



Change Management Committee

9th September 2020

2. Finance and General Change Budget Update (Late Paper)

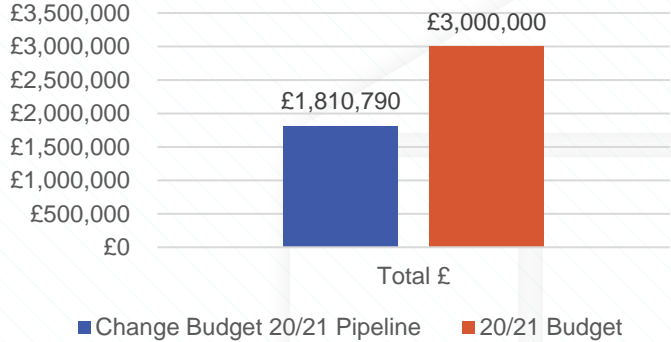
- DSC Change Budget BP20 (Financial Year To Date)
- Change Budget discussion



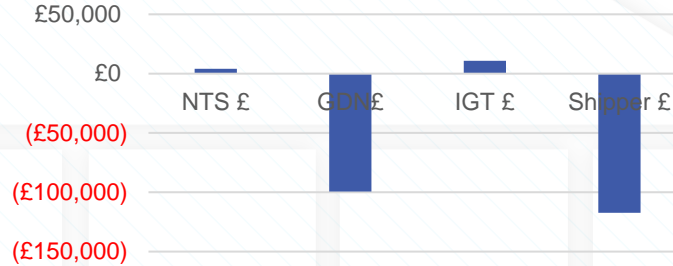
DSC Change Budget BP20 (Financial Year To Date)

Budget v Spend BP20/21 Financial Year To Date (FYTD)

Total budget v spend BP20/21 FYTD

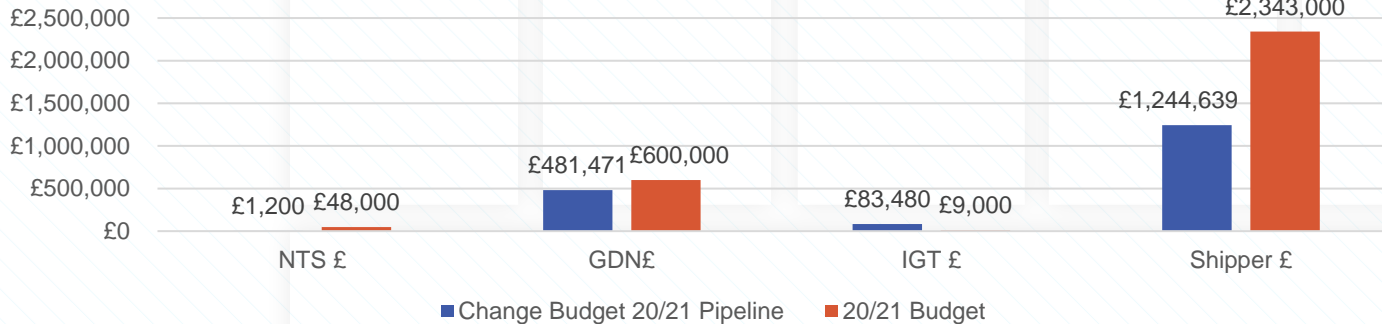


Variance in available funds since last report



- 75% of indicative costs associated with changes being delivered via June-21 have been applied to the finance tracker to account for estimated spend during the current financial year. **These costs will change and be updated upon drafting of BER (approval sought in November ChMC)**

Constituency budget v spend BP20/21 FYTD



- Line item in finance tracker associated with Market Trials (MT) has been removed as MT costs are now tracked per individual change. Only XRN 4850 has been subject to MTs and there are no MT for Nov-20

- This has changed the 'available' funds for Shippers, DN and IGTs since last report

Finance Summary



Microsoft Excel
Worksheet



3. New Change Proposals – Initial Review

New Change Proposals – Initial Review

XRN / Title	Voting				DSC Service Area
	Shipper	DNO	IGT	NTS	
XRN5231 Provision of a FWACV Service	X	X		X	TBC
XRN5225 Minor Release Drop 8	For Information Only				N/A

XRN5231 Provision of a FWACV Service

Voting Parties

Customer Class	Voting Party?
Shipper	X
Distribution Network Operators (DNOs)	X
National Grid Transmission	X
IGT's	
Impacted parties: Shipper, DNO & NGT	

DSC Service Area:	TBC – potential for a new service line.
Link to Change Proposal	Link to CP

Change Type	Regulatory
Priority Score	High

Sponsor Representative	SGN
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Change Details

Problem Statement
<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 FWACV's 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>
Change Description
<p>The DN's will re-route their existing 'FWACV' data flows from National Grid to Xoserve.</p> <ul style="list-style-type: none"> • There is a list in the CP detailing what Xoserve will be required to do. • Key working assumptions that have been ratified by the 0719R Workgroup <ul style="list-style-type: none"> • What is required from Xoserve and DN's • National Grid business requirements: • Other considerations: • Supporting Information: <p>See CP for the complete description</p>

XRN5225 Minor Release Drop 8

Voting Parties

Customer Class	Voting Party?
Shipper	N/A
Distribution Network Operators (DNOs)	N/A
National Grid Transmission	N/A
IGT's	N/A
No voting needed as for information only	

DSC Service Area:	N/A
Link to Change Proposal	Link to CP

Change Type	Non Regulatory
Priority Score	N/A

Sponsor Representative	Xoserve
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Change Details

Problem Statement
The request for this Change Proposal is to ensure that there is visibility to ChMC of the Changes and progress of Minor Release Drop 8

Change Description
<p>A parent XRN is required for Minor Release Drop 8</p> <p>There are 3 changes within this drop</p> <ul style="list-style-type: none">• XRN5181 - Acceptance of Consumption Adjustment where meter removed after meter point set to Dead• XRN5174 - Agreed FINT Replacement Reads Incorrectly Triggering Rolling AQ Calculation• XRN5118 - Change to how 'Actual MR date' field is populated in UK Link <p>Completing these changes remove manual workarounds that are currently in place.</p>



4. New Change Proposals – Post Initial Review

None for this meeting



5. New Change Proposals – Post Solution Review

New Change Proposals – Post Solution Review

XRN / Title Proposed Release Link to Change Proposal Comm Ref	DSG/ Xoserve Preferred Option	Solution Summary Outcome and implementation date outcome				Comments
		Organisation	Approve	Defer	Reject	
<p>XRN5142 - New Allowable Values for DCC Service Flag in DXI File From DCC Change Pack</p> <p>Proposed delivery: June 21</p> <p>Link to CP</p> <p>Link to Change Pack ref: 2654.2 – KL – PO</p> <p>Voting: Shippers, DN & IGT</p> <p>High level Solution cost: £120K – 200K</p>	<p>One option identified and DSG support</p>	EDF	X			<p>We fully support this change driven from the SEC solution and just want to note that go-live dates for both elec & gas should be aligned so that data flows through from DCC to parties via CDSP freely and accurately</p>
		NGN	X			<p>As this proposal is still with SEC can I please question the timing of this change?</p> <p>Also, we understand that should this be implemented there will be changes made to the UK Link system. However, as this is a short-term solution with no long-term benefit to the DNs we believe that the costs for this change should be shared across parties.</p>

New Change Proposals – Post Solution Review

XRN / Title Proposed Release Link to Change Proposal Comm Ref	DSG/ Xoserve Preferred Option and date	Solution Summary Outcome and implementation date outcome				Comments
		Organisation	Approve	Defer	Reject	
<p>XRN5120A - MAP to UKL Monthly Comparison Service Change Pack</p> <p>Proposed delivery: Adhoc</p> <p>Link to CP</p> <p>Link to Change Pack ref: 2654.4 – KL – PO</p> <p>Voting: Shippers</p> <p>High level Solution cost: £110K - 140K</p>	<p>One option identified and DSG support</p>	<p>E.ON</p>	<p>X</p>			<p>We support the approval of Part A to formalise the process as it is already happening in an adhoc capacity. We recognise that more can be delivered as Part B, so this is just the initial step.</p>

6. Implementation Plan

Please see the following slides for an overview of:

- Detail Design Changes for approval
 - XRN4897-99 UK Link Manual
 - UK Link File Formats CSS Consequential Change
- Outages
 - 3 new outages
 - 3 updated

Attached is the full Implementation Plan document.



**Microsoft Excel
Worksheet**

No Responses received for the following Detailed Design Change Packs

XRN4897-99 UK Link Manual Change Pack

Functional Changes					
Change Pack ref: 2654.3 – KL – PO	Solution & Implementation Summary outcome				Comments
	Organisation	Approve	Deferred	Reject	
Release: Nov 20					
Voting: Shippers					

UK Link File Formats CSS Consequential Change

Functional Changes					
Change Pack ref: 2655.1 - KL – PO	Solution & Implementation Summary outcome				Comments
	Organisation	Approve	Deferred	Reject	
Release: CSS					
Voting: Shipper					

Outages

Change Request Number	Impacted System	Outage Duration				Brief Description	Committee Notified Date
		Start Date	Start Time	End Date	End Time		
	EFT	09/10/2020	05:00	11/10/2020	07:00	<p>As part of our Xoserve Annual Programme of Resilience and Disaster Recovery (DR) testing , Xoserve will be managing and conducting an end-to-end 2020 Enhanced File Transfer (EFT) DR test to prove and confirm the procedures, resilience and capability of the newly hosted EFT services at our new Data Centre's.</p> <p>The activity will be carried out over three days from October 9th, 10th and 11th 2020 during the daily UK-LINK Maintenance window between 05:00 to 07:00 UK BST.</p> <p>Please be aware that the confirmed EFT DR Contingency Dates have been scheduled to be carried out on the following week over three days during the 05:00 to 07:00 UK BST UK-LINK Maintenance window on October 16th, 17th and 18th 2020.</p> <p>Any Customer IX files that would be processed by EFT during this window will remain safely in your respective IX Folders, once EFT is back online, all IX file transfers will be synced and issued.</p>	12/08/2020
	SD+	26/09/2020	TBC	27/09/2020	TBC	This is the implementation Service Now (SNOW) and integration with WIRPO's instance of SNOW , the replacement for SD+, the outage will be on the weekend to cause less impact to the industry. SD+ will be unavailable to raise tickets but users will be able to still raise these via the normal number. Subject to change due to multiple inflight changes at the time, but only by a week.	Description updated 09/09/2020
	SD+	14/12/2020	TBC	15/12/2020	TBC	This outage is to allow for our instance of SNOW to be integrated with TCS SNOW. This will be on the weekend to cause less impact to the industry. SD+ will be unavailable to raise tickets but users will be able to still raise these via the normal number. Subject to change due to multiple inflight changes at the time, but only by a week.	12/08/2020
	UK Link Portal; UK Link On-line Service; DES and CMS	TBC	TBC	TBC	TBC	<p>UK Link Disaster Recovery Test 2020</p> <p>(Failover to DR site) - the UK Link system will operate normally from the DR site in the period between Failover and Failback.</p> <p>NB: UK Link System Application will not be available during this period – but no impacts to Users are expected</p>	New Outage 09/09/2020
	UK Link Portal; UK Link On-line Service; DES and CMS	TBC	TBC	TBC	TBC	<p>UK Link Disaster Recovery Test 2020</p> <p>(Failback to primary site) - contingency dates for the test are Friday 15th to Sunday 17th January 2021 with the same timings as above.</p> <p>NB: UK Link System Application will not be available during this period – but no impacts to Users are expected</p>	New Outage 09/09/2021
4970	DCC	08/09/2020	09:00	08/09/2020	17:00	This is the cutover of the TTD environment for DCC. The outage will be during the week, the impact to the industry will be minor as the application cutover is switched from our Legacy DC to TCS ECP. This cutover will be done in-between the daily uploads and therefore any nominations/ confirmations that utilises the Data Communications Company (DCC) as a background application to send or receive files should run as normal. Subject to change due to multiple inflight changes and dependencies on suppliers.	Date & time added and description updated 09/09/2020
4970	DCC	15/09/2020	TBC	16/09/2020	TBC	This is the cutover of the PROD environment for DCC and conduction of DR. The outage will be during the week, the impact to the industry will be minor as the application cutover is switched from our Legacy DC to TCS ECP. This cutover will be done in-between the daily uploads and therefore any nominations/ confirmations that utilises the Data Communications Company (DCC) as a background application to send or receive files should run as normal. Subject to change due to multiple inflight changes and dependencies on suppliers.	Dates added and description updated 09/09/2020
	UK Link	TBC	TBC	TBC	TBC	In order that the UK Link platform continues to be supported we will be carrying out a programme of upgrades to existing systems over the next few months. The upgrades to production systems are planned for December and we will aim to carry these out over the weekend to ensure impact to the industry is minimised. The detailed upgrade schedule will be provided in October.	New Outage 09/09/2021

SAP Maintenance Project

- In order to ensure the systems within the UK Link Platform continue to be supported a programme of upgrades is being carried out on the operating systems, databases and applications
- We are planning to upgrade our project tracks and production systems by the end of 2020
- Production upgrades are currently planned for December
- Detailed test phases are currently underway which will determine the production upgrade plan and timings
- This detail will be shared in October along with required system outages
- Once completed the UK Link estate will be in vendor support until 2025

7. Approval of Change documents

- CCR for XRN5152 Minor Release Drop 7
 - This is for information only
- EQR for June 2021 Major Release
 - Voting: Shippers & DNO



