



Change Management Committee

11th November 2020

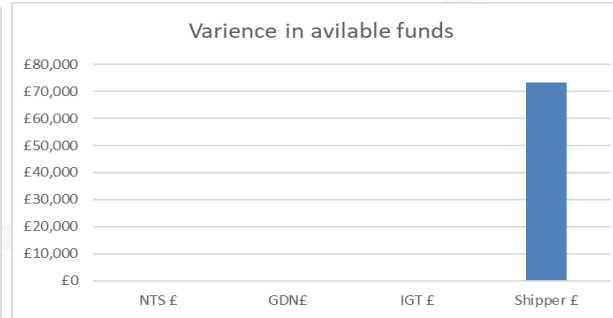
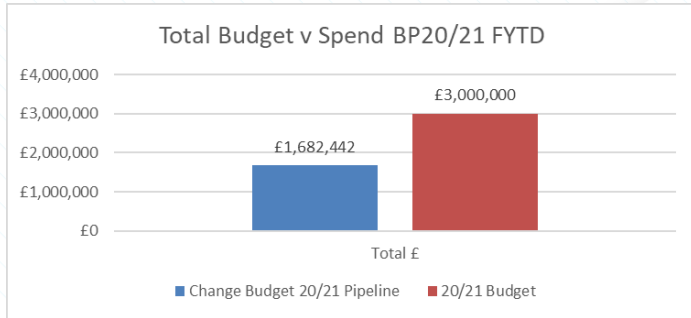


SECTION 2: DSC CHANGE BUDGET & HORIZON PLANNING



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

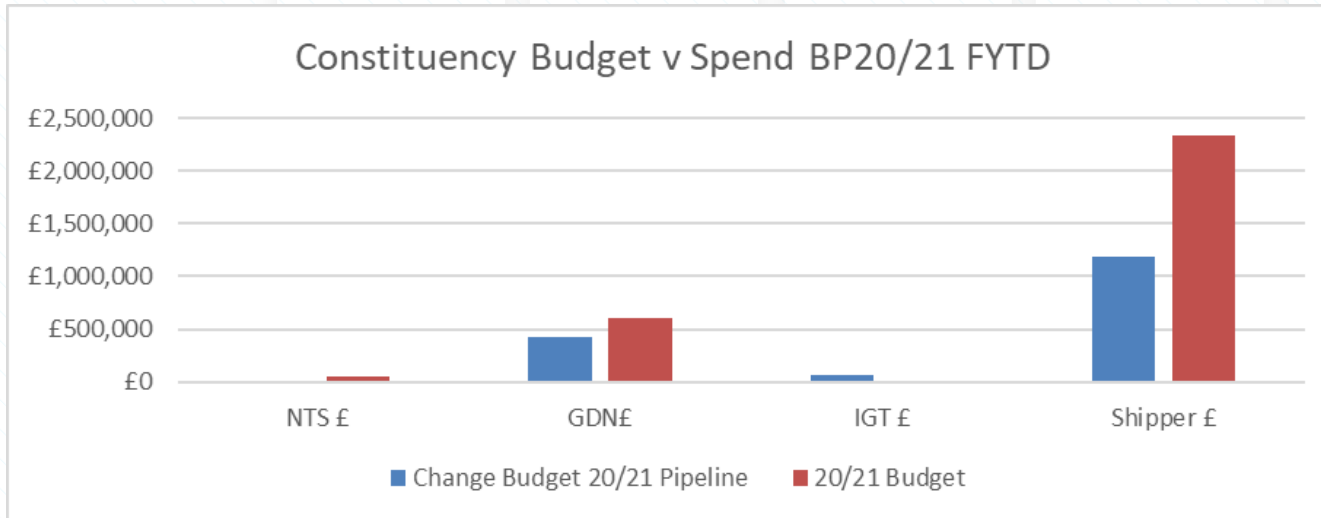
Budget v Spend BP20/21 Financial Year To Date (FYTD)



- **Overall increase in available funds of £73k for FY 20/21**

- **Shippers (overall +£73k available funds)**

- £60k removed from XRN4645 (XRN was split into 2 parts A/B. B was withdrawn and A is listed separately in the finance tracker)
- £17k added to cost of XRN5168 as BER was higher than HLSO
- £5k removed from XRN 5172 as BER was lower than HLSO
- £20k removed from XRN 4923 as change withdrawn
- £5k removed from XRN4645a as BER was lower than HLSO





