

**UNC DSC Contract Management Committee Minutes
Wednesday 17 July 2019
at Lansdowne Gate, 65 New Road, Solihull B91 3DL**

Attendees			
Chris Shanley (Chair)	(CS)	Joint Office	Non-Voting
Helen Cuin (Secretary)	(HCu)	Joint Office	Non-Voting
Shipper User Representatives			
Kirsty Dudley*	(KD)	E.ON	Class A Voting
Kate Mulvany	(KM)	Centrica/British Gas	Class A Voting Alternate for Oorlagh Chapman
Stephanie Clements*	(SC)	ScottishPower	Class A Voting Alternate for Mark Bellman
Lorna Lewin*	(LL)	Orsted	Class B Voting
Steve Mulinganie*	(SM)	Gazprom Energy	Class B Voting
Transporter Representatives			
Helen Chandler	(HCh)	Northern Gas Networks	
Sally Hardman	(SH)	Scotia Gas Networks	
Richard Loukes	(RL)	National Grid	
Teresa Thompson	(TT)	National Grid	
John Cooper*	(JC)	IGT Representative	
Victoria Parker*	(VP)	IGT Representative	
CDSP Contract Management Representatives (Non-Voting)			
Jayne M'Glone	(JM)	Xoserve	Non-Voting
Michele Downes	(MD)	Xoserve	Non-Voting
Observers/Presenters (Non-Voting)			
Alex Stuart	(AS)	Xoserve	UIG Program Manager,
Alison Jennings	(AJ)	Xoserve	Customer Lead
Angela Clarke	(AC)	Xoserve	DSC Compliance
David Addison	(DA)	Xoserve	Service Development
David Turpin	(DT)	Xoserve	Customer Lead
Fiona Cottam	(FC)	Xoserve	Analytical Services/UIG Taskforce
Guv Dosanjh	(GD)	Cadent	
Jane Goodes	(JG)	Xoserve	Customer Lifecycle
Jason McCloud	(JMCL)	Xoserve	Data Office
Leanne Jackson	(LJ)	Xoserve	Customer Consultancy/UIG Task Force
Lee Foster	(LF)	Xoserve	
Leteria Beccano	(LB)	Wales & West Utilities	
Phil Turner	(PT)	Xoserve	Amendment Invoice Taskforce
Ranjit Patel	(RP)	Xoserve	Chief Customer Officer

Shiv Singh	(SS)	Cadent	
Sian Jones	(SJ)	Xoserve	Chief Executive Officer
Smitha Coughlan	(SC)	Wales & West Utilities	
Vinnie Bhanderi	(VB)	Xoserve	Information Security

*Via teleconference

Copies of all papers are available at: <http://www.gasgovernance.co.uk/dsc-contract/170719>

1. Introduction

CS welcomed all to the meeting and explained that Sian Jones (SJ) would be attending the first part of the meeting to provide an Xoserve Strategy Update (see item 10.1).

1.1. Apologies for absence

Mark Bellman

1.2. Alternates

Stephanie Clements for Mark Bellman

Kate Mulvany for Oorlagh Chapman

1.3 Confirm Voting rights

Representative	Classification	Vote Count
Shipper		
Kirsty Dudley	Shipper Class A	1 vote
Kate Mulvany (for Oorlagh Chapman)	Shipper Class A	1 vote
Stephanie Clements (for Mark Bellman)	Shipper Class A	1 vote
Lorna Lewin	Shipper Class B	1 vote
Steve Mulinganie	Shipper Class B	2 votes
Transporter		
Sally Hardman	DNO	1 vote
Helen Chandler	DNO	1 vote
Richard Loukes	NTS	1 vote
Teresa Thompson	NTS	1 vote
John Cooper	IGT	1 vote
Victoria Parker	IGT	1 vote

1.4 Approval of Minutes (19 June 2019)

Minutes from the last meeting were approved.

2. Business Continuity Plan

Next update due August.

3. Contract Assurance Audit

Next update due August.

4. Monthly Contract Management Report (KPIs)

4.1. Contract Metrics (including KPI Reports)

JM provided the Contract Metrics Dashboard summarising the key issues and resolution plans for the: Amendment Invoice, UIG, AQ, Data Enquiry Portal Service, and the Portfolio Files issued to DNs and IGTs.

SM suggested that the Class 3 issue is added and that the red/amber/green key used is reviewed to ensure it is being used consistently.