Microsoft Word
Document



Microsoft Word
Document



8. Release Approvals / Updates

XRN4996 - June 20 Release (Core UKLink Changes) - Status Update

9 th September 2020	Overall Project RAG Status			
	Schedule	Risks and Issues	Cost	Resources
RAG Status				
Status Justification				
Schedule	<ul style="list-style-type: none"> • PIS: Post Implementation Support (PIS) phase in progress, project team are monitoring first usage and resolving any defects identified. To date 4 defects found have been fixed and successfully deployed. • XRN4850 CNC file processing enhancement: Workstream in progress to increase system capacity from 30,000 per day to enable upload of Customer Contact details. We request shippers to liaise with their Customer Advocates prior to uploading customer Contact details into UK Link. • XRN4780(B) MAP ID – Re-planning activities are underway for migration of MAP ID into UKLink in preparation for CSSC. This is due to identified data quality issues that need to be resolved/accounted for in the solution. Revised plan to be shared once finalised, discussions are on going with MAPs for potential resubmission of MAP ID data. 			
Risks and Issues	<ul style="list-style-type: none"> • Issue – Shippers cannot send in files in bulk with customer information through the CNF/CNC files following implementation of XRN4850 functionality because of the current daily system limit leading to increased pressure on Xoserve systems. 			
Cost	<ul style="list-style-type: none"> • Project Delivery costs are in line with approved BER 			
Resources	<ul style="list-style-type: none"> • Weekly monitoring of Xoserve SME resources supporting multiple demands (e.g. BAU defects, Future Releases, COVID19 priorities etc.) is ongoing 			

XRN4850 New Service SMS/Email Broadcast Notification

9 th September 2020	Overall Project RAG Status			
Schedule	Risks and Issues	Cost	Resources	
RAG Status				
Status Justification				
Schedule	<ul style="list-style-type: none"> • Contract Management: On 26th August SPAA EC advised that they have received 4 supplier responses to the consultation indicating they have no issues with using Twilio providing Xoserve have sufficient controls in place to comply with GDPR. An ECoMC meeting is scheduled for 9th September to make the final decision as to whether we proceed with Twilio or select an alternative service provider. • New Service Implementation: In parallel to the above, Xoserve have initiated a tendering process to select an alternative service provider, should it be decided at ECoMC that we cannot proceed with Twilio. The conclusion of the tendering process is expected early September with the preferred provider being selected and confirmed to ECoMC for ratification. Technical analysis will then be carried out on the chosen service provider in order to develop a delivery plan, implementation is expected to be during Q4 2020. • PIS: Post Implementation Support (PIS) for the new service will commence following implementation of new SMS/Email. There are cost implications of choosing an alternative service provider, which depend on a number of variables. • Scope Variations: The Scope Variation's from Market Trials have been captured and impact analysis completed. Timings and costs have been shared for information in a later slide to be implemented during PIS/subsequent release. 			
Risks and Issues	<ul style="list-style-type: none"> • Issue – The duration of PIS will need to be extended for the new service for xrn4850 due to the delay of this service going live meaning the service is not used within the original PIS window • Risk – DSC Contract Management Committee do not approve the transfer of data outside of the EEA or there is a delay in them providing approval because of an unacceptable level of risk to them as data controllers leading to a delay to the implementation of the new service functionality and an extension to project timeline and costs 			
Cost	<ul style="list-style-type: none"> • Project Delivery costs dependent on the SPAA and CoMC outcome authorising transfer of data outside of EEA. There maybe further cost approval if the service provider changes from Twilio. 			
Resources	<ul style="list-style-type: none"> • Weekly monitoring of Xoserve SME resources supporting multiple demands (e.g. BAU defects, Future Releases, COVID19 priorities etc.) is ongoing 			

XRN4850 New Service Provider – Timeline and Associated Costs

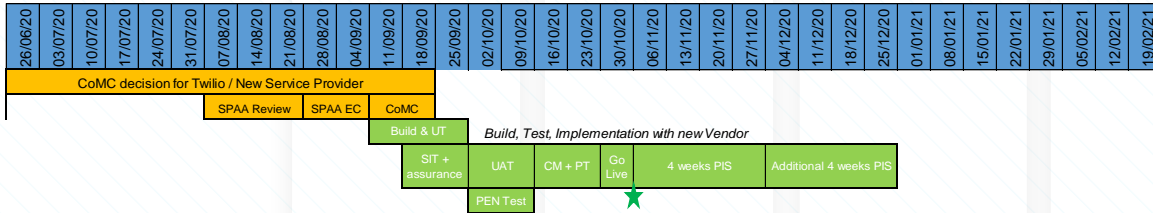
An Extraordinary Contract Management Committee (eCoMC) meeting is scheduled for 9th September to make the final decision as to whether we proceed with Twilio or select an alternative service provider

- If a decision is made to proceed with Twilio, implementation of the SMS/Email Notification Service with Twilio will be within **3-4 weeks**
- If a decision is made not to proceed with Twilio, once an appropriate alternative service provider is selected, a full technical assessment of the integration will be performed to determine costs and timescales for implementation.

The options outlined below relate to the indicative costs and timelines associated with a decision to not proceed with Twilio

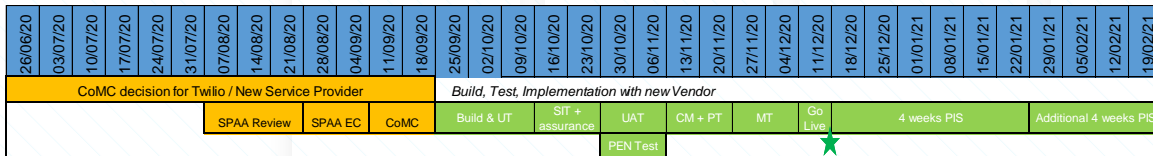
Option 1 – New Service Provider Implementation with No Market Trials

- Proceed with new service provider with Go Live end of October at a cost of circa £30,000
- New solution is like for like with Twilio and integration with already developed solution will require minimal changes
- Assumption is that Market Trials is not required, and test evidence can be shared



Option 2 – New Service Provider Implementation with Market Trials

- Proceed with new service provider with Go Live of mid December at a cost of circa £45,000
- New solution will require additional work to integrated with already developed changes
- Assumption that Market Trials will be required - i.e. end to end SMS/email requests to broadcast will be tested.



XRN4850 New Service Provider – Associated Costs & Market Trials Approval

Decisions	Outcome
<p data-bbox="241 376 1487 436">Impacted parties to agree funding for additional indicative costs and timelines of preferred Option <u>should a new service provider be approved in eCoMC</u></p> <ul data-bbox="338 475 1497 535" style="list-style-type: none">• Option 1 – New Service Provider Implementation – excluding Market Trials – circa £30k• Option 2 – New Service Provider Implementation – inclusive of Market Trials – circa £45k	<input data-bbox="1632 371 1680 420" type="checkbox"/>

XRN4996 - June 20 Release - Potential Scope Variation Cost Estimates - FYI

- During Market Trials additional requirements and deliverables were identified by customers
- These have been impact assessed and details of the associated costs for each deliverable being outlined below for information

XRN	Ref	Title	Summary	Cost
4850	14a	Report Automation SPAA		£6,161.00
4850	14b	Monthly Usage report for GT/IGT	What & Why - To automate the generation and delivery of the Network Delivery Reports following delivery of broadcast notifications	£6,161.00
4850	14c	Daily Detailed Report		£11,122.00
4850	15	XRN4850 - DN and IGT Mapping		<p>What & Why - Currently the XRN4850 design considers a global DN and IGT mapping. By this I mean a DN can confirm they have authority to contact an IGT customer base for all use cases. We also want the design to consider that DNs might only have the authority to contact an IGT customer base for a specific use case level. Therefore rather than a global permission, this will be at use case level.</p> <p>This Scope Variation is considered as a 'Nice to Have', the way the current system logic works is manageable. (This CR is for Information)</p>
4850	18	XRN4850 - Market Trials CR	<p>What and Why - During Market Trials the networks have requested a number changes to be made to the Portal in order for the DN's/IGTs to manage their Broadcasts more efficiently;</p> <p>When – These change cannot be completed before Implementation, can only be done during the PIS / as part of a Minor Release.</p>	£19,395.00

June 20 Release Summary

June 20 Release consists of 7 changes, Implementation was completed for June 2020:

In Scope

- **XRN4772** - Composite Weather Variable (CWV) Improvements
- **XRN4888** - Removing Duplicate Address Update Validation for IGT Supply Meter Points via Contact Management Service (CMS)
- **XRN4930** – Requirement to Inform Shipper of Meter Link Code Change
- **XRN4850** - Notification of Customer Contact Details to Transporters (UKLink file formats, new service to follow)
- **XRN4865** - Amendment to Treatment and Reporting of CYCL Reads
- **XRN4932** - Improvements to the quality of the Conversion Factor values held on the Supply Point Register (MOD0681S)

- **XRN4780 (B)***** – Inclusion of Meter Asset Provider Identity (MAP Id) in the UK Link system (**CSS Consequential Change**)

Descoped

- ~~**XRN4691**** - CSEPs: IGT and GT File Formats (CGI Files)~~
- ~~**XRN4692**** - CSEPs: IGT and GT File Formats (CIN Files)~~
- ~~**XRN4780 (B)** - Inclusion of Meter Asset Provider Identity (MAP Id) in the UK Link system (CSS Consequential Change)~~
- ~~**XRN4871 (B)**** - Changes to Ratchet Regime (MOD0665)~~
- ~~**XRN4941*** - Auto updates to meter read frequency (MOD0692)~~

* Pending Solution/MOD approval by ChMC/DSG for remaining CRs. Descoped at ChMC on 08/01/20

** Descoped at eChMC on 22/11/19

*** Added to scope (revised scope from original)

XRN5110 - Nov 20 Release - Status Update

09/09//20	Overall Project RAG Status			
	Schedule	Risks and Issues	Cost	Resources
RAG Status				
Status Justification				
Schedule	<p>Timeline has been re-planned due to activities to update project environment with the June 20 code and Business As Usual defects. No impact to implementation date.</p> <p>Build</p> <ul style="list-style-type: none"> Build activities completed 19/06/20. Design milestone and Stage Gate completed to plan. <p>Testing</p> <ul style="list-style-type: none"> System Integration Testing activities in progress and due to finish to replan date; 28/08/20 User Acceptance Testing activities has started, due to finish to replan date;15/09/20 Regression testing preparation is in progress, due to start execution; 16/09/20 <p>Security</p> <ul style="list-style-type: none"> Revising the Security Impact Assessment following the completion of Design;28/08/20 <p>Change Assurance Health Check 2</p> <ul style="list-style-type: none"> Health Check 2 reports the project at Yellow and the findings due to be closed; 30/09/20 			
Risks and Issues	<ul style="list-style-type: none"> Issue:XRN4931 design has been reviewed and we are currently impacting assessing a more robust solution Issue:XRN4801 additional data items have been identified and a change has been raised to impact assess Issue:XRN4871b change to reports has been identified and a change has been raised to impact assess Medium Risk: Missed requirements and test scenarios due to parallelism of resources between Nov 20 and all other projects <p>Return To Green – Completion of impact assessments and completion of UAT</p>			
Cost	<ul style="list-style-type: none"> BER approved - 10/06/20 Full Business Case approved XEC – 23/06/20 Forecast to complete within budget 			
Resources	<ul style="list-style-type: none"> SME resources have been allocated for User Acceptance Testing, Regression Testing and Tech Ops resource requirements have been requested for Performance Testing 			

XRN5110 - Nov 20 Scope

XRN5110 November 20 Release consists of 6 changes. Implementation is planned for November 2020

1. Track 1

- **XRN 4931 - Submission of a Space in Mandatory Data on Multiple SPA Files**
- **XRN 4897 - Resolution of deleted Contact Details (contained within the S66 records) at a Change of Shipper event**
- **XRN 4899 - Treatment of Priority Service Register Data and Contact Details on Change of Supplier Event**

2. Track 2

- **XRN 4801 - Additional Information in DES**
- **XRN 4871b - Ratchet Regime Changes**
- **XRN 5014 - Facilitating HyDeploy2 Live Pilot**

Descoped changes

- **XRN 4941 - MOD 692 – Auto Updates to Read Frequency**
- **XRN 4992 - Supplier of Last Resort Charge Types**