DSC Change Budget BP21 - Draft 2

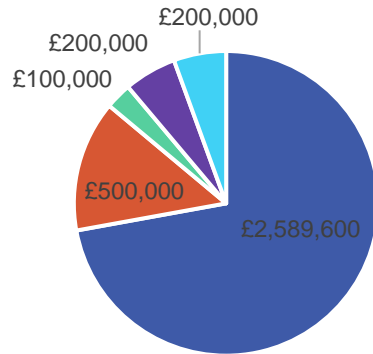
Background

- The initial draft (recommended in August ChMC) has been through consultation as part of the wider business plan cycle
- Some changes are required based on the output from the consultation
- IGTs have reduced their budget with some changes originally earmarked for draw-down from the DSC Change Budget now to be potentially progressed via other means
- This has caused the overall budget to be reduced by £450k
- The IGT share of indirect costs has also reduced as a result of the reduction (% of the total direct costs dictates % share of indirect costs). So all other constituencies now pick up a slightly larger % share of indirect costs
- The impact of this has almost entirely been mitigated (less than 1% change in total budgets for Shippers, DNs and NTS from draft 1) by a reduction in Contingency (-£50k) and Market Trials (-£50k) forecasted costs which have both been reduced in line with consultation to more accurately reflect the overall size of the budget

Combined BP21 Change Budget - Draft 2

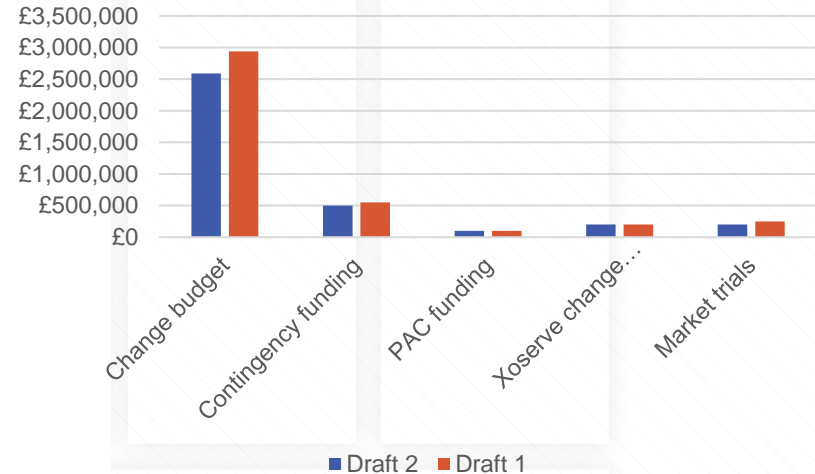
- Constituency discussions have provided Xoserve with a steer as to what is required / desired for delivery using BP21 funds. This has driven out a requirement for a total budget of £3.58m broken down as shown in the pie chart below
- This represents a 12% reduction from initial draft (-£0.45m)

DSC Change Budget BP 21/22 - Draft 2

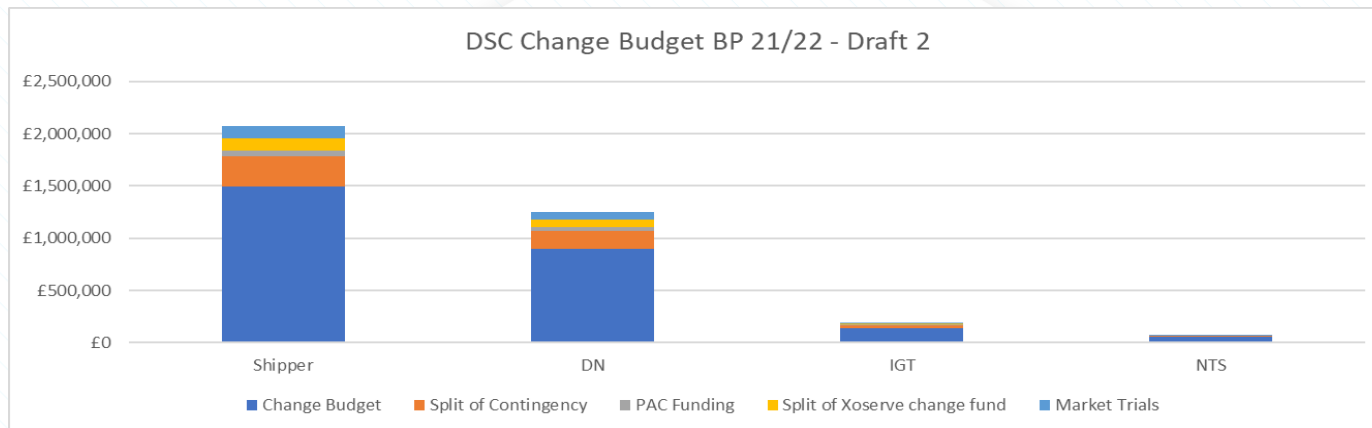


- Change budget
- Contingency funding
- PAC funding
- Xoserve change funding
- Market trials