Further to the update provided by SJ (see item 10.1) MD acknowledged that some KPIs need to be measured differently to provide better warning signals. KD suggested that both the KPIs and KVI's would benefit from a review. MD agreed to review the current metrics and the committee agreed to review any proposals in October.

New Action 0701: Xoserve (MD) to review current KPI and KVI monitoring for improvements and present proposals at the October Contract Management Committee.

SM stressed the need for a clear and concise summary report. He also requested additional information is added to the summary for example when the issue was identified and how long these issues have been existence. SH also asked for some context on the associated complexities of the different issues. SM wanted timelines to be added stressing that issues shouldn't be running beyond 6 months. CS highlighted that most of this information was present in other parts of the metrics or issues log and just needed to be included in the summary.

4.2. Issue Management Update

MD provided a brief overview of the Customer Issue Management Dashboard for June 2019 and briefed the committee on the key issues. Open defects had decreased by 51 and P2s had increased by 9.

MD highlighted a new defect affecting the AQ calculation. Corrupt data relating to a closed defect had not been corrected resulting in 122k MPRN AQs being affected. As a result, Xoserve will need to go through all closed defects to ensure that any corrupt data is corrected and the AQs re-calculated based on the revised data. A Communication was issued to impacted customers on 12 July 2019 providing the MPRNs and estimated kWh value for the 122k MPRNs. Further analysis is required on all closed defects, following this a plan will be shared on timescales to profile, correct data & re-calculate AQs.

SM wished to understand the order of magnitude noting that sites will be subject to erroneous charges and been charged more than they should have been. He highlighted for one site alone this could involve a bill of £140k per month, he therefore wanted to know when there would be a correction.

MD explained that until the data is corrected & AQ re-calculated, the exact impact will not be known but updates would be provided.

MD went on to summarise the Top 5 Customer Issues. These were:

- AQ Calculations
- Amendment Invoice Issues
- UIG
- Xoserve Portal Services
- Network & IGT Reports / Files

MD wished to highlight a defect which had been raised with the Portfolio Reports in relation to the extract of Emergency Contacts. The defect had resulted in some old Emergency Contacts being issued in files following an update as previous entries had not been end-dated. This has now been corrected.

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4.2.1 Amendment Invoice Taskforce Update

PT provided the SLA Delivery Status update for the Amendment Invoice. He acknowledged that there is still work to do, denoted by the amber status, however the trajectory was still on track.

SM challenged the definition of the Red/Amber/Green status and Xoserve's ability to achieve the 10 August target date if the status was Amber. Although there was still a number of tasks to be undertaken PT was confident that the 10 August date would still be met. SM asked for the committee minutes to be clear, that Xoserve have confirmed this is on track to deliver business as usual for 10 August 2019. He stressed the importance of Xoserve providing any pre-indications if there was to be any slippage. He stressed that this needs to be considered, predicted, and communicated. KD also expressed that the SLAs need to be clear, with no ambiguity.

SM stressed that there needs to be clear unambiguous targets as the DSC Representatives are representing their constituencies, and they don't want to be in a position where they are having to explain to business managers after 10 August that the outcome has not been what was expected.

PT believed the targets are measurable, the SLAs were agreed, and Xoserve are aiming for very clear objectives. He recognised that there is still work to be undertaken, this is reflected by the Amber status and Xoserve hope to achieve the project deadlines. SM stressed the need for the invoice to work from 10 August without any ambiguous communication.

MD clarified that from August the BAU process will kick in, there may be some defects still in existence, but any exclusions related to the defect will be corrected within 2 months. MD stressed that the backlog will be cleared, and any unknown defects will be corrected within 2 months. MD explained that Xoserve could not provide a guarantee that no new defects will be identified but assured the committee that these will be dealt with in a swift manner.

KD also wished to record that all formal decisions need to be agreed by the Contract Committee not by any sub-group set up by the committee. CS highlighted that the SLAs had been in operation since the offline workshop earlier in the year and encouraged members to contact Xoserve direct if they had any issues with them.

4.3. KVI Performance

4.3.1 June 2019 KVI Performance

MD provided a brief walkthrough of the Key Value Indicators for June 2019. MD reported that the low number of responses to a survey had skewed some of the results. SM suggested that Xoserve should chase for responses.

MD confirmed more information would be shared on relationship management next month.