To be delivered by CSSC

- **XRN 4780c - MAP ID**

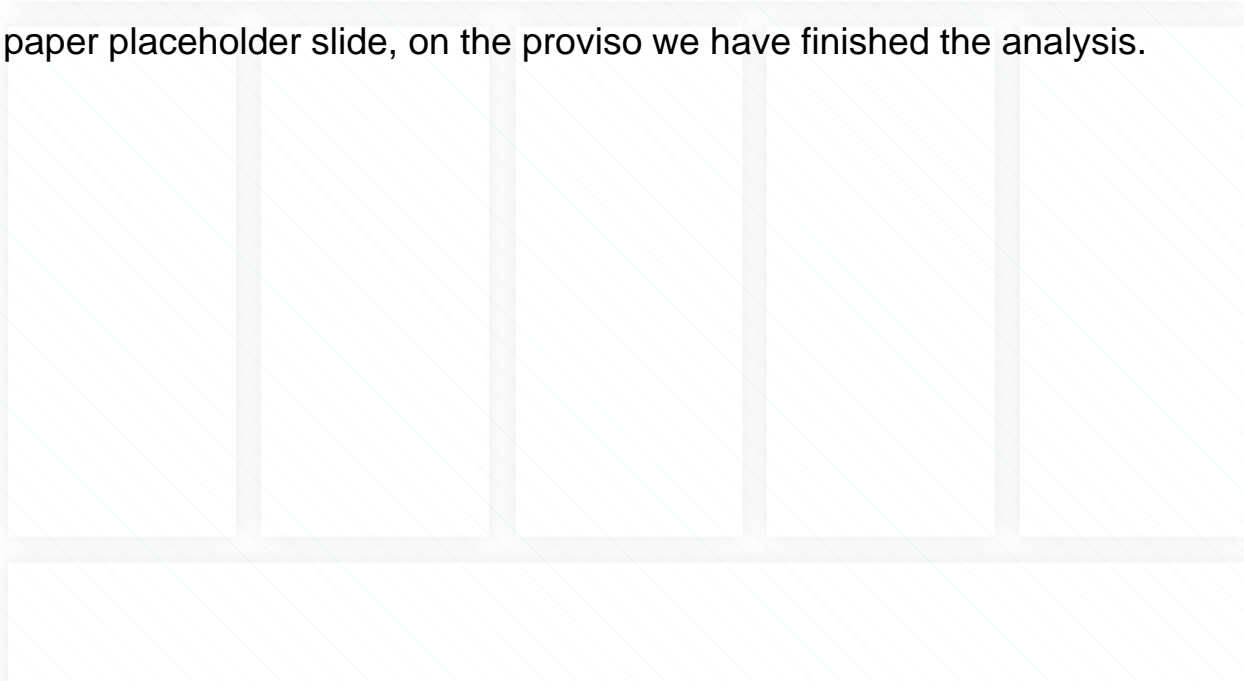
XRN4914 – Retro Proof of Concept

11 th September	Overall Project RAG Status:			
	Schedule	Risks and Issues	Cost	Resources
RAG Status				
Status Justification				
Schedule	<p>Delivery:</p> <ul style="list-style-type: none"> All queries for Step 2 deep dive have been executed against the SAS analytic tool and results generated for participant shippers Finalisation of Shipper and Industry Recommendation packs is currently in progress Publication of both Shipper and Industry Packs to be completed through September <p>Customer Engagement and Communications:</p> <ul style="list-style-type: none"> Separate calls for each participating shipper are taking place to provide progress updates to all members of the POC Intention is to present industry findings in September 			
Risks and Issues	<ul style="list-style-type: none"> There is a risk that resources in place to support Retro POC deep dive analysis are pulled from Retro to support priority or urgent MOD work. Mitigation: Project team are working with resources to ensure they are ringfenced to support POC where possible to meet planned timescales 			
Cost	<ul style="list-style-type: none"> Approval received from DN's for BER of £270k for proof of concept. Costs within approved budget. 			
Resources	<ul style="list-style-type: none"> Xoserve Customer Change team leading execution of POC Step 2 with input from SMEs where required 			

Placeholder for data analysis of Proof of Concept

We are currently working on the data analysis and are hoping to have the details and recommendations for the meeting.

This is a late paper placeholder slide, on the proviso we have finished the analysis.



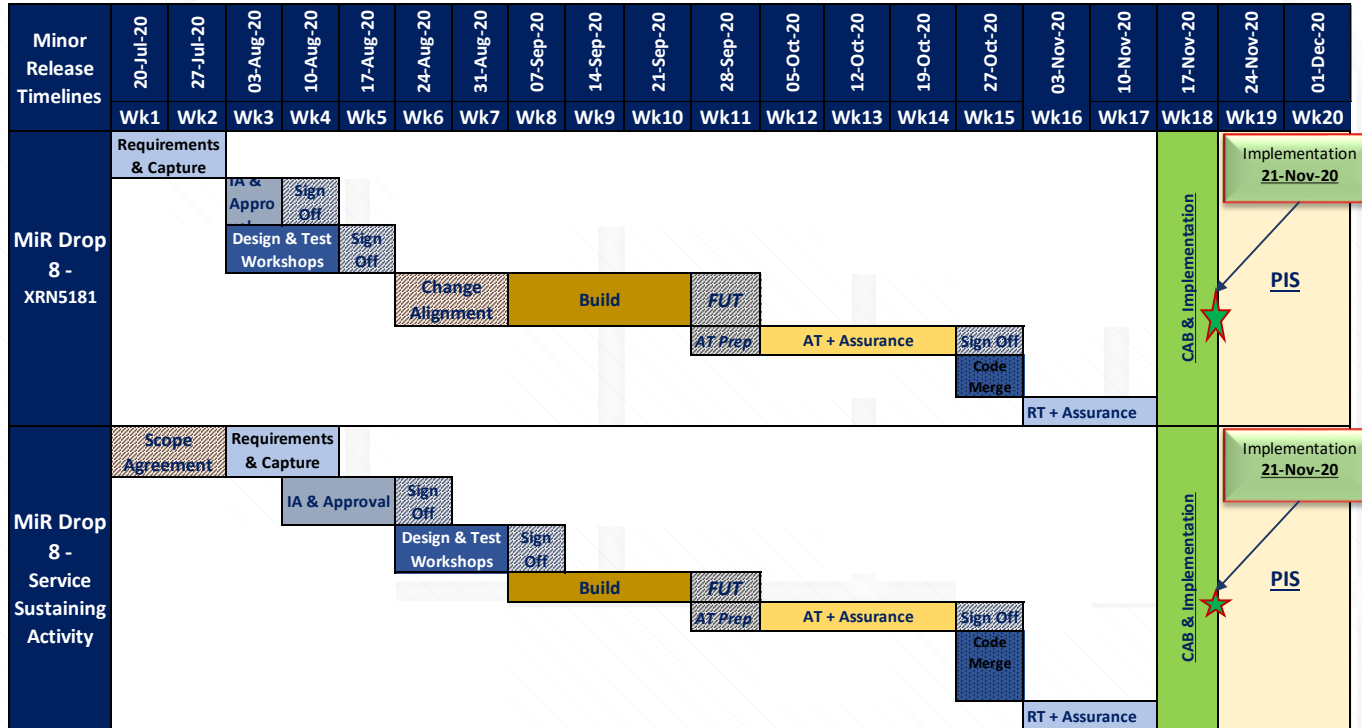
XRN5225 – Minor Release Drop 8 - Status Update

09/09/20	Overall Project RAG Status			
	Schedule	Risks and Issues	Cost	Resources
RAG Status				
Status Justification				
Schedule	<ul style="list-style-type: none"> • There are 3 changes for XRN5225 to be implemented. The proposed implementation date is 21st November: <ul style="list-style-type: none"> ➤ XRN5181 - Acceptance of Consumption Adjustments where meter is removed ➤ XRN5174 - Agreed FINT Replacement Reads incorrectly triggering rolling AQ calculation ➤ XRN5118 - Change how the actual MR data is populated in UK Link • Scope Approval received from ChMC – 12/08/20 • Capture Phase Completed / Impacts Assessments produced / signed-off 24/8/20 • Design Phase in progress, planned completion 11/9/20 			
Risks and Issues	<ul style="list-style-type: none"> • There is a risk that as there are 2 separate streams of changes which comes into alignment at the Build phase, any design delays to any of these streams may then impact start of Build 			
Cost	<ul style="list-style-type: none"> • Changes are being delivered as part of Minor Release Budget 20/21 			
Resources	<ul style="list-style-type: none"> • Weekly monitoring of Xoserve SME and Business Process Users to support testing phase and Implementation 			

XRN5225 – Minor Release Drop 8 Timelines

Key Proposed Dates (not yet baselined):

- Impact Assessment Complete – 28/8/20
- Design Complete / signed off – 11/09/20
- Build Complete – 02/02/20
- Testing Complete – 14/11/20
- Implementation Complete – 21/11/20
- PIS Complete – 05/12/20



XRN TBC - June 21 Release Status Update

11 th September	Overall Project RAG Status:			
	Schedule	Risks and Issues	Cost	Resources
RAG Status				
Status Justification				
Schedule	<ul style="list-style-type: none"> • Initial EQR submitted and approved at August CHMC. Final EQR covering full costs up to Design completion to be presented at September CHMC • Scope of June 21 agreed at August CHMC. Release consists of 4 changes <ul style="list-style-type: none"> • XRN4941 - MOD0692 - Auto updates to meter read frequency • XRN4992 - MOD0687 – Creation of new charge to recover last resort supply payments • XRN5093 - MOD0711 – Update of AUG Table to reflect new EUC bands • XRN5142 - New allowable values for DCC Service Flag in DXI File from DCC • Project is being mobilised for Delivery, Start Up & Initiation phases have commenced • Detailed plan up to end of Design developed and under internal review with key stakeholders • Vendors engaged and quotes provided for initial delivery phases of project (up to detailed design), vendor to be selected in early September • Intention to commence Design phase in September following vendor selection and agreement of detailed plan for delivery (up to detailed design) • Decision/ Checkpoint to be reached by 23th October regarding the progression of 3 of the changes (XRN4941, 4992 & 5142) through to full delivery 			
Risks and Issues	<ul style="list-style-type: none"> • Issue: The project is progressing 2 months behind plan leading to overlap between multiple phases and risk that approvals may not fall in order. It also reduces overall delivery timescales. Mitigation: Detailed Plan up to end of Design to be completed as part of Start Up to ensure tight project control and critical path management. 			
Cost	<ul style="list-style-type: none"> • Final EQR to be approved at CHMC on 09th September 			
Resources	<ul style="list-style-type: none"> • Resource Forecasts and Plans being developed as part of Start Up/ Mobilisation of project 			



September 2020 CHMC

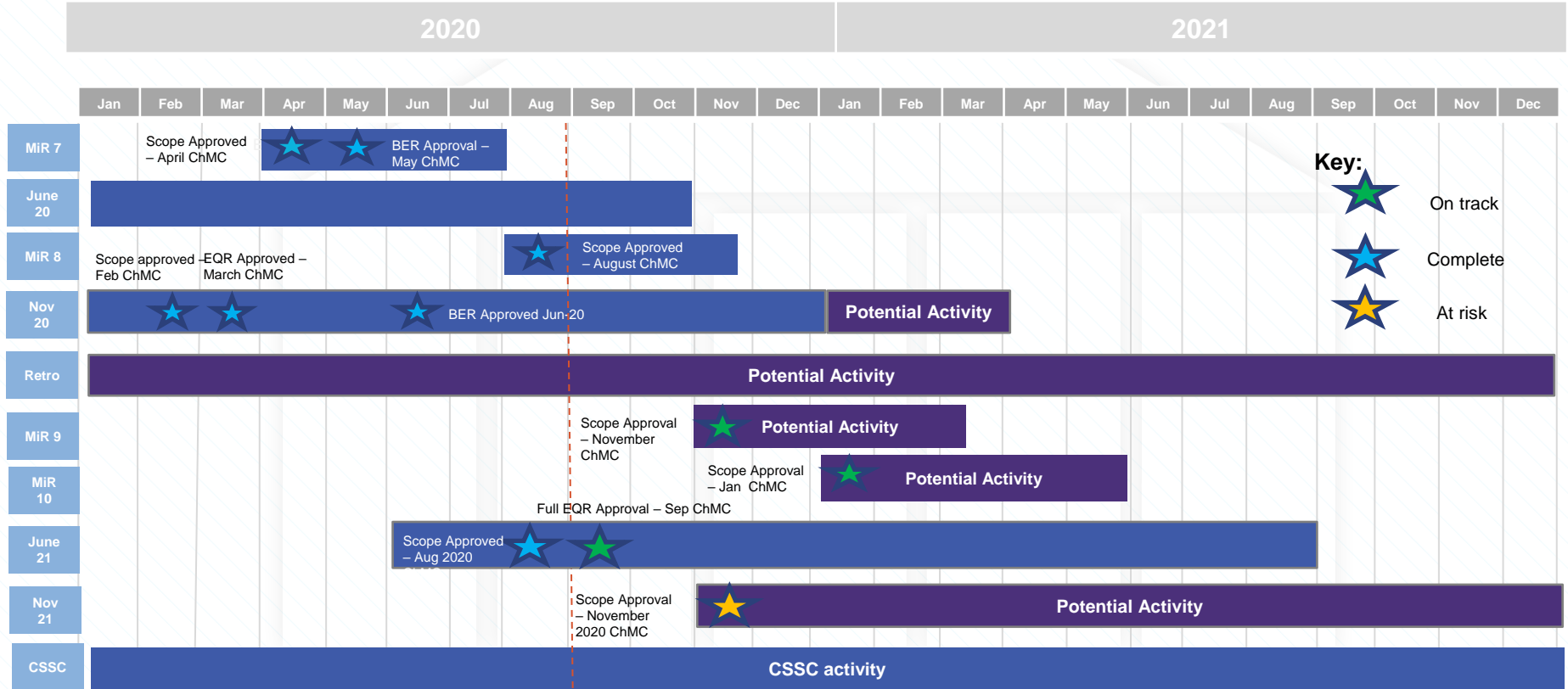
UK LINK FUTURE RELEASES UPDATE

UK Link Future Releases Update

Agenda:

1. Future Releases update – For Information
 - Future Releases Governance Timeline 2020 – 2021
 - Allocated Changes - in delivery
 - November 2021 – potential scope
2. October Change Management Committee content
3. Glossary

2020/2021 UK Link Governance Timeline



Key:
 On track
 Complete
 At risk

- Please note that this slide includes potential activity within UK Link over the next 24 months
- Assumes 3x Minor Releases required prior to May 2021

