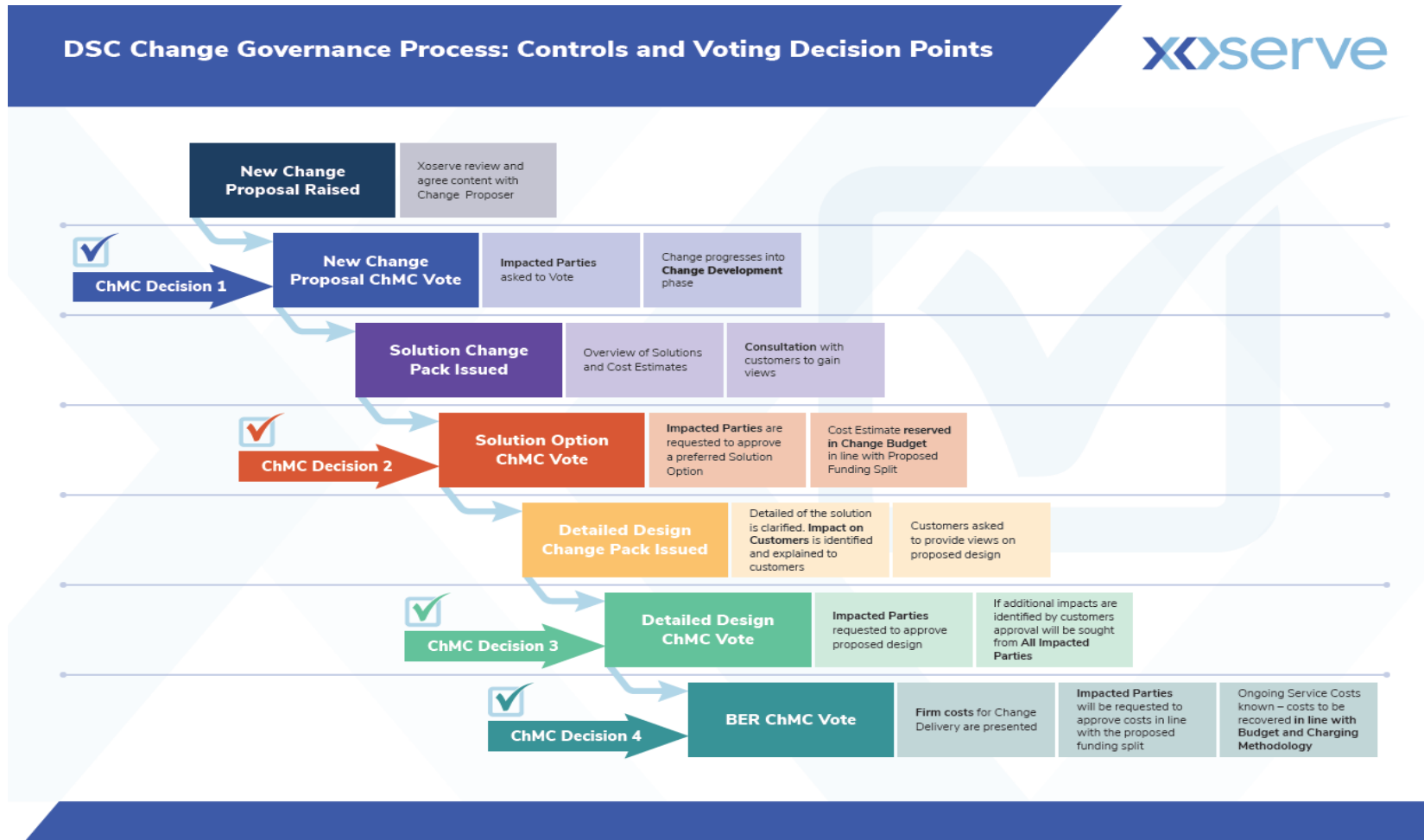
Change Phase	Procedure Description Ref	Application of procedure - Change Managers Responsibility
Approvals	section 4.2.1 - Decision Making	When approving DSC Change Proposals into Change Development, the Committee are accepting that the CDSP will utilise Service and Operate resources to support its progression through the process.
High Level Solution Option(s)	section 4.6.10 – Non modification Service Changes - Procedures	<p>A high level solution option is an optional stage in the DSC Change Proposal process, which supports the provision of customer choice on a preferred solution before this is progressed into a Detailed Design stage.</p> <p>High level solution options will be presented to customers within a Solution Change Pack for customers to consult internally on the proposed solution and the costs, which can be fed back to the CDSP via representations to consultation.</p> <p>The CDSP presents the outcome of the consultation, and any comments received to the Change Committee who are requested to approve or reject a preferred option.</p> <p>In Voting to approve a preferred solution, the Committee are approving the forecasted costs associated with implementing the solution and its related funding arrangement.</p>
Detailed Design	Section 4.6.16 – Non modification Service Changes - Procedures	<p>The Detailed Design stage enables the CDSP to establish the relevant UK Link system technical and/or operation design to implement the Change Proposal.</p> <p>The Detailed Design is provided to customers within a Detailed Design Change Pack for customers to consult internally on the proposed design, which can be fed back to the CDSP via representations to the consultation.</p> <p>The CDSP presents the outcome of the consultation, and any comments received to the Change Committee who are requested to approve or reject a preferred option.</p> <p>In Voting to approve the Detailed Design, the Committee are approving the related UK Link system changes that will be implemented when the DSC Change Proposal is delivered.</p>
Release Scope Approval		<p>The CDSP will present a potential scope for each Release (Major, Minor or Adhoc). The Committee are required to vote, either approving or rejecting the proposed Release Scope Candidates. By approving Scope Candidates, the Committee are reserving funds for the delivery of those changes contained within the scope, and a Business Evaluation Report will be prepared and presented to the Committee at a confirmed future date.</p> <p>The purpose of this phase is to ensure Committee members are in agreement of proposed implementation timescales and estimated delivery costs of changes before firm delivery costs and project plans are drafted.</p>
Business Evaluation Report (BER)	Section 4.6.16 – Non modification Service Changes - Procedures	Following approval of the Release Scope, the CDSP will present a BER to Change Managers with a breakdown of the costs associated with a Change. The Committee will vote to progress with the delivery of the change(s) associated with the BER - in voting to approve the Committee are agreeing to the associated costs, delivery timescales, benefits and associated changes for the Release.
Funding Split		<p>Funding is split by customer constituency as per section 8.2.1 of the Budget and Charging methodology document which aligns to the service lines for which the proposed change will impact.</p> <p>If the Committee wish to propose a different funding arrangement they can do so. If there is an impact to Service and Operate (S&amp;O) as a result of a change then the Committee will also be asked to review and agree where these ongoing service costs, and associated Service Lines should be attributed.</p>