4.3.2 Analysis of KVI performance since 01 May 2018

MD provided the KVI 11-month analysis, providing the purpose and background to improve the customer experience for any customer contacting Xoserve for assistance.

KM wished to relay that requests for assistance always got a response. She understood there was a new way of working, which can sometimes fall over without key staff, however it was evident that people are trying. The new way of working just needs to mature.

MD acknowledged that Xoserve need to find ways of measuring themselves, and not relying on customer feedback and changes will be made in this regard.

4.4. UIG Update

LJ provided the UIG Task Force Progress Report, which included a background, dashboard with an overall RAG status of Green except for development of the automated UIG reports which was red, and the next steps being considered.

In summary:

- Plan on a Page will be updated to include October.

- Recommendations, to date 47 closed, 26 to be reviewed.
- Overview of Task Force Funding slide, Xoserve need to overlay existing BP19/BP20 to consider UIG activities, and Xoserve's budget spend. SM wished to note on this point that the upper spend limit cannot be breached. Transition to business as usual needs to be considered as task force is closed down. A closure report is expected for approval in September.
- Machine Learning, next steps being shared.
- Task Force, analysis continues.

4.5. Information Security Arrangements

VB provided an update which focused on the following key points:

- Information Security Governance, slight adjustment on the organisation, creating a sub-committee to provide assurance and oversight of function.
- Education Training and Awareness, in the final stages for closure and handover process.
- Data Protection, in the final stages of closure.
- Security Monitoring challenged to ensure right monitoring.
- Information Security Management System (ISMS), looking at performance and prescribed controls.
- Unified Control Framework (UCF), completed.
- Critical Business Application Review, completed review, some gap analysis being undertaken.

5. Financial Information

Next update due August.

5.1. Cost Allocation Model and Methodology

Next update due August.

5.2. CDSP Budget

Next update due August.

5.3. Annual Charging Statement

Next update due August.

5.4. Invoicing (covered under section 4.1)

Covered under section 4.1.

6. Disclosures (Actions 0504 and 0601)

JM provided an update on the Disclosure Operating Guidelines Document.

Action 0504

SM enquired if the Disclosure Operating Guidelines Document was for 3rd Party Users to utilise. JM confirmed these guidelines are for the committee for the disclosure of requested information.

JM summarised the amendments for Section 9 and explained the concept of inviting a non-DSC Party (a 3rd party) to join the committee by agreement. JM asked for feedback on the ideal timescales to provide the opportunity to object. It was considered if there was a difference in responses if the decision would be based on a majority agreement or if it needed to be unanimous. It was agreed that this would be by simple majority and this would need to be clarified within the guidelines.

The committee also discussed requests for information from a 3rd Party for the disclosure of protected Information.

It was agreed that with the additional clarity the draft document could be published with a view to consulting with all parties for feedback before the Contract Committee members approve next month.

Action 0601

JM referred to the Guidelines for the publication of Change Management Committee material and circulation of DRRs (publication provided for agenda item 10.2). The committee considered the different definitions for the publication of material and material not for publication. It also considered the availability of material/data to all contract managers and not just for DSC Contract Management Committee members. SM was concerned about the different status' and the process becoming convoluted.

KD suggested further consideration is given to the purpose of the classifications and whether there should be a difference between all Customer Contract Managers and Contract Committee members and why there should be a differentiation for parties to the DSC. CS highlighted that from a Joint Office perspective they only needed to know what information could be published or not but agreed that it would be helpful if the CDSP could define the levels of confidentiality and ensure the committee is clear on whether information they are sent by the CDSP can be shared or not. JM agreed to reflect on the feedback and consider the amendments required.

6.1. Disclosure Request Report - Provision of additional data via Data Discovery Platform (Birst) for Shippers (09 July 2019)

JG provided a summary and background to the report. JG advised that the Contract Committee is requested to approve this document which is to amend the Data Permission Matrix to permit Meter Asset Providers access to Shipper Packs available in the data discovery tool.

The committee voted to approve the request as follows:

Voting Outcome:	Disclosure Request Report - Provision of additional data via Data Discovery Platform (Birst) for Shippers	
Shipper Representative	Voting Count	For/Against
Kirsty Dudley	1	For
Kate Mulvany (for Oorlagh Chapman)	1	For
Stephanie Clements (for Mark Bellman)	1	For
Lorna Lewin	1	For
Steve Mulinganie	2	For
Total	6	For
Transporter Representative	Voting Count	For/Against
Sally Hardman	1	For
Helen Chandler	1	For
Richard Loukes	1	For
Teresa Thompson	1	For
John Cooper	1	For
Victoria Parker	1	For
Total	6	For

7. Review of Outstanding Action(s)

Action 0309: Xoserve (DT) to investigate if a new updated process for the 'Requesting of New Services' could be implemented ahead of the next cycle.