UK Link Allocated Changes – In Delivery

Confirmed Release	XRN	Change Title	Current Status	UK Link Release Date	Complexity	Finance
Jun-20	4865	Amendment to Treatment and Reporting of CYCL Reads	In Delivery	June 2020	Small	Shippers / DNO
	4772	Composite Weather Variable (CWV) Improvements	In Delivery	June 2020	X-Large	Shippers / DNO
	4930	Requirement to Inform Shipper of Meter Link Code Change	In Delivery	June 2020	Small	Shippers
	4932	Improvements to the quality of the Conversion Factor values held on the Supply Point Register (MOD0681S)	In Delivery	June 2020	Medium	Shippers / DNO
	4850	Notification of Customer Contact Details to Transporters	In Delivery	June 2020	X-Large	IGTs / DNO
	4888	Removing Duplicate Address Update Validation for IGT Supply Meter Points via Contact Management Service (CMS)	In Delivery	June 2020	Medium	IGTs
	4780b	MAP ID Part B	In Delivery	June 2020	Large	Shippers
CSSC	4780c	MAP ID Part C	In Capture	Tbc – June 2021	Large	Shippers
	4627	Consequential Central Switching Services	In Delivery	Tbd	N/A	Shippers
Retro	4914	Retro Proof of Concept	In Delivery	Standalone	N/A	DNO
Nov 2020	5014	Hydeploy Live Trial	In Delivery	Nov 2020	Large	Northern/DNO
	4897/ 4899	Contact details – resolution of deleted contact details and PSR data at change of shipper event	In Delivery	Nov 2020	Large	Shippers
	4931	Submission of space in mandatory data on multiple SPA files	In Delivery	Nov 2020	Medium	Shippers
	4801	Additional info into DES	In Delivery	Nov 2020	Medium	Shippers
	4871b	Ratchet regime changes part B	In Delivery	Nov 2020	Large	DNO
MiR Drop 8	5181	Acceptance of consumption adjustments where meter point moved after meter set to dead	In Delivery	Nov 2020	Small	MiR Delivery
	5118 / 5174	Service sustaining activity – Change how actual MR data is populated in UK Link / Agreed FINT Replacement Reads Incorrectly Triggering Rolling AQ Calculation	In Delivery	Nov 2020	Small	MiR Delivery

UK Link Allocated Change - Continued

Confirmed Release	XRN	Change Title	Current Status	UK Link Release Date	Complexity	Finance
Jun-21	4941	MOD0692 - Auto updates to meter read frequency	Descoped from Nov 20. Dependent on appeal decision	June 2021	Large	Shippers
	4992	MOD0687 – Creation of new charge to recover last resort supply payments	Descoped from Nov 20. Dependent on Ofgem decision	June 2021	Large	Shippers
	5093	MOD0711 – Update of AUG Table to reflect new EUC bands	Solution Option approved	June 2021	X-Large	Shippers
	5142	New allowable values for DCC Service Flag in DXI File from DCC	HLSOs in review. Scope inclusion dependent on SEC/Ofgem decision	June 2021	Large	DNO
	N/A	Placeholder for Service Sustaining Activity	Tbd	June 2021	Tbd	Xoserve

- XRNs 4941, 4992 and 5142 will be descoped from the release, at November 2020 ChMC, if not approved by October 25th 2020.

UK Link Future Releases - Candidates

Potential Release	XRN	Change Title	Comments	Status	Complexity	Points	Finance
Nov 21	5038	MOD0691S – Class 2,3 or 4 meter points to Class 1 when G1.6.15 criteria are met	Depending on solution option chosen this change could be delivered via a Minor Release	In Capture	Tbd	Tbd	Shipper
	4990	MOD0664 – Transfer of sites with low read submission performance		In Capture	Tbd	Tbd	Shipper
	5063	MOD0719R – Flow Weighted Average CV (FWACV)	Flow Weighted Average CV change is likely to be very complex and may not be delivered by a UK Link Major Release.	In Capture	XXX-Large	Tbd	DNO
	5186 / 5187	MOD0701 Aligning Capacity booking under the UNC and arrangements set out in relevant NEXAs / or / MOD0696V - Addressing inequities between Capacity booking under the UNC and arrangements set out in relevant NEXAs		In Capture	Tbd	Tbd	DNO
	5072	Application and derivation of TTZ indicator and calculation of volume and energy – all classes		In Capture	Tbd	Tbd	Shipper
	5091	Deferral of creation of Class change reads at transfer of ownership		In Capture	Tbd	Tbd	Shipper
	5135	DNO and NTS Invoices to Shippers and DNs VAT compliance	Gemini changes and testing identified	In Capture	Tbd	Tbd	DNO

- Service sustaining activity will be considered for inclusion in future releases.

October ChMC

UK Link Future Releases Updates:

- **Minor Release Drop 9**
 - Scope candidates
- **November 21 Major Release**
 - Update on progress through Capture.

Glossary

Project Phase Abbrev.	Project Phase
FUT	Factory Unit Testing
IA	Impact Assessment
IDR	Implementation Dress Rehearsal
PIS	Post Implementation Support
PT	Performance Testing
RT	Regression Testing
SIT	System Integration Testing
ST	System Testing
Capture Artefact Abbrev.	Capture Artefact
CP	Change Proposal – an external request for a change to UK Link
CR	Change Request – an internal request for a change to UK Link
HLSO(s)	High Level Solution Option(s)



Capture Prioritisation

Urgent	
4645	Rejection of incrementing reads following Isolation (RGMA Flows)
High	
4990	MOD0664 - Transfer of sites with low read submission performance
5038	MOD0691 - Class 2, 3 or 4 meter points to Class 1 when G1.6.15 criteria are met
5063	MOD0719R - Flow Weighted Average CV (FWACV)
5080	Failure to Supply Gas (FSG/GSOP1) – System Changes (CP)
5093	MOD0711 - Update of AUG Table to reflect new EUC bands
5142	New Allowable Values for DCC Service Flag in DXI File From DCC
5143	Transfer of NDM sampling obligations from Cadent, WWU, and NGN to the CDSP
5144	Enabling Re-assignment of Supplier Short Codes to Implement Supplier of Last Resort Directions
5167	MOD0672 - Report Product Class 4 Read Performance
5169	MOD0722 – Allow Users to submit Estimated Meter Readings during COVID-19
5170	MOD0723 – User of the Isolation Flag to identify site with abnormal load reduction during COVID-19 period
5195	Ceased Responsibility Date Following Shipper Withdrawal (IDL)
5218	MOD 710 - CDSP provision of Class 1 read service
5135	DNO and NTS Invoices to Shippers and DN's VAT compliance
High / Medium	
4978	Notification of Rolling AQ value
5007	Enhancement to reconciliation process where prevailing volume is zero
5091	Deferral of creation of Class change reads at transfer of ownership
5171	MOD0724 - Amendment to Ratchet charges during COVID-19 period
5187	MOD0696v - Addressing inequities between Capacity booking under the UNC and arrangements set out in
Medium	
5120	Map to UK Link Comparison Service
5146	Data Cleanse of NEXa information within UK Link and the Data Enquiry Service (DES)
5147	Optimising the Must Read process for IGT Customers
5164	CSEP Data Assurance – Performance Monitoring Capability
5186	Aligning Capacity booking under the UNC and arrangements set out in relevant NEXa
5196	Address Amendments Validation
5197	QMP File Validation in CMS – Current Address field
5200	Shipper Pack Transition to Data Discovery Platform
5206	TPI/PCW Access
5180	Inner Tolerance Validation for replacement reads and read insertions
5153	iConversion Phase 2
Medium / Low	
4876	Changes to PARR Reporting
5072	Application and derivation of TTZ indicator and calculation of volume and energy – all classes
5188	Interim Data Loads of MAP Id into UK Link
5192	CMS Reference Number in Amendment Invoice Supporting Data
Withdrawn	
5070	Amendment to Isolation Flag
4860	National Temporary UJG Monitoring
5116	Domestic Report - Must Read Prenotification

Capture Prioritisation

- Changes approved into capture at the August ChMC have been added and given a nominal priority rating based on change type
- The 2 regulatory changes have been classed as 'High' and the 3 non-regulatory changes are listed as 'Medium'
- 5116 has been withdrawn by the proposer
- As per rules, this paper was submitted before the DSC Governance Sub-Committee has taken place (1st September). Intention is that proposer will state priority as part of raising new change, with ChMC members discussing as part of approval (into capture)
- Target out of capture dates to be inserted from October 2020 ChMC
- 'Capture' agenda item to be introduced from October 2020 ChMC

Portfolio POAP



**Adobe Acrobat
Document**



9. CSSC Programme Dashboard



September 2020

Programme Update

Programme Health – RAG

Return to Green Plan

	Previous	Current	
Overall Programme Status			The programme is Amber due to the programme re-plan, the outstanding defects from SIT Integration sequence which is preventing progression of SIT scenarios and the number of CR's that are currently working through Programme governance. Xoserve will continue to assess all of the above against our programme plan, resource and costs to understand impacts as further detail is provided by the central programme
Programme Plan			
Risk Profile			
Resources			

RTG actions include continued analysis of the CSSIP and the underpinning assumptions. The understanding of the CR analysis and when these will be released into the appropriate testing phases alongside release plans of defects to be included into SIT.

Executive Summary

Key Progress & Milestones (Last Month)

Key Programme Updates: All key external milestones to date have been met for this reporting period, however the programme continues to trend to Amber

- **DMT:** Cycle 1 complete, Cycle 2 started
- **External NFR:** Smoke test complete, CSSP internal tests started
- **External SIT:** Integration Sequence testing finished with **0** Xoserve defects
- **Internal SIT:** Phase 3 completed
- **Programme:** 1st review of MAD log complete.
- **Gemini & Batch:** UAT Completed
- **CRs:** Delivery and IA's continue
- **Performance Testing:** Significant progress achieved around gate closure
- **Internal NFT:** Completed Performance Testing Phase 2A

- **Programme Planning:** The SI have issued a revised MAD log (v1.1), and the CSSC team have challenged the log from a number of areas, including planned milestone dates, environments and resource impacts all of which have the potential of increased costs associated with them. Xoserve continue to challenge, raise alternatives with the programme in order to minimise cost impacts and where we can influence assumptions and planned phases.
- **CR's:** There are a number of programme CR's that are currently in flight. Some of these CR's are significant and will potentially impact costs and current design. Xoserve are concerned at the number of CR's that are being raised by the programme specifically from a cost perspective and the inclusion of these CR's within the testing timelines. Programme risks have been raised.
- **Costs:** Cost analysis continues due to the Programme re-planning, new requirements and a back log of CR's that currently sit within Programme governance. At this point as confirmed to CoMC we are still within our estimates for this year budget however we will continue to review this in line with the number of CR's and programme requirements that are emerging. Future costs will also continue to be reviewed in line with the programme delays that are currently being replanned.
- **External Testing:** SIT Integration sequence completed, however delays are continuing to be seen for SIT functional testing. The SI are closely monitoring the test phase to understand impacts to the current plan should this phase be delayed as defects from SIT integration sequence are preventing progression of SIT functional scenarios.
- **External NFR:** SIT NFR testing execution has commenced with the CSSP, other programme participants will start testing early September based on current plans. We continue to be concerned that commencing NFR SIT in July, without having undertaken an adequate level of SIT Functional testing with the high level of defects poses a wider programme risk. We have strongly recommended that this risk is re-assessed along side the overall Switching Programme Re-plan.
- **External Data DMT:** Cycle 1 completed and Cycle 2 of DM testing in progress and reporting ahead if schedule. Xoserve team continue to be ahead of plan. Delta testing is planned to be included in this cycle. A high volume of confidence is being seen throughout these later DMT cycles.

Upcoming Activities & Milestones (Next Month)

- **DMT:** Complete Cycle 2
- **External SIT:** Continue External SIT
- **Internal Test:** Continue UAT Phase 1
- **Internal NFT:** Commence Performance Testing Phase 2B
- **Service Mgmt:** Obtain approval on Xoserve integration and continue internal SM activities
- **DES:** Continue DES Re-write activities
- **External Audit:** Expleo Test audit completed.

Workstream Updates

Previous Month	Current Month	Work Stream	Summary
		UK Link	This has moved to amber due to review of the TS documents which has been delayed due to conflict in priorities for SME's. June20 Retrofit FS approval is ongoing, internal workshops to understand impacts have completed. Review comments and SME reviews are underway for updated documentation approval. SME conflicts are being actively managed by the Programme alongside the operational management team.
		DES & API	DES Full Re-platform (DES4) Build in progress. Queries, data transformations and replication tasks underway. Scope is showing amber as original DES requirements are still being confirmed and reviewed, this is a comprehensive review which is taking time. Assessment against delivery plan continues. REL & MAP ID Enquiry API builds in progress. Customer Portal MVP build commenced and remains on track. 2 nd draft of internal BRD issued and updates in progress, final approval version will be shared.
		Data Provision	Schedule and scope are Amber due to the timing of the data cut for UEPT and Cycle 3 Analysis reports. Discussions on going with SI regarding delivery of Cycle 3 Analysis reports in September and the underpinning requirement. The SI have reverted to the original plan of using a 31st October data copy for UEPT but this is likely to be moved following a Programme communication received last week. Work continues to prepare for the production copy whilst waiting for confirmed data cut date. The SI have confirmed delivery dates from the CSSP for the REL and Reg Id data as the 19/01/2021, internal plans are being updated.
		Data Migration	Xoserve team are ahead of schedule for DMT test cycle 3 with one defect being raised and fixed during cycle 3. Programme CR-D024 change has been released into DMT for testing. Planning for DMT non functional continues. Data requirements have been reviewed, significant synthetic data is required and discussions are underway internally and with the programme to determine how this can be achieved. A CR has been received for a dedicated environment for DM non-functional and DM Live rehearsal test phases. The programme team continue to work through impact and options. Amber status due to the unknown in the data workstream presently due to programme replanning and data requirements.