Change Phase	Procedure Description Ref	Application of procedure - Change Managers Responsibility
Implementation	Section 4.9 - Implementation	The CDSP will present Release (Major, Minor, Adhoc) project status updates to the Change Management Committee meeting as these projects progress through Delivery, on a monthly basis. These updates are provided for awareness to representatives.
Change Completion Report (CCR)	Section 4.9.3 - Implementation	<p>After a Project has been delivered and exited the Post Implementation Support (PIS) stage, the CDSP will present a Change Completion Report (CCR) which summarises the changes implemented, benefits that are being realised, any revisions to the UK Link Manual and, any lessons that have been captured from the Release that will be taken into consideration if appropriate.</p> <p>The Committee are required to approve the CCR which will enable the change to transfer into a Business As Usual (BAU) activity.</p>

# What stages does a DSC Change go through?



# What are the DSC Change Governance Process Controls and Voting Decision Points?



Voting Arrangements:

Voting Stage	Vote Required	Context
New Change Proposal (Including funding)	Vote by identified Impacted Party Committee Representatives (as known at the time)	The vote will also approve the priority of the change
Solution Option (if applicable)	Vote by identified Impacted Party Committee Representatives (as known at the time)	Approving a preferred solution allows the change to progress into Detailed Design phase, and will reserve the associated Solution costs from the agreed Parties budget, in line with the identified funding split/arrangement that has been agreed.
Detailed Design (including funding)	Impacted Parties	Voting Parties may differ to those identified earlier in the process, as the full detail of the solution is now understood – Impacted Parties will also be notified in the Detailed Design where Solution cost estimates exceed previous cost estimates provided, with rationale.
Release Scope	Funding & Impacted Parties	Funding & Impacted Parties are asked to agree the proposed scope of a Release – this is due to a Release implementing changes to CDSP systems, process or related services which are used by Parties.
Evaluation Quotation Report (if required)	Funding & Impacted parties	Optional Step which enables the CDSP to request funds specifically to design a prescribed solution option.
Business Evaluation Report	Funding & Impacted parties	Firm costs associated with the agreed Release Scope, which are drawn down upon from the DSC Change Budget following approval by the Committee, in line with the agreed funding split/arrangement.

Change Completion  
Report

Funding & Impacted parties

Ratification of delivery completion and successfully exiting the project, where actual costs, benefits and lessons captured during the project are confirmed, for Committee Approval