Update: Next update expected September 2019. **Carried Forward**

Action 0504: *Reference the (draft) Operating Guidelines Document* – All parties to review and provide feedback for consideration at the next Committee meeting.

Update: See item 6.0. **Carried Forward**

Action 0601: Re: *Reference the (draft) Operating Guidelines Document* - JM to update the guidelines and circulate to DSC Contract Management Committee members for further comments. (See also Action 0504).

Update: See item 6.0. **Carried Forward**

8. Key Committee Updates

8.1. DSC Change Management Committee

Material was provided for the DSC Change Committee Update but was not covered in the meeting.

8.2. PAC/PAFA

The PAC Summary of Key Messages is published via the following link but was not covered in the meeting: www.gasgovernance.co.uk/pac/summarykeymessages

9. CSS Update

JM noted that slides had been published for information and welcomed any feedback.

SM expressed that he would like to see a cost and spend breakdown. JM confirmed that this had now been included. It was suggested that Xoserve could also add checkpoints, to avoid short-notice material changes to the budget being highlighted to the committee.

10. Any Other Business

10.1. Xoserve Strategy Update (following item 1.4)

SJ joined the committee to provide an update on Xoserve's Strategy.

SJ reported that a number of Workstreams and independent Audits have been undertaken. From the work undertaken there are some conclusions and concerns about the platform stability.

SJ provided a further insight on how stable the UK Link system is, with a number of high-profile issues in flight, the Amendment Invoice, SES, misaligned reporting, AQs, an excessive amount of P1/P2s week-on-week. There was a continual trend of data breaches, problems with system availability, and the identification of new issues, driven by some code bugs.

It was recognised that when Project Nexus went live it was launched without an environment for performance testing. Since then large-scale changes have taken place, and the extent of issues have been building up. It was noted to manage priority changes; housekeeping has been put aside such as clearing redundant data/files.

Xoserve had commissioned an independent review of the UK Link design and the health of UK Link. The review concluded that UK Link has not been well maintained, there is a lack of basic infrastructure and house-keeping, and 3rd party contracts are not specific or enforceable to provide consistent exceptional service.

In conclusion Xoserve recognised they have not been measuring all the right things, and this has resulted in reactive issue management.

SJ stressed that Xoserve want to achieve system stability. Less defects are being found and the trend of defects is declining. SJ anticipated that by the end of the year the system will become more stable.

KD enquired if fixes could be bringing to light more dormant issues. SJ confirmed that this could be the case, however the trend is declining and the pace at which defects are fixed is now faster.

It was acknowledged that the volume of P2s had become worse in the last 6 months as a result of jobs not running due to old files not being cleared down so capacity or the use of old kit has become an issue. It was recognised that some of the performance measurements and targets need to be changed.

SJ explained the proposed next steps, which included the need to create new capacity to act upon the design review findings as soon as possible, close all known defects, remove all contractual constraints, stand-up a new performance testing environment, introduce new code quality and automated testing tools, invest in data-profiling capability to start monitoring data quality in real time. SJ further advised that later this year we will look to consider bringing forward investment to replace ageing tools (Portal, CMS, DES).

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Concern was expressed about the cost of the changes. SJ advised that work was underway to reprioritise any investment which would not impact customers and to identify any budget that could be pulled forward from 20/21 FY.

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On the positive side SJ explained that Xoserve have caught the problem, organisational changes are taking place, and the house-keeping issues are fixable. The work required was considered doable, it just needs time and space to fix, in this financial year.

GD recognised the need for time and focus, however, he expressed concerned about the impact on an already congested change schedule and major releases. SJ explained there will be a need for careful planning, with a need to free up space within the data infrastructure (bringing forward the BP20 platform), to create more capacity. She recognised the need to work through how this is managed.

On the topic of change congestion. KD challenged if Xoserve know how big a release can be managed, and if the upper limits are known. SJ explained the challenges of a fixed environment capacity and wanted to utilise cloud infrastructure to free up capacity and volume of change. It was acknowledged there are limited resources that understand the system and very specialised areas. However, SJ recognised that the system may not be being fully utilised from a release perspective.