Workstream Updates

RAG Previous MONTH	RAG Current MONTH	WORK STREAM	SUMMARY
		Market Trials	Overall the workstream is amber, decisions regarding the environment are still outstanding with the CR(0078) being fully assessed due to ongoing programme requirements in relation to environments.. Until this has been assessed and approved, resources and schedule will remain at amber. The revised timelines have now been proposed to both the programme and internal programme board. Timelines may need to move again in line with Supplier programme considerations that have been received by the central programme team.
		Performance Test & OAT	Overall status amber trending green due to progress made in secured active performance. Testing continues and we expect this workstream to be green next month.
		Testing - SIT	<p>External SIT initial integration sequence execution phase has seen a number of challenges and a number of defects that are impacting SIT functional tests from progressing. Weekly meetings are being held between Xoserve and the SI, these meetings are to discuss progress of the test phase and to walk through programme defects. This phase continues to be assessed in order to identify issues and continually monitor against the phase timelines. This phase is also being assessed as part of the programme re-plan.</p> <p>UAT testing is in progress and on track.Test Evidence Assurance meetings are in progress and we continue to work closely with internal operational teams and SME's for these assurance activities.</p>
		Service Management	Integration recommended option has been approved. On track to provide feedback to the DCC for our review of all the core processes by 21 st August. We have also started to review the non-core processes. Sessions have been held with the majority of the internal workstream to discuss requirements however, due to annual leave, there are a couple more to do.Latest MAD log has been reviewed by the workstream leads and our feedback and analysis provided
		Batch	The overall status is green however schedule is amber until details of the Ofgem Programme re-plan are confirmed. The UK Link full schedule has been tested and evidence is being produced. UAT for both Control-M and EFT is progressing with minimal issues being raised. The resolution for the Control-M Gateway issue has been identified and the team are working on getting this resolved.

Workstream Updates

RAG Previous MONTH	RAG Current MONTH	WORK STREAM	SUMMARY
		Gemini	The schedule is amber until details of the Ofgem Programme re-plan are confirmed. The testing of the Gemini triggers is in progress. The monthly files failed due to unforeseen issues occurring with Control-M /AMT. The legacy Gemini environment is only available until 21/08. Apps Support have confirmed that these need to be tested so this needs to take place following the transition to the ECP environments on 1/10, the completion date of UAT has been extended to include this re-test. The test stream have confirmed this can be accommodated. Planning of a data refresh on the ECP environment is ongoing.
		Reporting	There are 2 newly identified reports that are potentially impacted by CSS, these are currently being reviewed to understand impacts. If impact is found internal CR's will be raised.
		Environments	RAG is green. Environment requirements have been re-aligned with latest plans from SI.

Key Programme Risks (1/5)

REF	RAG	WORKSTREAM	DESCRIPTION	MITIGATING ACTIONS	LATEST UPDATE	TARGET RESOLUTION DATE
62741	Red	Programme	There is a risk that SIT NFR testing will be deemed invalid if carried out as currently planned because SIT Functional would not have reached the necessary level of code stability for Non functional testing to be carried out leading to additional costs related to resources and environments required to support further cycles of NFR testing once a stable code level has been achieved. High volumes of defects are currently being found in SIT which in turn is impacting progression and therefore delays in completing the SIT cycles required to establish a suitable level of code stability. The current timelines still plan for NFR testing to be carried out prior to the completion of sufficient functional SIT required to establish a stable code set.	Escalate to the SI via all established forums to instigate a near term plan review to ensure these phases are re-planned appropriately.	External SIT NFR continues to be halted. SI awaiting approval to recommence activities before re-plan can be shared with parties	30/09/20
63411	Red	Transition and Cutover	Lack of adequate Transition Test cycles within the Switching Programme Plan	Raise with the SI & Ofgem via the established forums Ensure that Xoserve internally tests our Transition plan adequately even if this is without involvement from external stakeholders (with as robust assumptions as possible)	This has been raised at various Switching Programme forums. The SI have taken away an action to table this concern and assess it	30/10/20
62448	Yellow	Data Migration	There is a risk that Xoserve's solution delivery is incompatible with the CSS being delivered by Landmark because of poor version control and ambiguity as to which is the live version of the CSS Interface Design Specification that the CSSP have built to, leading to avoidable defects arising in SIT and the subsequent rework required by one or both parties.	Confirm with SI the correct version of this document and support them in improving the version control in future	Release notes provided. These are now being reviewed with a view to closing this risk off next week.	31/08/20

Key Programme Risks (2/5)

REF	RAG	WORKSTREAM	DESCRIPTION	MITIGATING ACTIONS	LATEST UPDATE	TARGET RESOLUTION DATE
62748		Programme	There is a risk that the later test phases such as DMT Live Rehearsals, Transition Testing and Operational Testing are not sufficiently defined or planned with clear understanding of the scope or the associated roles & responsibilities of participating industry parties because the SI have been working predominantly on the near term plan without taking into consideration the scope and objectives or the later phases	Escalate to the SI for addressing as part of the re-planning exercise	Xoserve have now fed back comments in line with the MAD log and replan review process. Baselining of new plan is expected at the end of September. Xoserve still have concerns over the quality of the planning for later phases, in particular live rehearsal and transition.	28/09/20
62897		Data Migration	There is a risk that Xoserve may not be able to provide Landmark with data for UEPT on time leading to late delivery of data and potential delay to the start of UEPT	Review plans, discuss with programme	Approach reverting back to 31st Oct data copy. Plan in place to deliver. Progress to be monitored	31/10/20
63285		Data Migration	Xoserve may not have data prepared in time for UEPT due to change in prod data approach	Review with SI	Discussions now refocussed on 31st Oct - awaiting final confirmation	28/08/20
63431		Data Migration	Risk of additional cost of generating and loading high volumes of synthetic data into UK Link for DM NF	Review with SI	Following discussion at SI-TDG, waiting for meeting to be scheduled with SI and other parties to discuss. The data team are to investigate whether data could be loaded into and extracted from staging which would require less additional effort.	04/09/20

Key Programme Risks (3/5)

REF	RAG	WORKSTREAM	DESCRIPTION	MITIGATING ACTIONS	LATEST UPDATE	TARGET RESOLUTION DATE
62682	Yellow	Data Migration	There is a risk that DMT will not complete on time because of extremely tight schedule	Risk raised with the SI prior to the start of DMT. The SI reported at SI-TDG that the schedule would be reviewed, but this has not happened, or the outcome has not been implemented. DMT is currently on day 2 and is significantly behind schedule	Cycle 3 testing is ahead of schedule, risk downgraded but will remain open for monitoring	04/09/20
62830	Yellow	Data Migration	There is a risk that we may not be able to access the datacentre in order to connect the databox, to move the 31st prod cut to the azure environment leading to Xoserve being unable to load the data copy onto the environment to begin extract work, and test preparation	Escalate with TechOps to explore options for gaining access to the data centre.	Data centre now open. Risk score reduced but remains open in case of further lockdowns	31/10/20
63061	Yellow	Data Migration	There is a risk of delays in transferring the production data copy from the databox to Azure by Microsoft leading to delays in provision of data extracts for Landmark for UEPT	Discuss MS service levels and agreements with Steve Concannon	Work ongoing to prepare plan for UEPT data extracts from 31st Oct data copy	30/10/20
62747	Green	Programme	There is a risk that SI working groups such SI Transition Group & Technical Data working group are working in silo because of the way working groups are set up and co-ordinated leading to conflicting assumptions and decisions being made by different working groups.	Escalate to the SI & Ofgem via working group discussion to bring together related workgroups or ensure there are feed-ins between workgroups	Xoserve have raised this at various forums. This risk will be kept open and monitored until evidence is available that more holistic thinking and planning is in place.	30/09/20

Key Programme Risks (4/5)

REF	RAG	WORKST REAM	DESCRIPTION	MITIGATING ACTIONS	LATEST UPDATE	TARGET RESOLUTION DATE
50199		Programme	There is a risk that CSS Consequential may be unable to meet switching Programme timelines and end up delaying the overall Ofgem Switching Programme because of the fact that Xoserve consequential changes are complex and significant in scale, leading to potential delays to the Industry plan & reputation impact to Xoserve	Continued engagement with SI and other Switching Programme stakeholders to ensure that all inbound dependencies are met within expected timelines.	Xoserve's activities all continue to be on track to the delivery plan and future dates are being aligned to the replan	30/09/20
54378		Programme	There is a risk that the logical model contained in Abacus may not fully reflect the CSS processes and interactions with existing service providers because of limited engagement of all Programme stakeholders during the industry wide design phase. Leading to rework of the consequential design activities that have already been completed.	Engage with SI to ensure that Abacus update to fully reflect CSS processes	This RAID item will be kept open for monitoring during SIT.	31/08/20
55549		Programme	There is a risk that that the approval of the CSS Physical Design does not take into consideration the complete E2E impacts of the Switching Programme because the CSS design is solely focused on the core CSS and primary interactions with CSS. Leading to an inaccurate critical path being followed for the Programme and subsequent downstream delays to the delivery timeline.	<ol style="list-style-type: none"> 1. Raise with Ofgem to identify owner/RACI 2. E2E CSS design needs to be in place involving all components/systems/interactions which needs to be form the architectural baseline that the Programme is governed against. 	This RAID item will be kept open for monitoring until the end of SIT phase 1.	31/08/20
62695		Service Management	There is a risk that Xoserve is not aware of changes made to the core Service Management processes because of DCC not providing updated process maps leading to re-work to review the revised DCC process maps and update ours accordingly.	Requested copies of the revised process maps to review	Agreement with DCC that XOS will review the core processes by 21st August and will then focus on the non core processes. Within the forum today, DCC confirmed that they had now issued all ITIL related documents.	18/09/20

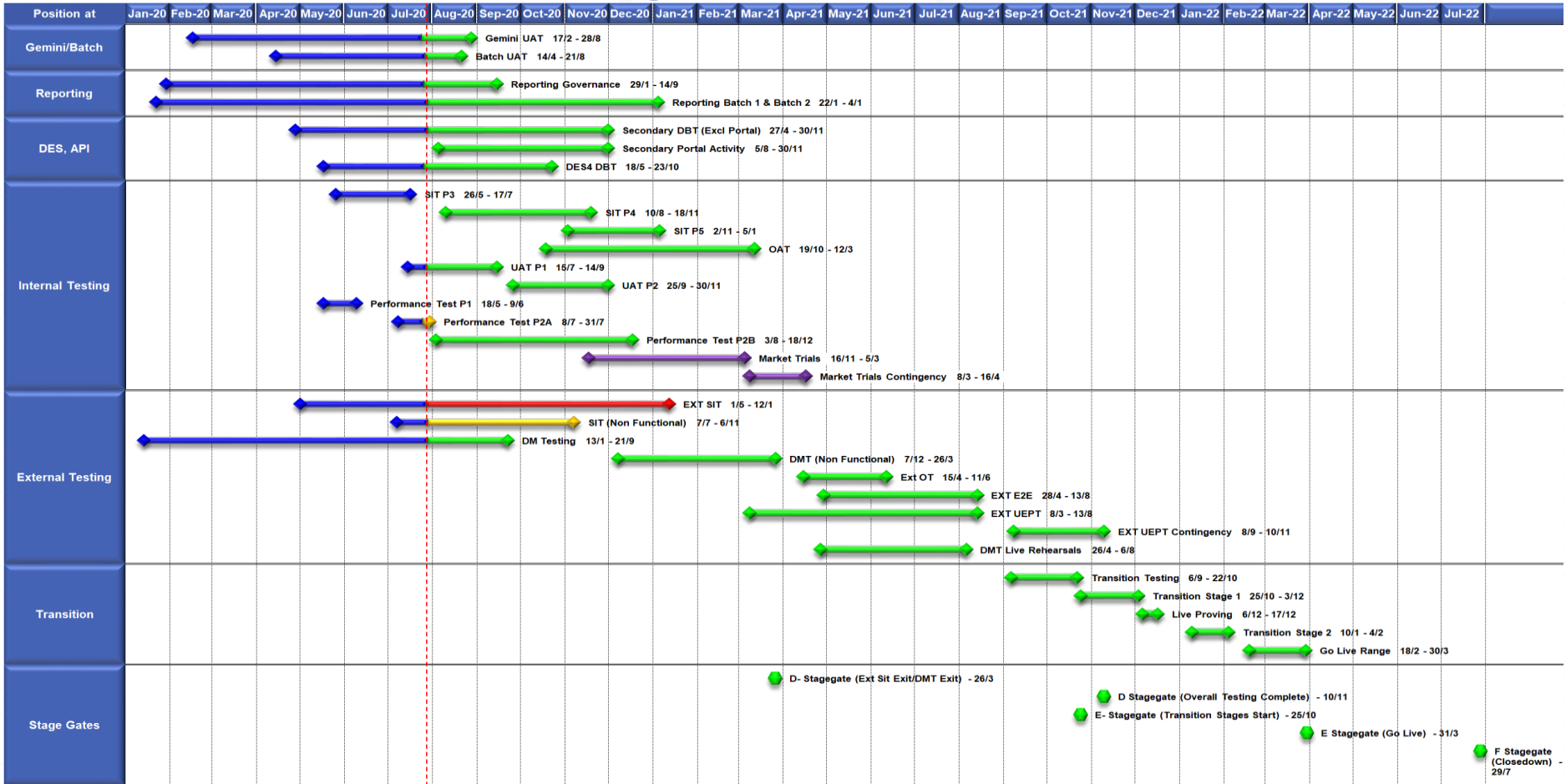
Key Programme Risks (5/5)