## What about Data Discovery Platform (DDP)?

The Data Discovery Platform is a solution that provides a set of visualisations and reporting services to DSC Customers.

To support introducing changes and additional features to the Data Discovery Platform, the below governance arrangements will apply;

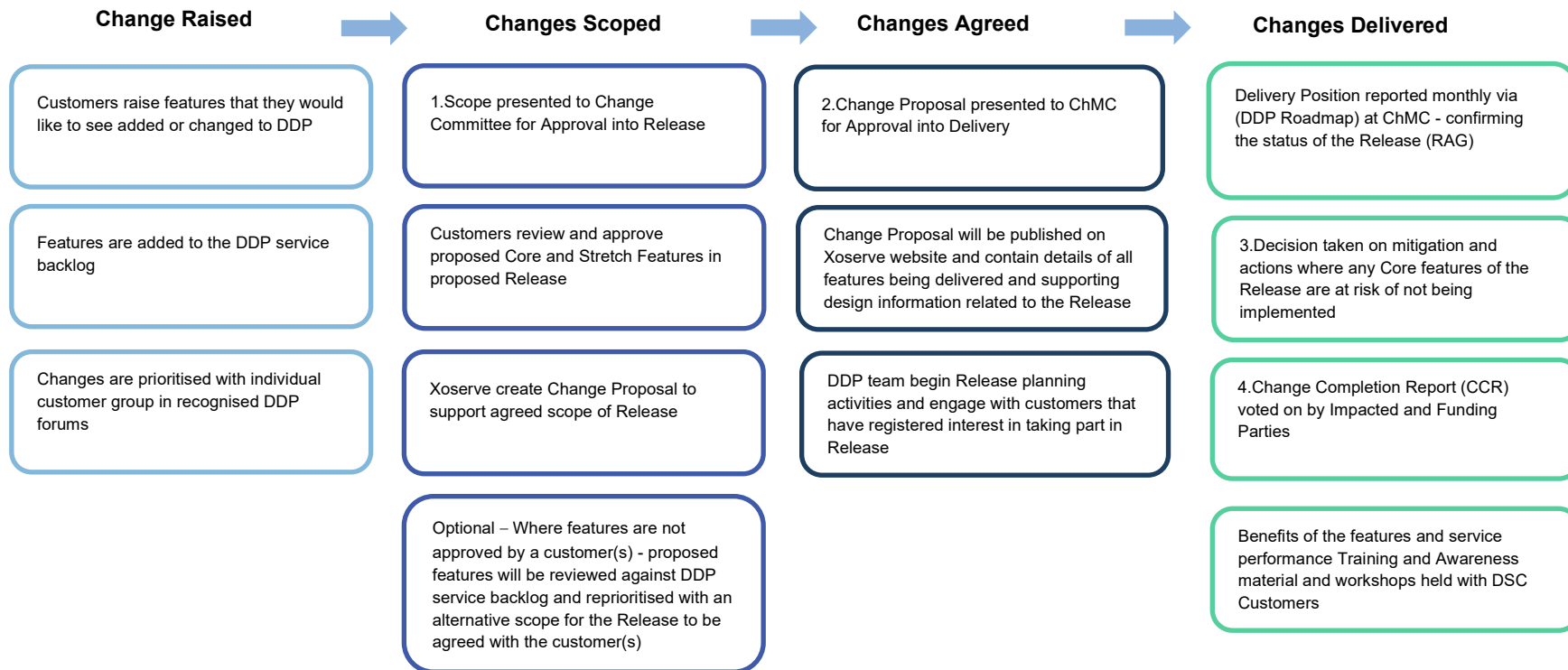
- **ChMC Decision Point 1 – Release Scope Approval**
  - A proposed scope will be presented to ChMC for approval by relevant DSC Customers (Shippers, DNs, IGTs). The scope will set out details relating to core and stretch features targetted for delivery.
  - These features are captured in the DDP service backlog, and are reviewed and prioritised with each Customer group individually on a regular (monthly) basis.
  - The DDP service backlog will be made visible to customers and with this being published in the Business Plan and provided on a quarterly basis.
  - Should one or more Customer Group not support the proposed Scope, then action will be taken to agree on revised priority of the features, and confirmed that such action has been taken and Customers are satisfied, prior to the Release of those features taking place. Where Scope is supported by one or more Customer groups, those agreed features will be included within a DSC Change Proposal for Approval.
- **ChMC Decision Point 2 - DSC Change Proposal**
  - A DSC Change Proposal will be presented for approval by relevant DSC Customer Committee members. The Proposal will contain details on all features (use cases, user stories) being delivered by the Release. It will confirm delivery timescales, details of core and stretch features contained within the Release, per DSC Customer group, with their associated effort and benefit per Customer. The Proposal will also confirm funding arrangements, as outlined in the DSC Change Budget. Approval of this Change Proposal permits the Release to take place.
- **ChMC Decision Point 3 - Project Status Updates / Delivery Position**
  - During the Release, updates will be provided to ChMC. Updates will confirm the status of the Release, and clarify whether Stretch features are on track for implementation within the Release. Where stretch features are not likely to be implemented, these will be communicated and shall form core feature candidates for the next scheduled Release, which are subject to DSC Customer and Committee prioritisation and approval. Where any risks are identified that may cause Core features to not be implemented in the Release, mitigative measures will be taken and discussed with the Committee for consideration and approval at the earliest opportunity. This may require extraordinary DSC Change Committee to be convened dependent on timescales of the related Release implementation date.