SM expressed concern about the warnings expressed and ignored about not having environment for performance testing. He was concerned about the extent of the problem and the financial impact to Shippers. SM expressed that this situation has been allowed to occur, by the owners of Xoserve and that Transporters should fund the costs required to fix this problem. He stressed the need to fix this once and for all. SJ explained that there are some design concerns with ASP, and there is a need to consider options, to consider trajectory, to explore the design, to assess what needs to be fixed now, and that there will be a constant trade off. SJ understood the need to prioritise and agree when elements are dropped / descoped, such as testing.

SM wanted to see the proposal and if SAP would provide a more stable platform. KM also stressed the need to see a proposal, stressing that there will be no funding appetite for the fix from Centrica, and she expects this will be the same stance echoed from other parties. SJ took on board the concerns expressed about funding and confirmed that Xoserve will look at the priorities and what can be fixed within the budget.

SM expressed concern that Xoserve, funded on behalf of the Transporters, implemented a product that was not fit for purpose and as a result would not support extra funding.

HCh wished to understand which Project Nexus data items were de-scoped, who was party to these decisions, and if some of these descopings items have caused the problems. Not being party to Project Nexus she believed it would be useful for a breakdown / understanding of why elements were descoped.

New Action 0702: Xoserve to provide a breakdown of Project Nexus de-scoped data items.

SM, KM and HCh requested a copy of the presented slides to enable the information to be shared within businesses.

Having identified the need to change SJ provided an organisation update to address that there are too many hand-offs at a senior level in the current structure. She explained there is a bold ambition to using technology to fix the current issues and build for the future.

New Action 0703: Xoserve to circulate the Xoserve Strategy Update, including the new Organisation Structure.

KD asked how Xoserve are going to measure success, stressing that Xoserve should be tracking system availability, P1s and P2s, and understanding the issues. KD wanted a clear measurement of success. SJ was happy to accept an action to relook at what the key performance indicators (KPIs) for success are.

New Action 0704: Xoserve to review what the Key Performance Indicators for success are.

SJ provided an update on BP20, confirming that the consultation had been launched. SJ summarised the consultation themes and encouraged parties to engage.

KD enquired about the circulation of communications and targeting the key audience. SJ reported that teams are looking at relevant communications and use of appropriate distribution lists.

KM also expressed concern about correct communications being issued highlighting the wasted time involved dealing with the issuing of wrong communications.

SM wanted clarity on BP19 / BP20 CSS cost figures provided by Ofgem, and how this will appear in the Business Plan. SJ suggested that there may be some cost increases, but they would be much lower than reported by Ofgem. DT asked for feedback on BP20 to be sent to the email in the consultation document.

10.2. Guidelines for the publication of CoMC material and circulation of DRRs

Guidelines published for agenda item. Discussion held under item 6.0.

10.3. Data discovery Platform Delivery

JMcL provided a Shipper MI (Shipper Pack / PARR) presentation providing the committee with an update on the Shipper MI and delivery approach. He explained that Xoserve are trialling a new delivery approach, rather than focusing on single change requests they are looking at an agile product approach. This should improve transparency with predictable delivery dates and costs.

KM challenged the application of the approach and asked Xoserve to be mindful that an agile product approach may not take into account multi-organisation complexities. She wanted to avoid the possibility of ending up with something that some users can't use and spending time trying to fix/unpick wholesale changes.

JMcL explained what could be delivered and how these could be packaged, with a single data model driving reporting.

10.4. Business Plan 2020

Covered under item 10.1.

10.5. Class 3 Supply Point Migration Workshop update

DA provided a brief update, confirming a Workshop had been run with positive feedback received. A UNC Modification has been drafted in readiness for submission. He clarified that the Modification will request Urgent status with the need for a decision by end of August.

10.6. Reflections on Data Access Schedule in the REC'

DA provided an update on the set of slides presented at last month's meeting regarding the Data Access Schedule. It was acknowledged that access to the data could be affected by significant change.

DA explained there were 2-3 areas of concern. He explained that the Data Access Matrix had a similar approach to UNC Modification 0697 - Further Realising the Benefit of the Data Permissions Matrix and UNC Consistency Review. At the moment the data access agreement is discharged to another party. This is a different party for electricity and gas.

KD noted that the data access schedule has not yet been defined and if this could help resolve the issue. The split in models between electricity and gas was considered.

