

DSC Change Proposal Document

Customers to fill out all of the information in the sections coloured ■
 Xoserve to fill out all of the information in the sections coloured ■

A1: General Details

Change Reference:	XRN5231		
Change Title:	Provision of a FWACV Service		
Date Raised:	27/08/2020		
Sponsor Representative Details:	Organisation:	SGN	
	Name:	Sally Hardman	
	Email:	Sally.Hardman@sgn.co.uk	
	Telephone:	07970 019027	
Xoserve Representative Details:	Name:	Steve Pownall	
	Email:	Steve.pownall@xoserve.com	
	Telephone:	0121 229 2671	
	Business Owner:	New service, to be confirmed	
Change Status:	<input checked="" type="checkbox"/> Proposal	<input type="checkbox"/> With DSG	<input type="checkbox"/> Out for Review
	<input type="checkbox"/> Voting	<input type="checkbox"/> Approved	<input type="checkbox"/> Rejected

A2: Impacted Parties

Customer Class(es):	<input checked="" type="checkbox"/> Shipper	<input checked="" type="checkbox"/> Distribution Network Operator
	<input checked="" type="checkbox"/> NG Transmission	<input type="checkbox"/> IGT
	<input type="checkbox"/> All	<input type="checkbox"/> Other <Please provide details here>
Justification for Customer Class(es) selection	<p>National Grid currently provides a FWACV Calculation service to the Distribution Networks (DNs).</p> <p>The DNs have statutory Gas (Thermal Energy) Regulation and UNC-related¹ obligations to calculate and publish charging zone CV information to Shippers.</p>	

¹ *OAD Section F, TPD Section C and General Terms Section C

A3: Proposer Requirements / Final Change

<p>Change Statement:</p>	<p>National Grid has announced it is to withdraw from providing the Distribution Network Operators (DNs) with the daily LDZ Flow-Weighted Average CV calculation (FWACV) service.</p> <p>As a consequence, the DN's will become responsible for calculating their own daily LDZ FWACVs and, publishing the information to Shippers.</p> <p>The associated 0719R Workgroup has assessed several options that might support the DN's in meeting their FWACV calculation/information provision obligations. The DN's have agreed that Xoserve should take the FWACV calculation role over in its entirety from National Grid. As such, the DN's have requested Xoserve to assess and develop a single option solution.</p>
<p>Change Description:</p>	<p>The DN's will re-route their existing 'FWACV' data flows from National Grid to Xoserve.</p> <p>Xoserve will be required to;</p> <ul style="list-style-type: none"> • Undertake the daily LDZ FWACV calculation and apply the LDZ Attribution Mapping rules as necessary • Apply LDZ CV Capping Rules when necessary • Use the daily LDZ FWACV to calculate the energy entering the LDZ from the daily volume flow • Apply subsequent daily FWACV updates between D+1 and D+5 closeout • Transfer the Shippers' SC9 file interfaces (IX) from National Grid to Xoserve • Maintain SC9 files in the same format and frequency as currently provided to Shippers • Create the morning and evening SC9 files • Issue the morning and evening SC9 files to Shippers • Note: Shipper SC9 files do not go through, nor are generated by, Gemini. National Grid generates SC9 files and sends direct to Shippers through the IX interface • Create a new Gemini screen for DN's to access and/or update the daily LDZ FWACV values as necessary • Generate and send the Ofgem Monthly FWACV Audit Report • Generate and send new Monthly FWACV Audit Reports to DN's <p>Key working assumptions that have been ratified by the 0719R Workgroup:</p> <p>Xoserve will be required to;</p> <ul style="list-style-type: none"> • provide similar service levels to those of National Grid i.e. 7 days per week • fulfil an 'operational' role when there is missing/inaccurate data e.g. 'Loss of Record', 'Not Attributable'; • liaise with DN's' FWACV operational/ technical teams to resolve data issues • hold/archive historic data for 7 years • maintain the existing Service Level Agreements for the processing and publication of outputs (reports, data values, updates)

The DNs will;

- Review, manage and maintain the LDZ Attribution Mapping process, rules and data values; Xoserve will reference the LDZ Attribution Mapping values that will be applied in the FWACV calculations

National Grid business requirements:

These have yet to be determined but are likely to include:

- Xoserve to send daily LDZ FWACV, flow and energy data to National Grid for Gemini/MIPI updates
- Xoserve to send the daily calculated energy for each NTS-DN Exit Offtake; calculated using the Offtake’s own CV rather than the LDZ FWACV

Other considerations:

- The DNs have provided business rules for the FWACV calculations; these are provided with this change proposal
- A National Grid summary overview of the FWACV process flow is attached to this change proposal

Supporting Information:

FWACV Process Overview and calculation(s)



NG FWACV Process Summary v2.pdf



FWACV Process Details WWU.pdf

Attribution Mapping Overview and DNs LDZ tables



FWACV services transition - Attribution Mappings - NGN.xlsx



FWACV Attribution Mappings - WWU.xls



FWACV Attribution Mappings - SGN.xlsx



FWACV Attribution Mappings - SGN.xlsx



FWACV Attribution Mappings - Cadent G

Miscellaneous



Ofgem Monthly FWACV Audit Specific



SC9 File Format Specification.pdf



PRCMS_Interface_Specification.pdf

Proposed Release:	Release: Feb/Jun/Nov XX or Adhoc DD/MM/YYYY	
Proposed Consultation Period:	<input type="checkbox"/> 10 Working Days	<input type="checkbox"/> 15 Working Days
	<input type="checkbox"/> 20 Working Days	<input type="checkbox"/> Other [Specify Here]

A4: Benefits and Justification

Benefit Description:	National Grid (NG) currently provides LDZ FWACV data to Shippers on behalf of the DNs however, NG is withdrawing this service. The DNs will continue to have statutory obligations to provide Shippers with daily LDZ FWACV information. <i>What, if any, are the tangible benefits of introducing this change? What, if any, are the intangible benefits of introducing this change?</i>
Benefit Realisation:	Benefits will be immediate upon the DNs utilising the revised FWACV Service arrangements. There is an expectation the solution will be a candidate for delivery in November 2021 Major Release although it could be delivered on an ad-hoc, standalone basis <i>When are the benefits of the change likely to be realised?</i>
Benefit Dependencies:	To be confirmed but likely dependency on National Grid and DNs' systems/process changes <i>Please detail any dependencies that would be outside the scope of the change, this could be reliance on another delivery, reliance on some other event that the projects has not got direct control of.</i>

A5: Final Delivery Sub-Group (DSG) Recommendations – Removed (see Section C for DSG recommendations)

A6: Service Lines and Funding

Service Line(s) Impacted - New or existing	To be confirmed		
Level of Impact	Major		
If None please give justification			
Impacts on UK Link Manual/ Data Permissions Matrix	To be confirmed		
Level of Impact	Major		
If None please give justification			
Funding Classes :	Customer Classes/ Funding	Delivery of Change	On-going Budget Amendment
	<input type="checkbox"/> Shipper	XX %	XX %
	<input checked="" type="checkbox"/> National Grid Transmission	XX %	XX %
	<input checked="" type="checkbox"/> Distribution Network Operator	XX %	XX %
	<input type="checkbox"/> IGT	XX %	XX %
	<input type="checkbox"/> Other <please specify>	XX %	XX %
ROM or funding details:	A 'ROM' has previously been provided to the 0719R Workgroup (ex Option 1) and are subject to further detailed cost assessment: <ul style="list-style-type: none"> • Development: Within a range of £200k-£600k • Ongoing Support: Within a range of £75k-£200k (resource, 		

	maintenance, etc) <ul style="list-style-type: none"> • Delivery Timescale: detailed analysis: 6-8 weeks, development: 6-12 months • Implementation subject to DSC governance and planned delivery release programme
Funding Comments:	

A7: ChMC Recommendation

Change Status:	<input type="checkbox"/> Approve	<input type="checkbox"/> Reject	<input type="checkbox"/> Defer
Industry Consultation:	<input type="checkbox"/> 10 Working Days	<input type="checkbox"/> 15 Working Days	
	<input type="checkbox"/> 20 Working Days	<input type="checkbox"/> Other [Specify Here]	
Expected date of receipt for responses (to Xserve)	XX/XX/XXXX		

DSC Consultation Issue:	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Date Issued:	Click here to enter a date.	
Comms Ref(s):		
Number of Responses:		