REF	RAG	WORKSTREAM	DESCRIPTION	MITIGATING ACTIONS	LATEST UPDATE	TARGET RESOLUTION DATE
63062		Data Migration	There is a risk that REL and RegId data may be provided late in February / March because of 2 weeks programme shutdown at Landmark / SI over Christmas leading to shortened timeline for loading the data or a delayed load	Review with SI	Delivery date now confirmed as 29/01/2021 - plan to be prepared	11/12/20
55513		Programme	There is a risk that in the Programme participants might interpret business rules differently because business rules underpinning the CSS Interfaces have not been published alongside the interface document as well as discrepancies between business rules defined within REC and captured in ABACUS. Leading to significant process mismatches at a later stage (i.e. SIT, UEPT) and potential rework and timeline slippages.	Xoserve to publish design assumptions as part of the RAID reporting to the SI to ensure visibility of Xoserve design assumptions around business rules and processes.	This RAID item will be kept open for monitoring during SIT	31/08/20
61894		Service Management	There is a risk that the CSS proposed SLA's do not align to current service model/SLA's because DCC/Ofgem are proposing a new set of SLA's for all parties regardless of existing arrangements, leading to target operating model changes and potential contractual changes with 3rd party suppliers (considerable increase in operational cost)	Our working assumption is that existing SLAs will prevail however, there are ongoing discussions taking place with DCC to understand their expectation. REC review - no such SLA's imposed on us currently.	Requested if there had been any progress on this at August Forum. Advised no but there were ongoing discussions taking place between DCC & Ofgem to discuss and would provide an update as soon as possible.	04/09/20

Key Programme Issues

REF	RAG	WORKSTREAM	DESCRIPTION	MITIGATING ACTIONS	LATEST UPDATE	TARGET RESOLUTION DATE
63420		Data	<p>The Interim CSSIP milestone DA070 is now set at 16/09. Xoserve have been asking the SI to confirm the expected deliverable for a number of weeks without success. The SI finally have confirmed with one months notice that a set of Analysis reports is required. Previous plans were to use the UEPT data (31st May) for the next cycle of reports, but the data copy has now been moved to 31st Oct which is too late. The last set used the 18th Jan data and there is no other data set available. Data team are investigating the possibility of adjusting the reports to run against BW instead, but at present can't confirm that the reports will be ready on time.</p>	<p>Mike D provided an update that the formal request would be issued imminently, but seemed to suggest that the gas reports weren't required. Xoserve to seek confirmation from SI.</p>	<p>Mike Dougan has confirmed that Xoserve do not need to submit reports for cycle 3. Issue downgraded while investigation into repointing reports to BW carried out.</p>	28/08/20

High Level Plan



F Stagegate (Closedown) - 29/7

10. Horizon and Future Release Change Planning

- Bubbling Under Report



Microsoft Excel
Worksheet

- Gemini Horizon Planning



Adobe Acrobat
Document



11. AOB



Xoserve IX Refresh






Customer Update
September 2020

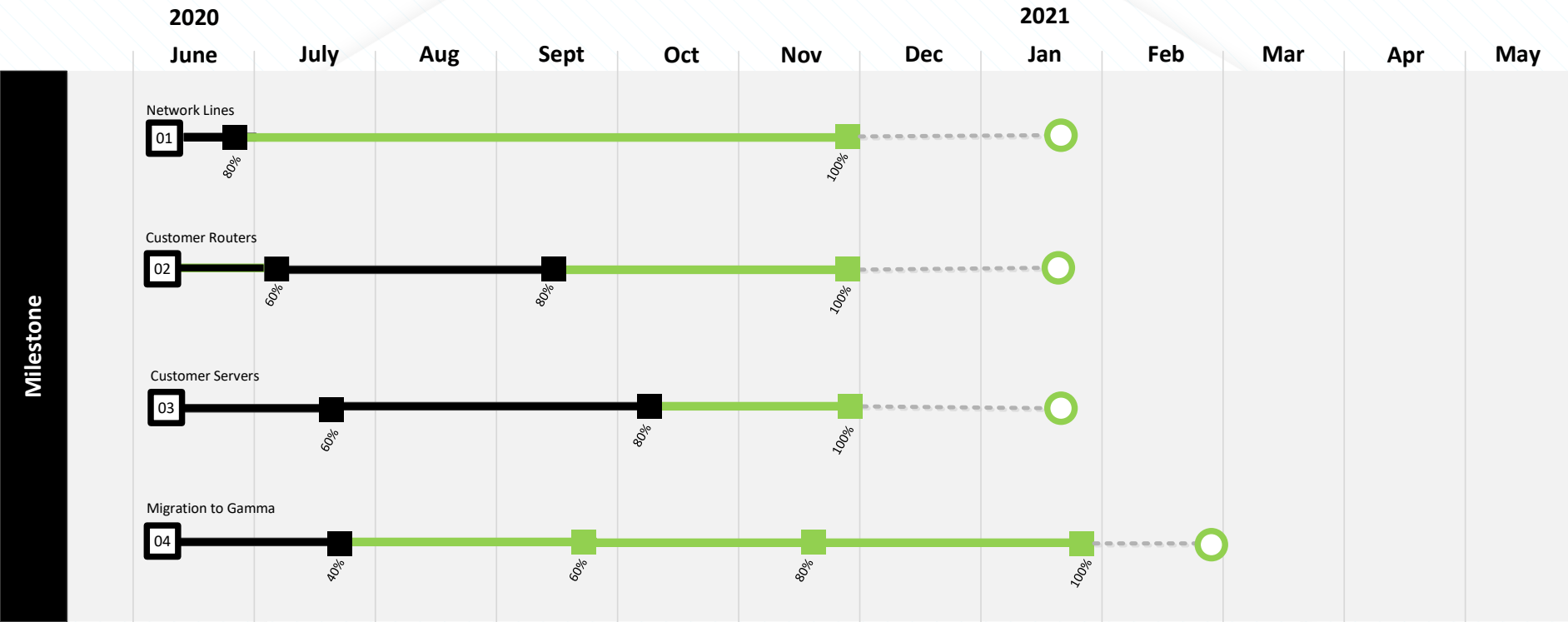
IX Refresh Customer Update

- 100% of IX customers are now able to continue with their IX migration activities, following the recent update to government guidance on COVID-19
- The project end date is February 2021. Our current run rate is tracking a January 2021 completion
- There are four key milestones for customer migrations:-
 - Installation of Network lines (On Track)
 - Installation of Routers (Ahead of Schedule)
 - Installation of Servers (Ahead of Schedule)
 - Customer Migration (On Track)
- The project would like to request customer support in ensuring that we migrate you as quickly and smoothly as possible onto your new IX Gamma network
 - The migration onto the new IX Network will allow a reduction in IX pricing
 - Your IX equipment will be fully refreshed onto new hardware
 - There is a risk that we will not be able to extend the legacy support past February 2021
- If you have any questions or concerns, please reach out to box.xoserve.IXEnquiries@xoserve.com

IX Refresh Project - Roadmap

Delivery

LOW RISK  MED RISK  HIGH RISK  Complete  Tolerance 



Milestone



**DSC Governance Sub-Committee 1st
September 2020**

Agenda / Approximate Timings

1. Introductions & Background (10 mins)
 2. Capture Prioritisation (45 mins)
 3. Xoserve Change Fund (30 mins)
- Break (10 mins)
4. Development of changes that benefit non-DSC parties (20 mins)
 5. Summary & Next Steps (20 mins)
 6. AOB (10 mins)

1. Background

- A key finding resulting from the most recent customer review of the capture process was a perceived lack of transparency from the point of a change being approved into capture and delivery



- Xoserve has been exploring how progress against changes can be more visible to customers throughout the change lifecycle

2. Capture prioritisation

- The Change Management Procedures document sets out how changes should be prioritised <https://gasgov-mst-files.s3.eu-west-1.amazonaws.com/s3fs-public/ggf/page/2018-12/Change%20Management%20Procedures%20v2%20%209.11.18.pdf> (section 4.5 *Priority Principles*)
- The procedures describe the following types of changes and their related priority definitions:

4.5.1(a) a **Priority Service Change** is:

(i) a *Modification Service Change*; or

(ii) a *Service Change in respect of a Service which allows or facilitates compliance by a Customer or Customers with Law or with any document designated for the purposes of Section 173 of the Energy Act 2004 (including any such Law or document or change thereto which has been announced but not yet made)*; and

(b) a *Service Change which is not a Priority Service Change is a **Non-Priority Service Change**.*

Change Management Procedures Document Definition	Example of Change Driver	Example Xoserve delivery platform
<i>Priority service change</i>	UNC Modification, SPAA Change, SEC Change, Gas Act	UK Link, GEMINI, Data Discovery Platform, Business Warehouse (BW)
<i>Non-priority service change</i>	Non-regulatory customer-sponsored Change Proposal (CP) / Xoserve Change Request (CR)	

- The document goes on to say:

4.5.3 (a) a *Priority Service Change shall take priority over a Non-Priority Service Change and 4.4.3 (c) (ii) an Urgent Modification shall take priority over a Modification which is not an Urgent Modification*;

- The document doesn't dictate how value add changes should be prioritised other than when the change was raised.

Current translation

- Urgent and non-urgent regulatory changes are currently classed as Priority Service Changes and capture is performed at the appropriate pace and intensity in comparison with non-priority changes. Perceived benefits are captured in section **A4: Benefits and Justification** in the Change Proposal form
- In an attempt to further prioritise, once assigned an Xoserve Reference Number (XRN), all changes are given a priority % score based on a of factors (e.g. is the change driven by a UNC code amendment, how many parties / business processes does the change impact etc), with outputs made visible in '**Appendix 1**' of the Change Proposal document

Change Proposal (As is)



Microsoft Word Document

A4: Benefits and Justification

Benefit Description:	<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:	<i>When are the benefits of the change likely to be realised?</i>
Benefit Dependencies:	<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>

Appendix 1 (As is)



Microsoft Word Document

xoserve

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 scores, which will be used in conjunction with the perceived delivery effort to aid conversations at the DISC ChMC and DISC Delivery Sub Groups to prioritise changes into all future minor and major releases.

Change Driver Type	<input type="checkbox"/> Cook Order <input type="checkbox"/> WOI / Agent <input type="checkbox"/> Disagreements <input type="checkbox"/> License Condition <input type="checkbox"/> BPA Change Proposal <input type="checkbox"/> ChMC request Change Request <input type="checkbox"/> DISC request Change Request <input type="checkbox"/> Customer or 3rd Party Service Request <input type="checkbox"/> DISC request Change Request
Please select the customer groups who would be impacted if the change is not delivered	<input type="checkbox"/> Change Request <input type="checkbox"/> DISC request <input type="checkbox"/> Network Impact <input type="checkbox"/> <input type="checkbox"/> Network Impact <input type="checkbox"/> Customer Call Transmittal Impact <input type="checkbox"/>
Associated Change Reference Number(s)	N/A
Associated DISC Reference Number(s)	N/A
Perceived delivery effort	<input type="checkbox"/> E - 60 <input type="checkbox"/> M - 60 <input type="checkbox"/> H - 90 <input type="checkbox"/> E - 90 <input type="checkbox"/> M - 90 <input type="checkbox"/> H - 120
Does the project involve the processing of personal data?	<input type="checkbox"/> Yes <input type="checkbox"/> No <small>If you select 'Yes', please specify the nature of the processing.</small>