KM confirmed she had no preference for either model, but further consideration would be given. To assist assessing the models KM asked Xoserve to provide a view on the models.

DA explained the master data catalogue and the categories of data – Shipper only / Transporter only. The ownership and release of data under REC was considered and what data was classed as Supplier only data or Shipper only data.

SM expressed that data should be available to parties if there is clear justification for having access to it. If Data is needed for legitimate reasons, the data should be provided, and systems should have the ability to allow for it to be released. SM noted that currently data provision is too onerous, it needs to be rationalised, by looking at the terms and it needs to be easier.

DA confirmed that Xoserve will be formally responding to the REC consultation.

KD suggested that the management of data and who has access to it should be considered holistically and not have a silo approach.

SM suggested looking at the current arrangements and how these could be optimised. He stressed that the gas market shouldn't have code obligations more onerous than other markets.

DA noted that there is a Modification being considered at Panel on 18 July 2019 to look at data requests from non-UNC parties (research bodies). DA then agreed to share the CDSP draft response to the REC consultation at the next meeting,

10.7. Change Proposal – Meter Temperature Simulation

FC provided an update on the suggested procurement for a laboratory study of gas temperatures within pipelines. FC explained that the change proposal template had been utilised to help capture the detail and assist with understanding. Some further detail had been used to help document the considerations.

FC confirmed that the approval being sought today was to approve that a Change Proposal should be raised and if there was a preferred delivery option for this Change Proposal. On reviewing the content of the document there was a general preference for a Competitive Procurement Process.

FC asked for feedback on any elements which need to be added to the Change Proposal. KD recommended that enough detail is included with the Change Proposal to circumvent it being referred to the Development Group. KD also suggested that the proposal outlines any options that have been discounted, why and the rationale for the preferred option being put forward. CS added that it would be useful if the document stood on its own and some of the information contained in the supporting documents/links be included.

FC agreed to update the Change Proposal and proceed its formal submission to the Change Management Committee.

11. Diary Planning

Further details of planned meetings are available at: <https://www.gasgovernance.co.uk/events-calendar/month>

Committee members were asked to provide early indication of their availability for the next meeting due on Wednesday 14 August.

Meetings will take place as follows:

Time/Date	Venue	Programme
10:30 Wednesday 14 August 2019	Lansdowne Gate, 65 New Road, Solihull B91 3DL	Standard Agenda items, and any other matters arising.
10:30 Wednesday 18 September 2019	Lansdowne Gate, 65 New Road, Solihull B91 3DL	Standard Agenda items, and any other matters arising.

10:30 Wednesday 16 October 2019	Lansdowne Gate, 65 New Road, Solihull B91 3DL	Standard Agenda items, and any other matters arising.
10:30 Wednesday 20 November 2019	Lansdowne Gate, 65 New Road, Solihull B91 3DL	Standard Agenda items, and any other matters arising.
10:30 Wednesday 18 December 2019	Lansdowne Gate, 65 New Road, Solihull B91 3DL	Standard Agenda items, and any other matters arising.

Action Table (as at 17 July 2019)

Action Ref	Meeting Date	Minute Ref	Action	Owner	Status Update
0309	20/03/19	10.6	Xoserve (DT) to investigate if a new updated process for the 'Requesting of New Services' could be implemented ahead of the next cycle.	Xoserve (DT)	Carried Forward
0504	01/05/19	7.	<i>Reference the (draft) Operating Guidelines Document</i> – All parties to review and provide feedback for consideration at the next Committee meeting.	All	Carried Forward
0601	19/06/19	7.	Re: <i>Reference the (draft) Operating Guidelines Document</i> - JM to update the guidelines and circulate to DSC Contract Management Committee members for further comments. (See also Action 0504).	Xoserve (JM)	Carried Forward
0701	17/07/19	4.1	Xoserve (MD) to review current KPI and KVI monitoring for improvements and present proposals at the October Contract Management Committee.	Xoserve (MD)	Pending
0702	17/07/19	10.1	Xoserve to provide a breakdown of Project Nexus de-scoped data items.	Xoserve (SJ/JM)	Pending
0703	17/07/19	10.1	Xoserve to circulate the Xoserve Strategy Update, including the new Organisation Structure.	Xoserve (SJ/JM)	Pending
0704	17/07/19	10.1	Xoserve to review what the Key Performance Indicators for success are.	Xoserve (SJ/JM)	Pending