Comparison with draft 1 per element



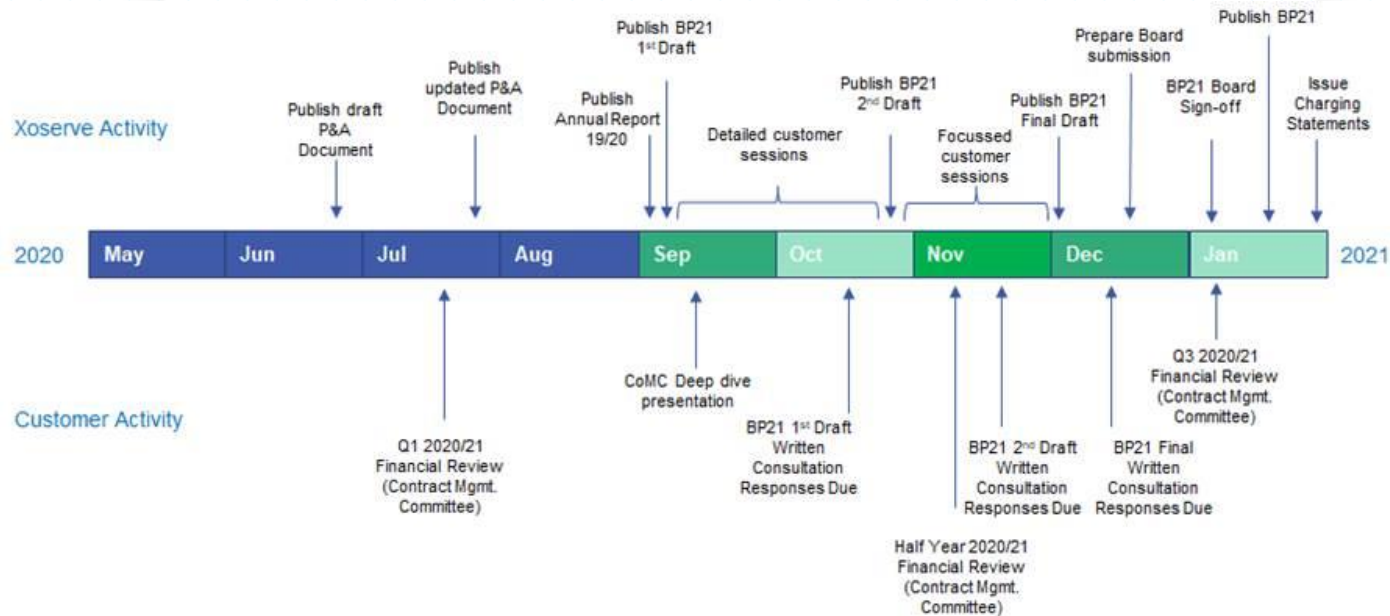
Constituency View



Element	Shipper	DN	IGT	NTS
Change Budget	£1,495,000	£900,000	£140,000	£54,600
Split of Contingency	£288,655	£173,772	£27,031	£10,542
PAC Funding	£57,731	£34,754	£5,406	£2,108
Split of Xoserve change fund	£115,462	£69,509	£10,812	£4,217
Market Trials	£115,462	£69,509	£10,812	£4,217
Draft 2 - Total Funds (Pending ChMC recommendation)	£2,072,309	£1,247,544	£194,062	£75,684
Draft 1 Totals	£2,054,430	£1,236,781	£673,358	£75,031
£ Movement	£17,879	£10,763	-£479,296	£653

BP21 Timeline

- ChMC recommendation will be sought in eChMC on 30th November 2020 on final draft
- Second consultation phase and scoping of Nov-21 Major release may require further adjustment of budget for 21/22 FY



2.2 - Bubbling Under (pre-capture regulatory change)



Microsoft Excel
Worksheet



SECTION 3: CAPTURE



3.1 Capture: Prioritisation & Target Out Of Capture Dates (TOOCD)

Target Out of Capture Date (TOOCD) per Change / Priority

- To introduce greater transparency over changes currently in the 'Capture' phase, the following slides show each XRN's target out of capture date, and present a regular opportunity to discuss (by exception) progress v the dates in ChMC