- **ChMC Decision Point 4 – Closure of the relevant Release (CCR)**

- This report will ratify delivery completion and exit of Release, confirming the features that have been successfully implemented, and clarifying any actions or next steps that have been captured to address any outstanding Stretch scope features that were not implemented. Relevant DSC Customer Committee members will be asked to approval the Closure Report.

These ChMC Decision Points enable DDP Releases to progress with the prescribed agile delivery methodology, whilst ensuring appropriate Committee governance and controls are in place to assure the delivery of each DDP Release, whilst also ensuring customer requirements are prioritised and progressed accordingly.

### What stages do DSC Changes delivered via DDP go through?



## **Annex 1 – DSC Change Appeals Process:**

Please see below the high-level view of the appeals process as set out in UNC General Terms Section D paragraph 4.5:

1. A DSC Core customer can appeal any decision by a DSC Committee within 10 Days of its publication.

Reasons for an appeal:

The grounds on which a decision of a DSC Committee may be appealed are:

- (a) that the decision is not in accordance with a provision of UNC Section D or the DSC; or
- (b) that the decision is not consistent with the DSC Objectives.

2. Following receipt of the appeal the JO issues notice to DSC Customers, the CDSP and DSC Committee and adds the item to the next meeting of the UNCC.

The notice to the industry includes opening a window for 5 Days to allow DSC Core customers to send representations to the UNCC concerning the appeal.

