



# **KVI Change Management Survey Feedback**

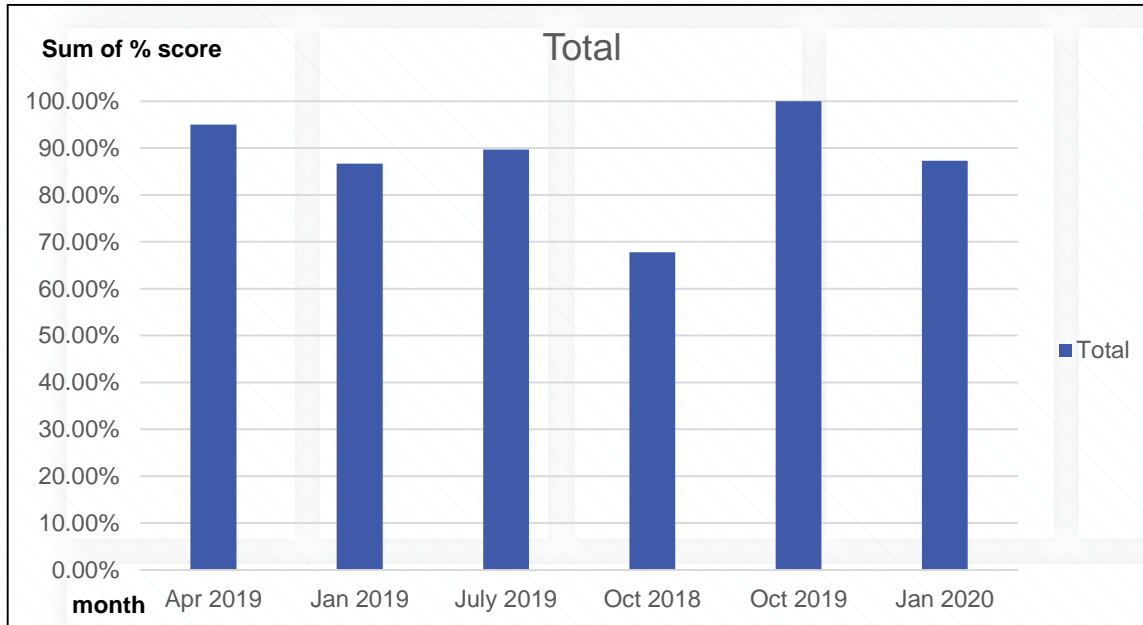
January 2020

# KVI Change Management Survey – January 2020

- 8 responses received by customers.
- October - achieved a KVI of 100% against our target of 90% rated as 'Always' or 'Usually'
- January - achieved a KVI of 87.5% against our target of 90% rated as 'Always' or 'Usually'
- Final year end performance = 93%
  - Year end performance calculated as the average of the 4 scores received this financial year.
- 2 reviewers provided further comments on the Change management process in January– see following slides

# Overview

- 4<sup>th</sup> Survey completed for year 2019/2020 (Jan)
- Issued to approx. 450 Industry contacts



# Individual question responses Oct19 vs Jan 20

I receive timely and fit for purpose information to enable me to manage new changes that impact my organisation

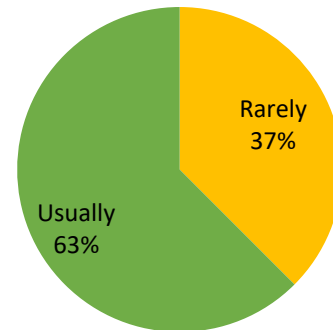
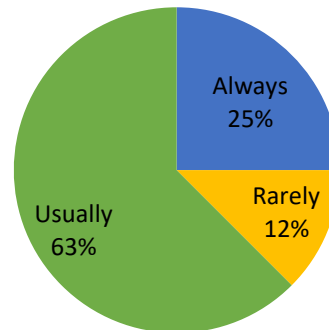
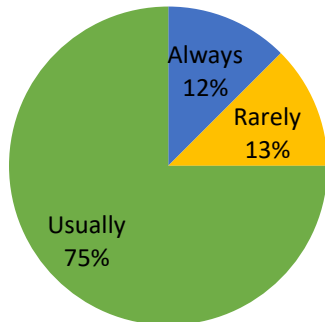
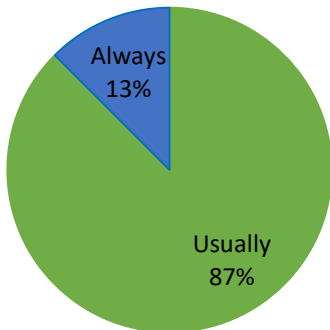
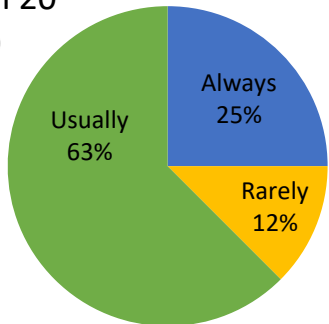
Xoserve presents a range of solution options for each change to enable choice