A8: DSC Voting Outcome

Solution Voting:	<input type="checkbox"/> Shipper	Please select.	
	<input type="checkbox"/> National Grid Transmission	Please select.	
	<input type="checkbox"/> Distribution Network Operator	Please select.	
	<input type="checkbox"/> IGT	Please select.	
Meeting Date:	Click here to enter a date.		
Release Date:	Release: Feb / Jun / Nov XX or Adhoc DD/MM/YYYY or NA		
Overall Outcome:	<input type="checkbox"/> No	<input type="checkbox"/> Yes	If [Yes] please specify <Release>

Please send the completed forms to: box.xoserve.portfoliooffice@xoserve.com

Section B: Change Proposal Initial Review

To be removed if no consultation is required; or alternatively collated post consultation

B1: User Details

User Contact Details:	Organisation:	
	Name:	
	Email:	
	Telephone:	

B1: ChMC Industry Consultation

1. Do you think the change proposed poses a material risk/cost to your organisation and / or the market? Please can you provide the rationale for your response			
2. Do you think the change proposed will benefit your organisation and / or the market? Please provide any quantifiable outputs as well as any assumptions.			
3. Considering any functional changes as a result of this change, would your organisation support this to be implemented within a minor/major release as proposed in section A3 (Proposer Requirements / Final (redlined) Change)? Based on your answer how long a lead time would your organisation require to implement this change (for example minimum of 4 months, minimum of 6 months)			
4. Do you agree with the principles of this funding as indicated in section A6 (Service Lines and Funding)?			
Change Proposal in principle:	<input type="checkbox"/> Approve	<input type="checkbox"/> Reject	<input type="checkbox"/> Defer
Publication of consultation response:	<input type="checkbox"/> Publish		<input type="checkbox"/> Private

Please send the completed forms to: uklink@xoserve.com

Section C: DSG Discussion

C1: Delivery Sub-Group (DSG) Recommendations

(To be removed if no DSG Discussion is required; Xserve to collate where DSG discussions occur)

DSG Date:	Click here to enter a date.		
DSG Summary:			
Capture Document / Requirements:	<Insert where appropriate>		
DSG Recommendation:	<input type="checkbox"/> Approve	<input type="checkbox"/> Reject	<input type="checkbox"/> Defer
DSG Recommended Release:	Release: Feb / Jun / Nov XX or Adhoc DD/MM/YYYY		

Section D: High Level Solution Options

D1: Solution Options

Solution Option Summary:	
Xoserve preferred option: (including rationale)	
DSG preferred solution option: (including rationale)	
Consultation closeout:	Click here to enter a date.

Impact on Service Line(s) and funding (A6) for each Solution Option:	(If differ from original assessment in A6)
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Section E: Industry Response Solution Options Review

E1: Organisation's preferred solution option

User Contact Details:	Organisation:			
	Name:			
	Email:			
	Telephone:			
Organisation's preferred solution option, including rationale taking into account costs, risks, resource etc.				
Implementation Date:	<input type="checkbox"/> Approve	<input type="checkbox"/> Reject	<input type="checkbox"/> Defer	
Xoserve preferred solution option:	<input type="checkbox"/> Approve	<input type="checkbox"/> Reject	<input type="checkbox"/> Defer	
DSG preferred solution option:	<input type="checkbox"/> Approve	<input type="checkbox"/> Reject	<input type="checkbox"/> Defer	
Publication of consultation response:	<input type="checkbox"/> Publish		<input type="checkbox"/> Private	

E2: Xoserve's Response

Xoserve Response to Organisations Comments:	
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Section F: Approved Solution Option

F1: Approved Solution Option

XRN Reference:	XRN####
Solution Details:	
Implementation Date:	Click here to enter a date.
Approved By:	
Date of Approval:	Click here to enter a date.

Section G: Change Pack

G1: Communication Detail

Comm Reference:	
Comm Title:	
Comm Date:	Click here to enter a date.

G2: Change Representation

Action Required:	
Close Out Date:	Click here to enter a date.