A Full Projected Impact Assessment (PIA) will be required if the delivery of the change involves the processing of personal data in any of the following categories:	<input type="checkbox"/> New Technology <input type="checkbox"/> Vulnerable customer data <input type="checkbox"/> Theft of Data <input type="checkbox"/> Data Abuse <input type="checkbox"/> Customer experience data <input type="checkbox"/> Financial Data <input type="checkbox"/> Operational Changes to Existing Services <input type="checkbox"/> Other (Specify below)
Change Inventory	<input type="checkbox"/> All of the above (this will also capture the changes under the Data Protection Office Advice that should be captured in the Change Register) <input type="checkbox"/> Multiple Market Participants <input type="checkbox"/> Multiple Market Group <input type="checkbox"/> All markets in the United Kingdom <input type="checkbox"/> Europe Only <input type="checkbox"/> One Market Group <input type="checkbox"/> One Market Participant <input type="checkbox"/> Service Area 1, Network Volume and Market Capacity <input type="checkbox"/> All <input type="checkbox"/> Part to Tertiary <input type="checkbox"/> Two to First <input type="checkbox"/> DISC <input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low
Change Implementation Date	<input type="checkbox"/> Q1 2024 <input type="checkbox"/> Q2 2024 <input type="checkbox"/> Q3 2024 <input type="checkbox"/> Q4 2024 <input type="checkbox"/> Q1 2025 <input type="checkbox"/> Q2 2025 <input type="checkbox"/> Q3 2025 <input type="checkbox"/> Q4 2025
Any of the following groups are the change to be delivered:	<input type="checkbox"/> Safety of Supply at risk <input type="checkbox"/> Any of the following, subject to the change to be delivered: <input type="checkbox"/> Customer System Change (Impact) <input type="checkbox"/> Customer Trading Activity Increased <input type="checkbox"/> Customer Training Required <input type="checkbox"/> Other (Specify below) <input type="checkbox"/> Other (Specify below)
Primary Application Impacts	<input type="checkbox"/> CRM <input type="checkbox"/> SW <input type="checkbox"/> OMS <input type="checkbox"/> Self <input type="checkbox"/> ERM <input type="checkbox"/> CM <input type="checkbox"/> Gateway <input type="checkbox"/> BSM <input type="checkbox"/> Other
Business Process Impact	<input type="checkbox"/> CAD <input type="checkbox"/> CRM <input type="checkbox"/> CRMMS <input type="checkbox"/> Claims <input type="checkbox"/> Contract <input type="checkbox"/> Contracting <input type="checkbox"/> Other CRM <input type="checkbox"/> Other CRM Additions
Are there any direct impacts to delivery services and/or systems as a result of delivery of the change?	<input type="checkbox"/> Yes <input type="checkbox"/> No <small>If you select 'Yes', please specify the nature of the impact.</small>
Please select customer groups who would be impacted if the change is not delivered	<input type="checkbox"/> Market Impact <input type="checkbox"/> Network Impact <input type="checkbox"/> All Impact <input type="checkbox"/> Revenue Impact <input type="checkbox"/> Customer Call Transmittal Impact
What are the primary impacted customer groups?	<input type="checkbox"/> Wholesale Customers <input type="checkbox"/> Retail Customers <input type="checkbox"/> Both Wholesale and Retail Customers
Is there a Workaround in operation?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If yes who is accountable for the workaround?	<input type="checkbox"/> Xoserve <input type="checkbox"/> Customer <input type="checkbox"/> General Customer
What is the Frequency of the Workaround?	<input type="checkbox"/> Both Wholesale and Retail Customers

- All changes in capture are progressed through the pipeline in readiness for discussion in Delivery Sub-Group (DSG, where the prioritisation score is currently presented), distribution in change packs and approval for implementation in ChMC

Limitations

- All newly-raised customer changes are currently approved into Capture, sometimes with limited discussion over change benefits taking place in ChMC (perceived, trackable benefits should drive the priority order of 'Non-Priority Changes')
- Sometimes change benefits aren't obvious from the documentation (section A4: Benefits and Justification)
- The criteria captured in Appendix 1 is such that large proportions won't be known until capture has taken place and so prioritisation is focussed more at delivery decisions
- The prioritisation 'result' is played back to DSG and not ChMC (which is the decision making forum in the governance model)

Proposal for Refinement (Capture Prioritisation)

Upon raising a new change proposal, along with completing some of the existing criteria in 'A4', the sponsor would be encouraged to complete additional criteria in what would be renamed 'Priority & Benefits

New

A4: Priority & Benefits

Change Driver Type	<input type="checkbox"/> Urgent UNC Mod <input type="checkbox"/> UNC Mod <input type="checkbox"/> Retail Energy Code <input type="checkbox"/> License Condition <input type="checkbox"/> PAC/DESC <input type="checkbox"/> Value Add (Benefits Stated) <input type="checkbox"/> SPAA Change Proposal <input type="checkbox"/> Value Add (Benefits TBC)
Beneficiaries	<input type="checkbox"/> Multiple DSC Constituencies <input type="checkbox"/> Single DSC Constituency <input type="checkbox"/> Third Party
Trackable Benefits	<input type="checkbox"/> Regulatory Compliance <input type="checkbox"/> Central System Efficiency <input type="checkbox"/> Process Efficiency <input type="checkbox"/> Maintain The Business (MTB) cost reduction

Change Driver Type	Weighting
Urgent Regulatory / Service Sustaning	78%
UNC Modification	50%
License Condition	50%
Retail Energy Code	50%
SPAA Change Proposal	50%
PAC / DESC	50%
Value Add Benefits Stated	27%
Value Add Benefits TBC	15%

Beneficiaries	Weighting
Multiple DCS Constituencies	9%
One DSC Constituency	5%
Third Party	1%

Trackable Benefit	Weighting
Regulatory Compliance	0%
Central System Efficiency	4%
Process Efficiency	4%
Maintain The Business' cost reduction	4%

Priority	Relative Weighting
U	78% or over
1	<50%-77%>
2	27%-49%
3	15%-25%

The weightings are designed to ensure that urgent regs changes are defaulted to 'U' priority status but also are dynamic enough to ensure that value add changes can also be 'stack ranked' – **the results align with recent constituency prioritisation**

ChMC would approve the change into capture along with the priority score, with the Customer Change team using the score to determine ordering of capture work



Microsoft Word Document

The selections chosen will determine a priority % score (which will then correlate to an appropriate Priority Ranking

Benefit Description:	<i>How will trackable benefits be measured (e.g. less exceptions following existing process, reduction in MTB costs). What, if any, are the intangible benefits of introducing this change?</i>
Benefit Realisation:	<i>When are the benefits of the change likely to be realised?</i>
Benefit Dependencies:	<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>

Priority %	
-------------------	--

Delivery Prioritisation & Benefits Tracking

- It is proposed that 'Appendix 1' is amended to become a 'post-capture' document that would enable ChMC to discuss benefits v cost ahead of moving changes from 'capture' to detailed requirements (see next slide)
- The CCR form could also be amended to track benefits in the Post Implementation Support stage of implementation

Appendix 1 (to be)



Microsoft Word Document



Appendix 1

Change Delivery Prioritisation Variables

Xserve uses the following variables set for each change within the External Service Change Register, to derive a delivery prioritisation score. This document will be appended to each Change Proposal document after capture is completed to aid change delivery conversations at the DSC Change Management Committee.

High Level Solution Option & Cost	
Delivery 'T-Shirt' Size	XS / S / M / L / XL
Earliest Implementation Date	
Systems Impacted	<input type="checkbox"/> BRV <input type="checkbox"/> ISU <input type="checkbox"/> CMS <input type="checkbox"/> AMT <input type="checkbox"/> EFT <input type="checkbox"/> BK <input type="checkbox"/> Gemini <input type="checkbox"/> Birst <input type="checkbox"/> Other
Processes Impacted	<input type="checkbox"/> AQ <input type="checkbox"/> SPA <input type="checkbox"/> ROMA <input type="checkbox"/> Reads <input type="checkbox"/> Portal <input type="checkbox"/> Invoicing <input type="checkbox"/> CMS

Please select the customer group(s) who would be impacted if the change is not delivered.	<input type="checkbox"/> Shipper <input type="checkbox"/> GIG <input type="checkbox"/> SON <input type="checkbox"/> Xserve CNTS
Associated Change reference Number(s)	NA
Associated MOD Number(s)	NA
Does the project involve the processing of personal data?	<input type="checkbox"/> Yes (if not please answer the next question) <input type="checkbox"/> No
Can the information be used to identify service users (can be directly or indirectly identifiable or attributable to a specific or identifiable service user)?	<input type="checkbox"/> Yes (if not please answer the next question) <input type="checkbox"/> No
Is 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 data <input type="checkbox"/> Mass data <input type="checkbox"/> Xserve employee data <input type="checkbox"/> Fundamental changes to Xserve business <input type="checkbox"/> Other (please provide details below)
Change Beneficiary	<input type="checkbox"/> All <input type="checkbox"/> Free to Twenty <input type="checkbox"/> Two to Five <input type="checkbox"/> One
Primary Impacted DSC Service Area	<input type="checkbox"/> All <input type="checkbox"/> Free to Twenty <input type="checkbox"/> Two to Five <input type="checkbox"/> One
Number of Service Areas Impacted	<input type="checkbox"/> All <input type="checkbox"/> Free to Twenty <input type="checkbox"/> Two to Five <input type="checkbox"/> One
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 Training & Awareness Required <input type="checkbox"/> Customer Training Required
Are there any known impacts to external services and/or systems as a result of delivery of this change?	<input type="checkbox"/> Yes (please provide details below) <input type="checkbox"/> No
Is there a Workaround in operation?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Workaround currently in operation?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If yes who is accountable for the workaround?	<input type="checkbox"/> Xserve <input type="checkbox"/> External Customer <input type="checkbox"/> Both Xserve and External Customer
What is the Frequency of the Workaround?	
What is the Effort for the Workaround?	
What is the number of resource effort hours required to service workaround?	

CCR (to be)



Microsoft Word Document

DSC Change Completion Report (CCR)



Change Title	
Change reference number (XRN)	
Xserve Project Manager	
Final Approval	
Control Number	
Target Change Management Committee date	
Date of Solution Implementation	
Section 1: Overview of Change Delivery	
Xserve Service Area	Xserve Service Line
(P) Proposed Change in Annual Cost	(A) Actual Change in Annual Cost

Section 2: Continued Funding Arrangements				
Gas Industry Participant	BER Share of Cost	Actual Share of Cost	BER Cost Value	Actual Cost Value
SHIPP/ri				
NOTS				
OTCS				
Tripartite/ri/ri				
OTCS & ri				

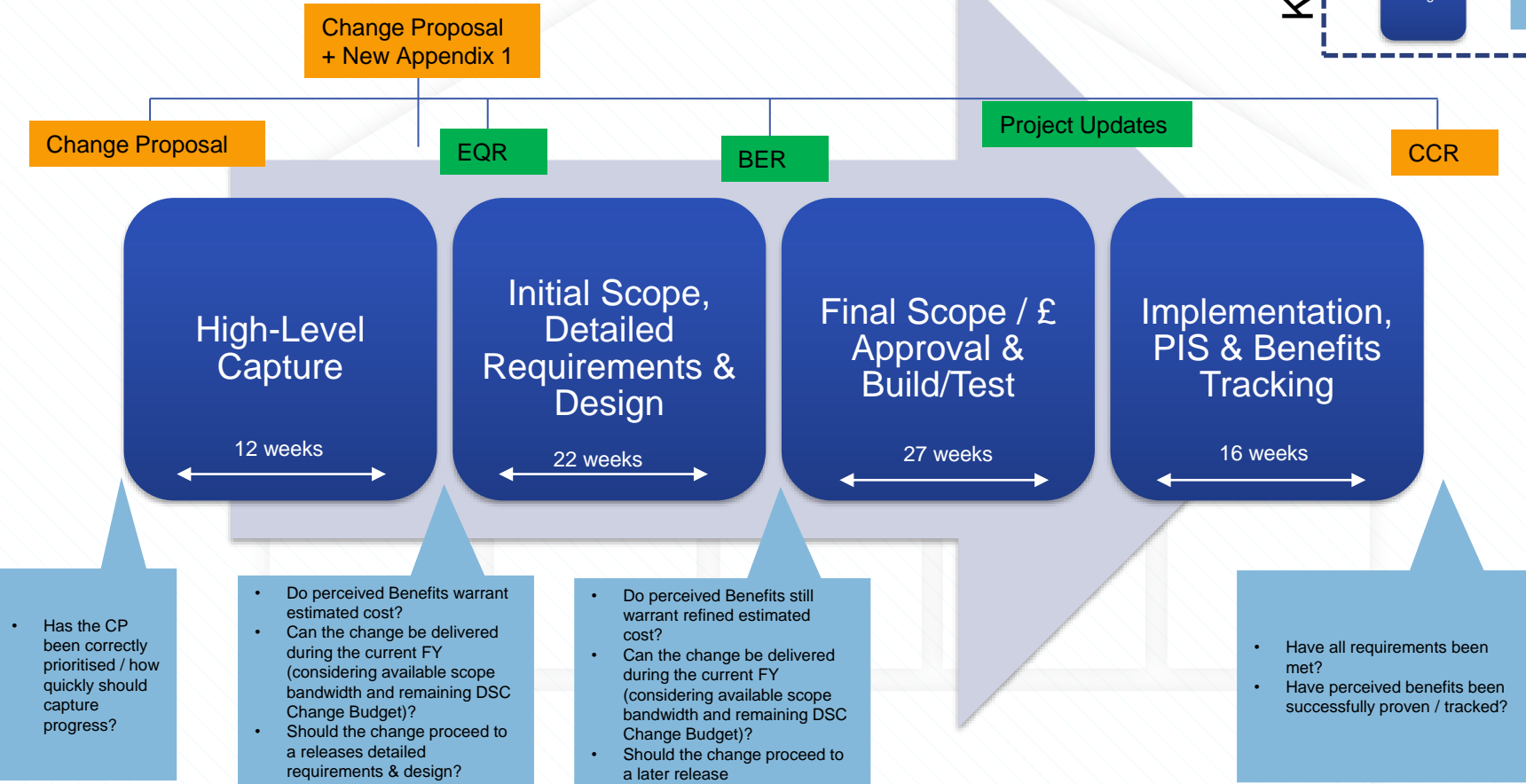
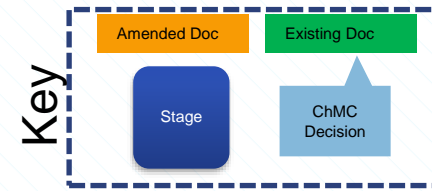
Section 5: Provide details of any revisions to the text of the UK Link Manual
Section 6: Lessons Learnt
Section 7: Trackable Benefits