The UNCC may request additional information from the CDSP, DSC Committee or Core customer in connection with the appeal.

3. The UNCC decides the matter, by reference to the grounds of appeal in one of the following ways:

- (a) by upholding the decision of the DSC Committee.
- (b) by making a different decision in substitution for the DSC Committee's decision; and
- (c) by remitting the matter to the DSC Committee for a further decision with such guidance or instruction as the UNCC decides.

1. The UNCC may also consider additional criteria related to competition and Licence.
2. The Core customer may appeal the UNCC decision to the Authority.

DSC Objectives are defined within UNC General Terms, Section D, an extract of which has been provided below for completeness.

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The DSC Objectives are:

- (a) compliance with the requirements of the CDSP Licence Condition, including (without limitation):
  - (i) that the CDSP should provide services effectively to help facilitate the efficient and integrated operation of the gas industry; and

(ii) so far as concerns CDSP Charges, compliance with the requirements (including the Charging Methodology Objectives (as defined in the CDSP Licence Condition)) in paragraph 6(d)(ii) of the CDSP Licence Condition;

(b) the objectives in paragraph 1 of Standard Special Condition A11 of Gas Transporter's Licences;

(c) (without duplication of the objectives in paragraphs (a)(i)) that CDSP Costs incurred by the CDSP should be incurred efficiently and economically (including costs relating to Non-Service Functions); and

(d) (without duplication of the objectives in paragraph (b)) facilitating effective competition between Parties or Parties of any class.

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## Annex 2 - DSC Change Budget Updates:

- Xoserve will present a Change budget to customers monthly, considering the previous year and changes/early engagement that are in the pipeline and any changes that have funds reserved for delivery within the business plan year.
- Customer will approve the budget per constituency as part of the Proposed DSC Change Budget put forward in Xoserve's Business Plan – Details will be provided for each customer constituency Shippers, National Gas (NTS), Networks (DN) & Independent Gas Transporters (IGT)

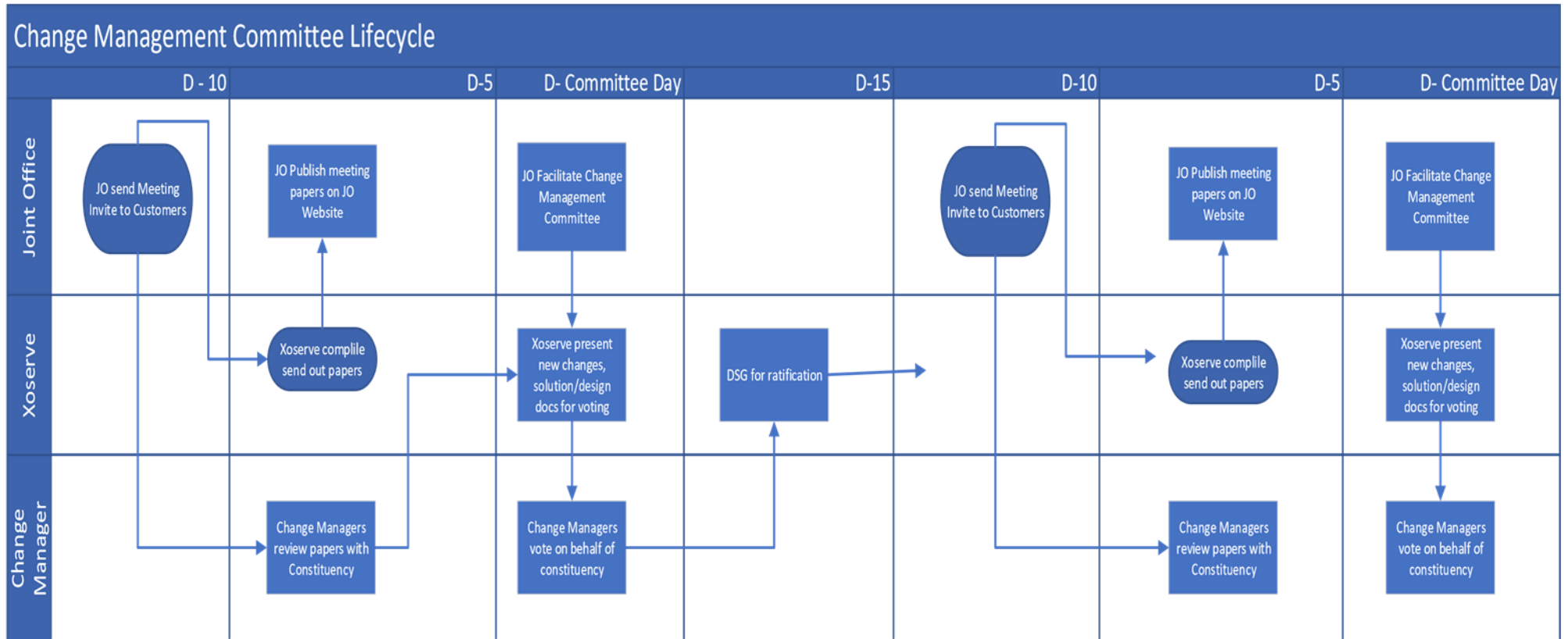
## Annex 3 – Change Management Committee Dates and Information

