

## Agenda

### DSC Contract Management Committee

**10:30 Wednesday 18 December 2019**

**at Xoserve Limited, Lansdowne Gate, 65 New Road, Solihull, B91 3DL**

Teleconference: 020 3582 4515, ID 401-706-701

screen sharing <https://join.me/JointOffice>

*Short notice items are in italics*

*\* indicates where the material is expected to be provided late*

Item	Topic	Lead	Category
<b>1. Introduction</b>			
1.1.	Apologies for absence	Chair	Information
1.2.	Alternates		
1.3.	Confirm Voting rights		
1.4.	Approval of Minutes (20 November 2019)		
1.5.	Review of Outstanding Actions		
<b>2. Approvals</b>			
2.1.	DRR Release of Asset Data to DCC	CDSP	Approval
2.2.	DDP Access for PAFA	CDSP	Approval
2.3.	DRR Amendments to the Supply Point Enquiry API Service	CDSP	Approval
<b>3.</b>	<b>BP20 Update</b>	CDSP (DT)	Information
<b>4. Monthly Contract Management Report (KPIs)</b>			
4.1.	Contract Metrics including Invoicing	CDSP (MD)	Information
4.2.	Xoserve Incident Summary	CDSP (MD)	Information
4.3.	Issue Management Updates		
4.3.1.	Issue Management Dashboard	CDSP (MD)	Information
4.3.2.	Amendment Taskforce Update	CDSP (DD)	Information
4.3.3.	Enabling large scale utilisation of Class 3	CDSP (DA)	Information
4.3.4.	UIG Update	CDSP (FC)	Information
4.4.	KVI Summary		
4.4.1.	Change Management KVI	CDSP (MD)	Information
4.4.2.	Customer Relationship KVI	CDSP (MD)	Information
4.4.3.	KPI and KVI Review Update	CDSP (MD)	Information
4.4.4.	KVI Summary	CDSP (MD)	Information
4.4.5.	Customer Service KVI	CDSP (MD)	Information

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<b>5. CSS Adaptor Update</b>	CDSP (EL/DT)	Information
<b>6. Information Security Update</b>	CDSP (DD)	Due Jan
<b>7. Business Continuity Plan</b>	CDSP (DS)	Information
<b>8. Contract Assurance Audit</b>	CDSP (EB)	Information
<b>9. Financial Information – Q2 Forecast Update</b>	CDSP (NS)	Information
<b>10. Key Committee Updates - DSC Change Management Committee*</b>	CDSP (JR)	Information
<b>11. Any Other Business</b>		
11.1. Xoserve IX refresh update	CDSP	Information
11.2. Request to set up a DSC sub committee	CDSP	Information
11.3. Terms of Reference for CoMC	CDSP	Information
11.4. 0710 update	CDSP	Information
11.5. Action Log Update	CDSP (JM)	Information
<b>12. Diary Planning</b>	Chair	Information

**Action Table (as at 20 November 2019)**

Action Ref	Meeting Date	Minute Ref	Action	Owner	Status Update
0309	20/03/19	10.6	Xoserve (ES) to investigate if a new updated process for the 'Requesting of New Services' could be implemented ahead of the next cycle.	Xoserve (ES)	<b>Carried Forward</b>
1101	20/11/19	5.1	Xoserve (JMc) to check the licence obligation to provide an M-Number Helpline service and confirm if this is limited to the phone service.	Xoserve (JMc)	<b>Pending</b>
1102	20/11/19	5.1	Xoserve (JMc) to confirm whether or not the 90% measurement of the M-Number helpline also includes the availability of 'find my supplier' on the website.	Xoserve (JMc)	<b>Pending</b>
1103	20/11/19	5.2.2	Xoserve (DD) to advise any difference in the planned dates for the exception resolution backlog relating to the Amendment Invoice.	Xoserve (DD)	<b>Pending</b>
1104	20/11/19	5.2.3	Xoserve (JMc/DA) to request out of hours contact details if required for the Christmas Period for Class 3 updates.	Xoserve (JMc/DA)	<b>Pending</b>

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