G3: Change Detail

Xoserve Reference Number:	
Change Class:	
ChMC Constituency Impacted:	
Change Owner:	
Background and Context:	

G4: Change Impact Assessment Dashboard (UK Link)

Functional:	
Non-Functional:	
Application:	
User(s):	
Documentation:	
Other:	

Files				
File	Parent Record	Record	Data Attribute	Hierarchy or Format Agreed

G5: Change Design Description

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G6: Associated Changes

Associated Change(s) and Title(s):	
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G7: DSG

Target DSG discussion date:	Click here to enter a date.
Any further information:	

G8: Implementation

Target Release:	Release: Feb/Jun/Nov XX or Adhoc DD/MM/YYYY
Status:	

Please see the following page for representation comments template; responses to uklink@xserve.com

Section H: Representation Response

H1: Change Representation

(To be completed by User and returned for response)

User Contact Details:	Organisation:		
	Name:		
	Email:		
	Telephone:		
Representation Status:			
Representation Publication:	<input type="checkbox"/> Publish	<input type="checkbox"/> Private	
Representation Comments:			
Confirm Target Release Date?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	If [No] please specify alternative

Please send the completed representation response to uklink@xserve.com

Appendix 1

Change Prioritisation Variables

Xoserve uses the following variables set for each and every change within the Xoserve Change Register, to derive the indicative benefit prioritisation score, which will be used in conjunction with the perceived delivery effort to aid conversations at the DSC ChMC and DSC Delivery Sub Groups to prioritise changes into all future minor and major releases.

Change Details

Change Driver Type:	<input type="checkbox"/> CMA Order	<input type="checkbox"/> MOD / Ofgem	
	<input type="checkbox"/> EU Legislation	<input checked="" type="checkbox"/> License Condition	
	<input type="checkbox"/> BEIS	<input type="checkbox"/> ChMC endorsed Change Proposal	
	<input type="checkbox"/> SPAA Change Proposal	<input type="checkbox"/> Additional / 3rd Party Service Request	
	<input type="checkbox"/> Other	<If [Other] please provide details here>	
Customer group(s) impacted if the change is not delivered:	<input checked="" type="checkbox"/> Shipper	<input type="checkbox"/> IGT	<input checked="" type="checkbox"/> Network
	<input type="checkbox"/> Xoserve	<input checked="" type="checkbox"/> NG Transmission	<input type="checkbox"/> NTS
	<input type="checkbox"/> Other	<If [Other] please provide details here>	
Associated Change Ref Number(s):		Associated MOD Number(s):	
Perceived delivery effort (days):	<input type="checkbox"/> 0-30	<input type="checkbox"/> 30-60	
	<input type="checkbox"/> 60-100	<input type="checkbox"/> 100+	
Does the change involve the processing of personal data?	‘Any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier’ - includes MPRNS.		<input type="checkbox"/> Yes (if selected please answer the next question) <input type="checkbox"/> No
A Data Protection Impact Assessment (DPIA) will be required if the change involves the processing of personal data in any of the following scenarios:	<input type="checkbox"/> New Technology		<input type="checkbox"/> Theft of Gas
	<input type="checkbox"/> Mass Data		<input type="checkbox"/> Xoserve Employee Data
	<input type="checkbox"/> Vulnerable Customer Data		<input type="checkbox"/> Fundamental changes to Xoserve
	<input type="checkbox"/> Other		<If [Other] please provide details here>
	(If any of the above boxes have been selected then please contact The Data Protection Officer (Sally Hall) to complete the DPIA.		
Change Beneficiary: <i>How many market participant or segments stand to benefit this change?</i>	<input type="checkbox"/> Multiple Market Participants		<input type="checkbox"/> Multiple Market Group
	<input type="checkbox"/> All UK Gas Market Participants		<input type="checkbox"/> Xoserve Only
	<input type="checkbox"/> One Market Group		<input type="checkbox"/> One Market Participant
Primary Impacted DSC Service Area:	Choose Item		
Number of Service Areas Impacted:	<input type="checkbox"/> One		<input type="checkbox"/> Two to Five
	<input type="checkbox"/> Five to Twenty		<input type="checkbox"/> All