Please send completed form to: box.xserve.portfoliooffice@xserve.com

Document Version History

Version	Status	Date	Author(s)	Summary of Changes

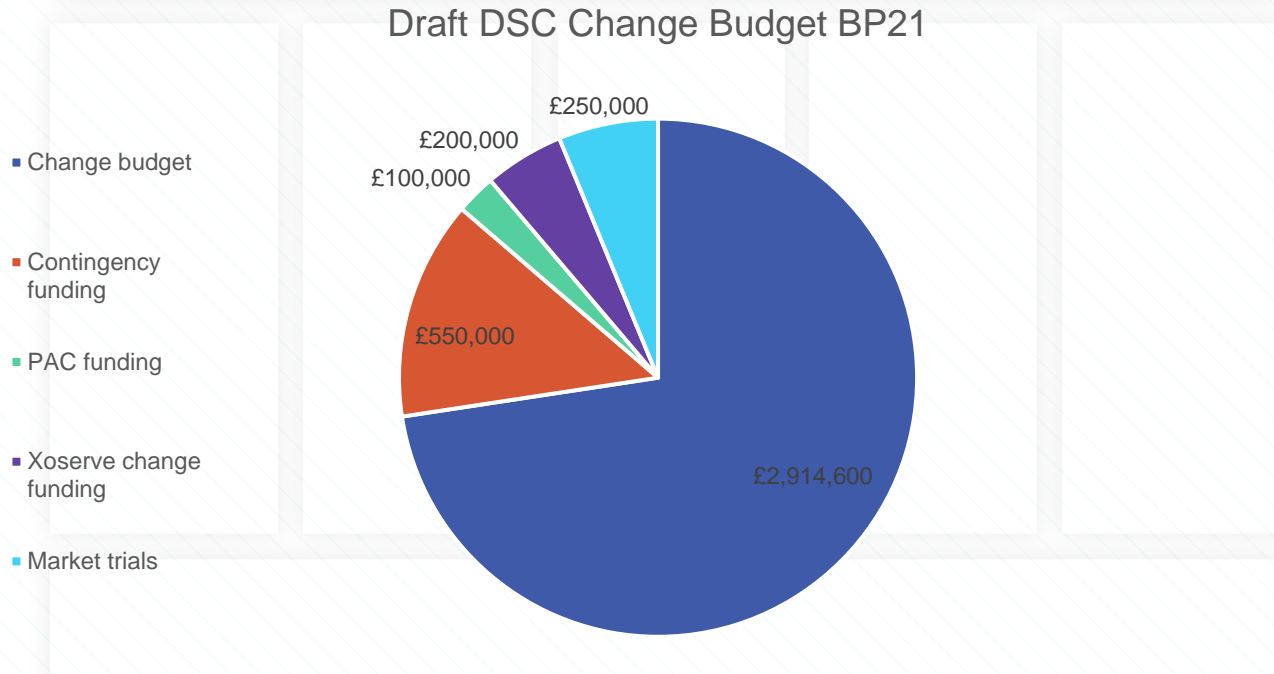
ChMC Decision Points & Related Documents



Q. Do you support the proposals for improvements captured in this presentation? Do you have any further refinements that you think would improve the facilitation of priority decisions for capture and delivery?

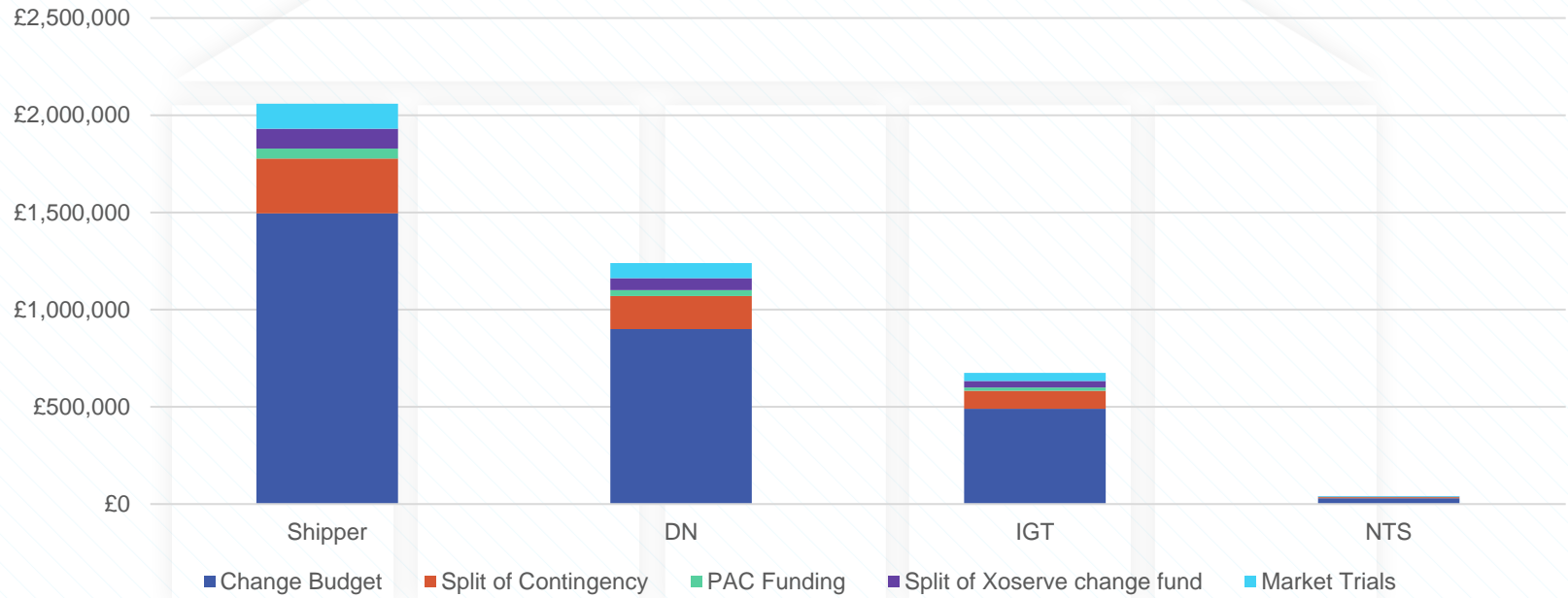
3. Xoserve Change Fund

- Constituency discussions and a subsequent ChMC recommendation have provided Xoserve with a steer as to what is required / desired for delivery using BP21 funds. This has driven out a requirement for a total budget of £4m broken down as shown in the pie chart below:



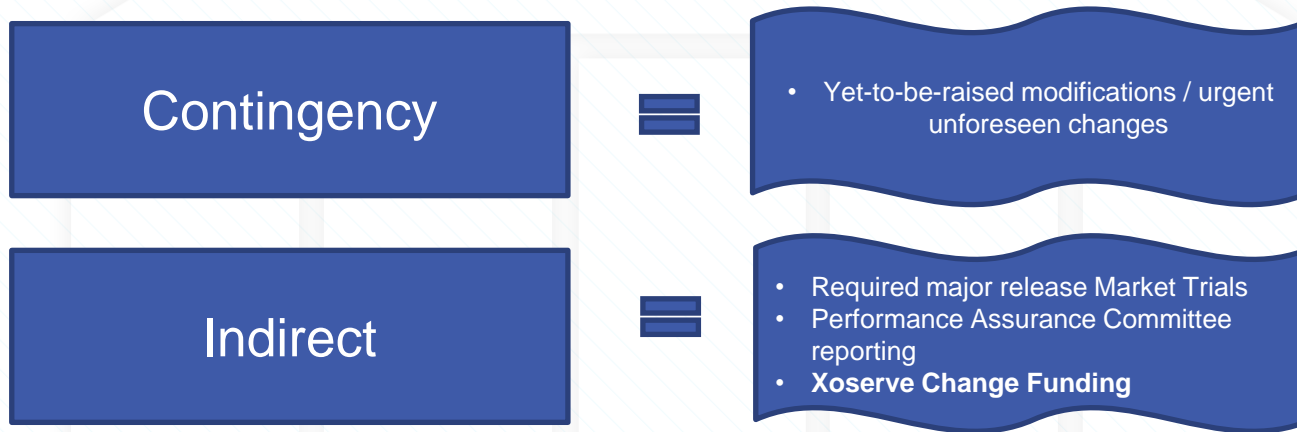
Constituency View

Draft DSC Change Budget



Unknown / 'Indirect' Costs

- Along with known costs being estimated, it is proposed that ChMC has money set aside for 'as-yet-unknown' and indirect change. These costs (derived from historic trends and discussions with PAC) are shared out between constituencies based on relative % split of wider budget

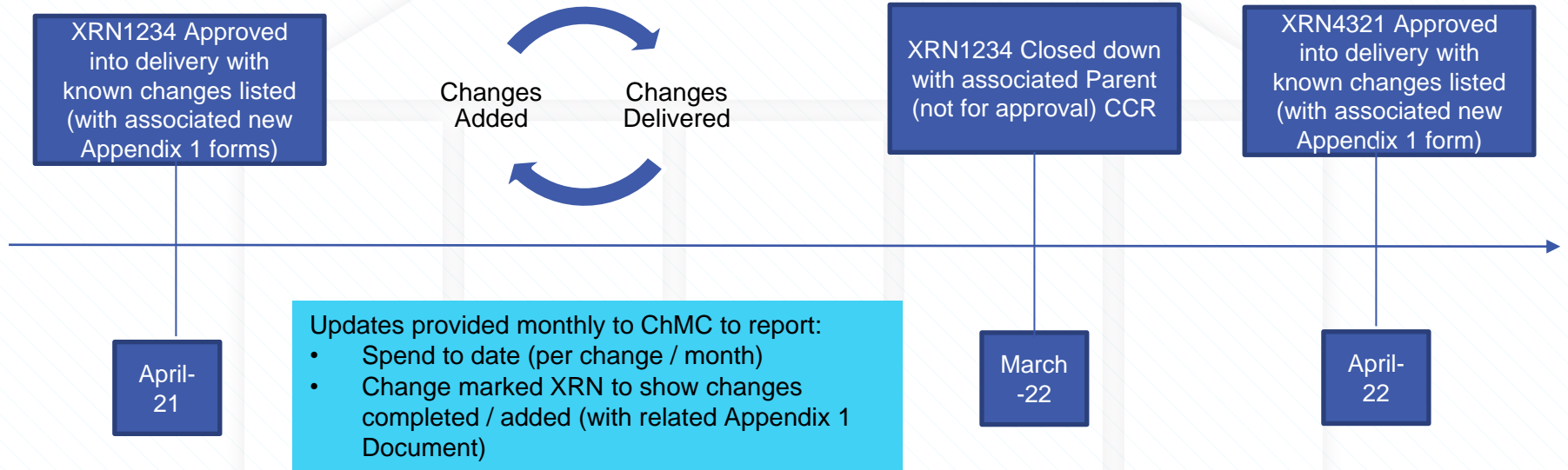


- The ChMC-recommended 'Xoserve Change Fund' will be (subject to wider Business Plan approval) made available to enable Xoserve to drive UK Link improvements with greater fluidity and transparency

Xoserve Change Fund Proposal

- A parent XRN would be created at the start of the FY, from which to list and track candidates for delivery from this fund
- An agenda item would be introduced into ChMC for progress update on this XRN
- The parent XRN would include elements of a CP, BER, CCR all rolled up in one document which would be approved once in ChMC (at the start of each financial year) and would be for discussion / update thereafter
- The same approach is also being proposed for spending the PAC ring-fenced budget (parent XRN 4876 containing an ever-changing list of requirements or 'user stories')
- Before moving any change from 'capture' to 'delivery' Xoserve will demonstrate benefits (and how they would be tracked) and provide assurance / rationale as to why the change does not impact customer systems
- This approach would:
 - Negate the need to have multiple CRs transferred into CPs (any CRs where customer system impacts were identified during capture would be transferred to CPs and follow the usual governance)
 - Reduce the need to create separate / multiple XRN's thereby reducing the time it would take to move from capture to delivery
 - Create distance between the external change register and the list of internal (to Xoserve) change request list

Parent XRN Trajectory Through Financial Year



Q. What else would ChMC need to see to have required transparency of changes being delivered throughout the financial year?

4. Delivery of changes that benefit non-DSC parties

- Parties that aren't acceded into the DSC are referred to as 'Third Parties' and change delivery in this space is described and governed via the related document <https://www.gasgovernance.co.uk/sites/default/files/ggf/page/2017-07/CDSP%20SERVICE%20DOCUMENT%20THIRD%20PARTY%20AND%20ADDITIONAL%20SERVICES%20POLICY.pdf>
- The Third Party services policy is there so that non-DSC parties (e.g. MAP,MAM, PCWs) can purchase products and services delivered by Xoserve – they are charged individually for each service that they purchases

Service	Availability	Example	Funding Arrangements
General	Mandatory for all DSC Parties	UK Link File Processing	DSC parties fund as part of wider DSC services charge
Specific	Optional to all DSC Parties	Off-the-shelf reporting	Purchasing DSC party pays
Additional	Ad hoc to DSC Parties	Reporting that is tailored for purchasing organisation	Purchasing DSC party pays
Third Party	Ad hoc to non-DSC Parties	Reporting that is tailored for purchasing organisation	Purchasing Third Party pays
DSC Change	Becomes general or specific service	Change to UK Link File Processing	DSC Change Budget (funded by DSC Parties annually) is accessed

- ChMC provides the check and balance to ensure the DSC Change Budget is used to deliver changes that benefit DSC Parties (if ChMC doesn't approve, we don't access the DSC Change Budget)

Q. As per the capture prioritisation material in this pack, when new changes are being proposed for entry into capture we are proposing that beneficiaries are stated and discussed in the form. Is there anything else Xoserve can do to aide ChMC in making an informed decision on change beneficiaries?

BP21 Principles and Approach Update

- Verbal update