### Change Management Dates and Key information

- Dates for ChMC for the coming year can be found on the Joint Office Website using the following link : [Change Management Committee | Joint Office of Gas Transporters \(gasgovernance.co.uk\)](https://www.gasgovernance.co.uk/change-management-committee)
- All meeting material for the relevant Committee meeting date can be found here also.
- Below is a link to the Change Management Procedure document which can be found on the Joint Office's website. This document outlines the role of the Change Management committee and your responsibilities as a Change Manager:

[CDSP Service Document Change Management Procedures v3.0](#)

## Committee Lifecycle



#### Annex 4 – general information related to UNC & IGT UNC

The **Uniform Network Code** (UNC) is the hub around which the competitive gas industry revolves, comprising a legal and contractual framework to supply and transport gas. It has a common set of rules which ensure that competition can be facilitated on level terms.

The Joint Office of Gas Transporters has acted as the UNC Code Administrator since May 2005, and the governance requirements of the Joint Office are contained within the Joint Governance Arrangement Agreement. Its role is to provide, on behalf of the Gas Transporters, an efficiently administered governance of the processes for modifying the commercial regime that underpins the gas industry. Information relating to modifications (proposed and implemented) to the Uniform Network Code (UNC) is published on its website at: [www.gasgovernance.co.uk](http://www.gasgovernance.co.uk)

The **Independent Gas Transporter Uniform Network Code** (IGT UNC) was implemented on 1 May 2007 to streamline and harmonise the *network code* arrangements of the IGTs as much as possible.

Gemserv Ltd acts as the Code Administrator for IGTs and provides secretariat services to the IGT UNC Modification Panel [www.igt-unc.co.uk](http://www.igt-unc.co.uk)

UNC Mod Process:

Modifications (MODS) to the UNC can be raised by any party to the UNC and should be made on the standard forms available on Joint Office website.

The UNC MOD process can be found here:



UNC MOD  
Process.pptx

Once a UNC Modification or IGT UNC Modification has been approved for implementation, any changes required to Xoserve systems and processes will be raised as a Change Proposal and progress through our end-to-end change process.

## **Annex 5 – CDSP team that enable DSC Change:**

Under the DSC there are several different types of change. Some are for additional or commercial services but the majority of changes that are progressed as through the DSC Change Process and fall within the responsibility of the Programmes and Service Delivery Team to progress from conception with customers to ensuring the successful delivery of the changes through releases in partnership with our Service Provider.

### **The Programmes and Service Delivery Team**

There are currently three main teams within the CDSP for Change. The Portfolio Management Office is responsible for the governance around the progression of change and the processes which feed into the Change Management Committee to ensure that members are kept informed of the progress of Change through the change lifecycle.

The Regulatory Service Management team are responsible for representing the CDSP at industry forums and providing insight and guidance on the impact of regulatory driven change to customers and the CDSP.