Improvement Scale?	<input type="checkbox"/> High	<input type="checkbox"/> Medium	<input type="checkbox"/> Low
Are any of the following at risk if the change is not delivered?	<input type="checkbox"/> Safety of Supply at risk		
	<input type="checkbox"/> Customer(s) incurring financial loss		
	<input type="checkbox"/> Customer Switching at risk		
Are any of the following required if the change is delivered?	<input type="checkbox"/> Customer System Changes Required		
	<input type="checkbox"/> Customer Testing Likely Required		
	<input type="checkbox"/> Customer Training Required		
Primary Application impacted:	<input type="checkbox"/> BW	<input type="checkbox"/> ISU	<input type="checkbox"/> CMS
	<input type="checkbox"/> AMT	<input type="checkbox"/> EFT	<input type="checkbox"/> IX
	<input type="checkbox"/> Gemini	<input type="checkbox"/> Birst	<input type="checkbox"/> API
	<input type="checkbox"/> Other	<If [Other] please provide details here>	
Business Process Impacted:	<input type="checkbox"/> AQ	<input type="checkbox"/> SPA	<input type="checkbox"/> RGMA
	<input type="checkbox"/> Reads	<input type="checkbox"/> Portal	<input type="checkbox"/> Invoicing
	<input type="checkbox"/> Other	<If [Other] please provide details here>	
Any known impacts to external services and/or systems as a result of this change?	<input type="checkbox"/> Yes	<If [Yes] please provide details here>	
	<input type="checkbox"/> No		

Workaround Details

Workaround in operation?	<input type="checkbox"/> Yes	If [No] please do <u>not</u> continue completing the [Workaround Details] section	
	<input type="checkbox"/> No		
Who is accountable for the workaround?	<input type="checkbox"/> Xoserve	<input type="checkbox"/> External Customer	<input type="checkbox"/> Both
What is the Frequency of the workaround?			
What is the lifespan for the workaround?			
What is the number of resource effort hours required to service workaround?			
What is the Complexity of the workaround?	<input type="checkbox"/> Low	<i>(easy, repetitive, quick task, very little risk of human error)</i>	
	<input type="checkbox"/> Medium	<i>(moderate difficult, requires some form of offline calculation, possible risk of human error in determining outcome)</i>	
	<input type="checkbox"/> High	<i>(complicate task, time consuming, requires specialist resources, high risk of human error in determining outcome)</i>	

Prioritisation Score

Change Prioritisation Score:	
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Version Control

Document

Version	Status	Date	Author(s)	Remarks
1.0	Initial CP	09/12/19	Steve Pownall	High-level business requirements confirmed by Cadent 9/12/19

Template

Version	Status	Date	Author(s)	Remarks
3.0	Superseded	17/07/2018	Emma Smith	Template approved at ChMC on 11th July 2018
4.0	Superseded	07/09/2018	Emma Smith	Minor wording amendments and additional customer group impact within Appendix 1
5.0	Superseded	10/12/2018	Heather Spensley	Template moved to new Word template as part of Corporate Identity changes.
6.0	Approved	12/12/2018	Simon Harris	Cosmetic changes made. Approved at ChMC on the 12 th December 2018.
6.1	In Draft	26/03/2019	Richard Johnson/ Alison Cross	The following minor changes were made: <ul style="list-style-type: none"> - Inclusion of an All 'Impacted Parties' option in A2 - Justification section added to section A2 - Change Description replaced with Problem Statement in section A3 - Remove 'X' in Release information (sections A3, A5, A7, C1 and G8) - Updated Service Line and UK Link impacts and funding section (A6) to include further detail - Amended questions 3 and 4 in section B - Added Service Line/UK link Assessment in section D - Removed Section A5
6.2	For approval	14/05/2019	Alison Cross	Following review at DSC Governance review group re-added Change Description text box
7.0	Approved	13/06/2019	Richard Johnson	DSC Governance Review Group changes to the template approved at Change Management Committee on 12 th June 2019

Appendix 1

Change Prioritisation Variables

Xoserve uses the following variables set for each and every change within the Xoserve Change Register, to derive the indicative benefit prioritisation score, which will be used in conjunction with the perceived delivery effort to aid conversations at the DSC ChMC and DSC Delivery Sub Groups to prioritise changes into all future minor and major releases.