I trust Xoserve to identify solutions that benefit the whole Industry where possible

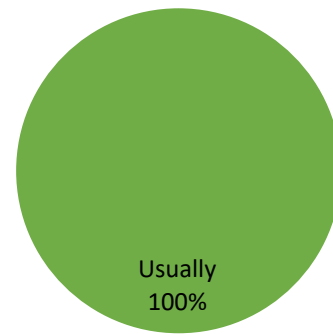
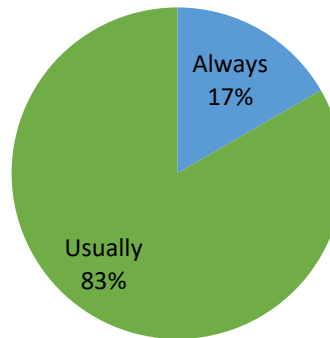
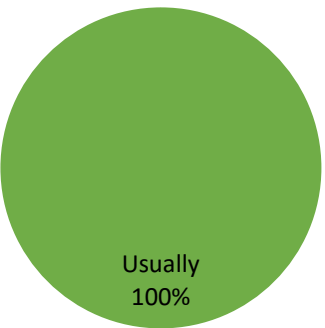
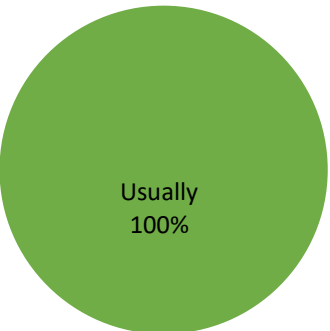
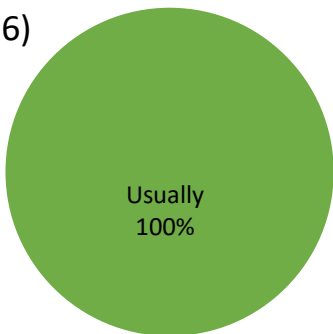
Xoserve supports the ability for me to fully engage me in the change process, should I choose to

I trust Xoserve to deliver changes to agreed costs, timescales and quality

Jan 20  
(8)



Oct 19  
(6)



# You said – We did – January 2020

## You Said

I believe Xoserve are exceptional in change management area. My personal engagement has been in DSG capacity and Xoserve ensure that right people are in attendant for the relevant changes to be discussed in session. Paul Orsler and James Rigby are consistently seeking ways to improve the session and customer experience, so that is great to see.

Changes are taking too long to implement. More consideration needs to be given to impacts of change on IGT files and processes as this is an area that is still largely overlooked and we have evidence of invalid data being sent to IGTs as a consequence of fixes that have been implemented to benefit Shippers.

## We Did

We appreciate you taking the time to provide feedback and are pleased to hear that you are happy with the level of engagement you have experienced from members of the Customer Change Team. We are continually looking to improve our processes so as to enhance customer experience and hope that you continue to provide feedback via the surveys to allow for us to continue the positive engagement with all our customers.

We acknowledge your concerns regarding the length of time it takes to deliver change. We have improved the process around scaling of releases and have recently implemented a 't-shirt sizing' process for change to help plan for change and be able to identify the most efficient and appropriate route for delivery with the intention of implementing change as quickly as customers would want us to whilst ensuring stability of the system and minimal impact to customers down stream.

We continually monitor the impacts of change at the point of implementation through the warranty period. We appreciate your feedback in relation to post implementation impacts and will ensure that root cause is identified and you are informed of the steps we are taking to mitigate the risk of similar issues happening in the future.