Finally the UNC Services team work with customers on non regulatory change, providing advice and support in raising changes and ensuring the customer sentiment and expected outcomes of change are represented through the change lifecycle.

#### **Key Contacts:**

- The Programmes and Service Delivery team has a group mailbox that is used for all communications to external customers:  
.Box.UKLINK.Manual [uklink@xoserve.com](mailto:uklink@xoserve.com)
- Key contacts for the Xoserve Programmes and Service Delivery team are as follows:
- Emma Smith – Head of UNC Services
- Karen Gray – DSC Portfolio Release Manager
- Rae Taggart – Portfolio Investment Lead

## Annex 6 - Types of DSC Change

Change Type	Raised by	Description
Change Proposal	External DSC Customer	Requested by a DSC customer/ customer group to make changes to processes, systems or services provided under the Data Services Contract. These can be raised to support delivery of : <ul style="list-style-type: none"> <li>• A UNC / IUNC Modification or REC Change Proposal</li> <li>• A customer or Xoserve driven initiative</li> <li>• Following new legislation</li> </ul>
Additional Service Request		Requests for change from a single or a group of DSC customers which do not impact all customers of a customer class (e.g., all shippers, all networks). The change delivery requires no application changes and has no impact to any of the DSC service areas (DSC customers) – e.g. reporting requests
3 <sup>rd</sup> Party Service Request	Non DSC customer (e.g. MAM/MAP)	Same criteria as Additional Service Requests for non-DSC customers
Change Request	Xoserve – internal change	A Change Request is a Xoserve internal mandate to carry out a change, which will require project management and delivery resources, on a Xoserve operation, asset or internal service – where there is NO impact to external Customers.  If a Change Request is identified to have external impacts a Change Proposal is raised and will follow DSC Change Governance accordingly.

## Annex 7 - DSC Change Packs

- Change Packs are documents we use to communicate Xoserve changes to UK Link systems, interfaces and documents to our external customers
- The Programmes and Service Delivery team issue Change Packs monthly, on the first Monday following the DSC Change Management Committee (ChMC) meeting.
- Occasionally there is a requirement to issue extraordinary Change Packs. Where this is identified it will be communicated to customers with rationale, at the earliest opportunity.

### Change Pack Types:

- There are three types of Change Packs issued at different stages within the End to End Change Process:

Change Lifecycle Phase	Change Pack Type & Description
<b>Change Development</b>	<b>Initial review with DSC Customers:</b> This change pack can be requested by Change Management on the back of a new Change Proposal being raised to gauge the market appetite for the specific change prior to any significant time being spent on change development
	<b>Solution Option Change Pack:</b> This change pack goes out for consultation with customers to get a broad view of which solution is preferred within the industry. Where a preferred solution is approved by Change Management Committee this approves the costs (CDSP time and effort) associated with progressing this solution into the Detailed Design phase of the change lifecycle.
<b>Detailed Design Phase</b>	<b>Detailed Design Change Pack:</b> This change pack goes out for consultation with customers to acquire industry input and validation of the detailed design specification before the change enters the delivery stages. Should it be decided that impacted parties had changed or the cost associated with the change exceed the high end estimates previously provided to customers, then the Change Management Committee Impacted Parties will be required to vote again on the cost of the delivery, agreed funding arrangements and delivery impacts (as applicable)

Version	status	Date	Author	Remarks	Approved by
0.1	Draft	28/03/2023	Jane Goodes	first version pending customer and Xoserve approval	
1.0	Approved	13/09/2023	Paul Orsler	Change Management Guidance Document (v0.1) presented at April 2023 ChMC (12/04)  Formal agreement that related DSC Change Committee action (0207) could be closed as complete	September 2023 ChMC
1.1	Draft	09/04/25	Paul Orsler	Updated to improve descriptions and clarify DDP governance arrangements	
1.2	For Approval	21/05/25	Paul Orsler	Updated following customer review and feedback received	
2.0	Approved	11/06/25	Paul Orsler	Approved following agreement and completion of related ChMC action 0404	June 2025 ChMC