Change Driver Type	<input type="checkbox"/> CMA Order <input type="checkbox"/> MOD / Ofgem <input type="checkbox"/> EU Legislation <input checked="" type="checkbox"/> License Condition <input type="checkbox"/> BEIS <input type="checkbox"/> ChMC endorsed Change Proposal <input type="checkbox"/> SPAA Change Proposal <input type="checkbox"/> Additional or 3 rd Party Service Request <input type="checkbox"/> Other (please provide details below)
Please select the customer group(s) who would be impacted if the change is not delivered	<input checked="" type="checkbox"/> Shipper Impact <input type="checkbox"/> iGT Impact <input checked="" type="checkbox"/> Network Impact <input checked="" type="checkbox"/> Xoserve Impact* <input checked="" type="checkbox"/> National Grid Transmission Impact
Associated Change reference Number(s)	
Associated MOD Number(s)	
Perceived delivery effort	<input type="checkbox"/> 0 – 30 <input type="checkbox"/> 30 – 60 <input type="checkbox"/> 60 – 100 <input type="checkbox"/> 100+ days
Does the project involve the processing of personal data? <i>'Any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier' – includes MPRNS.</i>	<input type="checkbox"/> Yes (If yes please answer the next question) <input checked="" type="checkbox"/> No
A Data Protection Impact Assessment (DPIA) will be required if the delivery of the change involves the processing of personal data in any of the following scenarios:	<input type="checkbox"/> New technology <input type="checkbox"/> Vulnerable customer data <input type="checkbox"/> Theft of Gas <input type="checkbox"/> Mass data <input type="checkbox"/> Xoserve employee data <input type="checkbox"/> Fundamental changes to Xoserve business <input type="checkbox"/> Other (please provide details below) <i>(If any of the above boxes have been selected then please contact The Data Protection Officer (Sally Hall) to complete the DPIA.</i>
Change Beneficiary <i>How many market participant or segments stand to benefit from the introduction of the change?</i>	<input type="checkbox"/> Multiple Market Participants <input type="checkbox"/> Multiple Market Group <input checked="" type="checkbox"/> All industry UK Gas Market participants <input type="checkbox"/> Xoserve Only <input type="checkbox"/> One Market Group <input type="checkbox"/> One Market Participant
Primary Impacted DSC Service Area	Choose Item
Number of Service Areas Impacted	<input type="checkbox"/> All <input type="checkbox"/> Five to Twenty <input type="checkbox"/> Two to Five <input type="checkbox"/> One
Change Improvement Scale? <i>How much work would be reduced for the customer if the change is implemented?</i>	<input type="checkbox"/> High <input checked="" type="checkbox"/> Medium <input type="checkbox"/> Low
Are any of the following at risk if the change is not delivered?	
<input type="checkbox"/> Safety of Supply at risk <input type="checkbox"/> Customer(s) incurring financial loss <input type="checkbox"/> Customer Switching at risk	
Are any of the following required if the change is delivered?	

<input checked="" type="checkbox"/> Customer System Changes Required <input checked="" type="checkbox"/> Customer Testing Likely Required <input type="checkbox"/> Customer Training Required	
Known Impact to Systems / Processes	
Primary Application impacted	<input type="checkbox"/> BW <input type="checkbox"/> ISU <input type="checkbox"/> CMS <input type="checkbox"/> AMT <input type="checkbox"/> EFT <input checked="" type="checkbox"/> IX <input checked="" type="checkbox"/> Gemini <input type="checkbox"/> Birst <input type="checkbox"/> Other <i>(please provide details below)</i>
Business Process Impact	<input type="checkbox"/> AQ <input type="checkbox"/> SPA <input type="checkbox"/> RGMA <input type="checkbox"/> Reads <input type="checkbox"/> Portal <input type="checkbox"/> Invoicing <input type="checkbox"/> Other
Are there any known impacts to external services and/or systems as a result of delivery of this change?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Please select customer group(s) who would be impacted if the change is not delivered.	<input type="checkbox"/> Shipper impact <input checked="" type="checkbox"/> Network impact <input type="checkbox"/> iGT impact <input type="checkbox"/> Xoserve impact <input checked="" type="checkbox"/> National Grid Transmission Impact
Workaround currently in operation?	
Is there a Workaround in operation?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
If yes who is accountable for the workaround?	<input type="checkbox"/> Xoserve <input type="checkbox"/> External Customer <input type="checkbox"/> Both Xoserve and External Customer
What is the Frequency of the workaround?	
What is the lifespan for the workaround?	
What is the number of resource effort hours required to service workaround?	
What is the Complexity of the workaround?	<input type="checkbox"/> Low <i>(easy, repetitive, quick task, very little risk of human error)</i> <input type="checkbox"/> Medium <i>(moderate difficult, requires some form of offline calculation, possible risk of human error in determining outcome)</i> <input type="checkbox"/> High <i>(complicate task, time consuming, requires specialist resources, high risk of human error in determining outcome)</i>
Change Prioritisation Score	

Document Control

Version History

Version	Status	Date	Author(s)	Summary of Changes
1	Draft	27/04/18	Anesu Chivenga	