High – High / Medium Priority

High		Current Status	TOOCD	Sponsor
4990	MOD0664 - Transfer of sites with low read submission performance	In progress	24/12/2020	SSE
5038	MOD0691 - Class 2, 3 or 4 meter points to Class 1 when G1.6.15 criteria are met	Re-plan Required	17/09/2020	British Gas
5080	Failure to Supply Gas (FSG/GSOP1) – System Changes (CP)	In progress	26/11/2020	SGN
5142	New Allowable Values for DCC Service Flag in DXI File From DCC	New Date / In Progress	24/12/2020	Northern Gas Networks
5143	Transfer of NDM sampling obligations from Cadent, WWU, and NGN to the CDSP	In progress	31/12/2020	Cadent Gas
5144	Enabling Re-assignment of Supplier Short Codes to Implement Supplier of Last Resort	In progress	11/11/2020	CDSP
5195	Ceased Responsibility Date Following Shipper Withdrawal (IDL)	Re-plan Required	15/10/2020	Indigo Pipelines
5218	MOD 710 - CDSP provision of Class 1 read service	In progress	31/12/2020	Wales and West Utilities
5231	XRN 5231 - Provision of a FWACV Service (CP)	In progress	31/12/2020	SGN
5236	Reporting Valid Confirmed Theft of Gas into Central Systems (Modification 0734)	Awaiting Capture Trigger	TBC	Gazprom Energy
5237	Maintenance of a User relationship table for the purpose of AQ amendments (Modification 0734)	Awaiting Capture Trigger	TBC	CDSP

High / Medium		Current Status	TOOCD	Sponsor
4978	Notification of Rolling AQ value	In progress	16/12/2020	British Gas
5007	Enhancement to reconciliation process where prevailing volume is zero	In progress	24/12/2020	Xoserve
5187	MOD0696v - Addressing inequities between Capacity booking under the UNC	In progress	26/11/2020	Gazprom

- Re-plan required for XRN5038 as UNC Panel returned related mod 691 to workgroup. New date required for XRN5142 as the change was de-scoped from June-21 Major Release. Re-plan required for XRN5195 due to delay obtaining HLSO from vendor. XRN's 5236 & 5237 awaiting capture start trigger

Medium to Medium / Low Priority

Medium	Current Status	TOOCD	Sponsor
5120 Map to UK Link Comparison Service	In progress	30/11/2020	E.ON
5147 Optimising the Must Read process for IGT Customers	In progress	12/11/2020	BUUK
5186 Aligning Capacity booking under the UNC and arrangements set out in relevant NExAs	In progress	26/11/2020	NGN
5196 Address Amendments Validation	In progress	30/10/2020	BU-UK
5197 QMP File Validation in CMS – Current Address field	Re-plan Required	15/10/2020	Indigo Pipelines
5235 Include SOQ in the “UIG Additional National Data” report (Originally introduced by XF	In progress	25/02/2021	Gazprom Energy
5238 New Distribution Network Report – Forecast Invoice Values	In progress	25/03/2021	Northern Gas Networks
5200 Shipper Pack Transition to Data Discovery Platform	In progress	31/12/2020	E.ON
5206 TPI/PCW Access	In progress	12/11/2020	ENGIE
5183 XRN 5183 Access to Daily Biomethane Injections (CP)	In progress	12/11/2020	Inspired Energy PLC
5210 Daily CV Determination Service DN Invoicing Options	In progress	26/11/2020	National Grid Gas
5180 Inner Tolerance Validation for replacement reads and read insertions	In progress	12/11/2020	CDSP

Medium / Low	Current Status	TOOCD	Sponsor
4876 Changes to PARR Reporting	In progress	31/03/2021	Gemserv
5072 Application and derivation of TTZ indicator and calculation of volume and energy	In progress	31/12/2020	Xoserve
5188 Interim Data Loads of MAP Id into UK Link	In progress	28/01/2020	CDSP
5192 CMS Reference Number in Amendment Invoice Supporting Data	In progress	21/01/2021	N Power

- Re-plan required for XRN5197 as change now being considered as part of a wider CMS rebuild

Withdrawn or Post-Capture

Withdrawn		Current Status	TOOCD	Sponsor
5070	Amendment to Isolation Flag	Withdrawn	N/A	E.ON
4860	National Temporary UIG Monitoring	Withdrawn	N/A	Npower
5116	Domestic Report - Must Read Prenotification	Withdrawn	N/A	British Gas

Capture Complete (In Delivery)		Delivery Platform	TOOCD	Sponsor
4645	Rejection of incrementing reads following Isolation (RGMA Flows)	Minor Enhancements	N/A	Xoserve
5164	CSEP Data Assurance – Performance Monitoring Capability	Data Discovery Platform	N/A	Wales & West Utilities
5093	MOD0711 - Update of AUG Table to reflect new EUC bands	UK Link Platform	N/A	Gazprom
5167	MOD0672 - Report Product Class 4 Read Performance	Data Discovery Platform	N/A	Scottish Power
5135	DNO and NTS Invoices to Shippers and DNs VAT compliance	UK Link Platform	N/A	Wales & West Utilities
5146	Data Cleanse of NExA information within UK Link and the Data Enquiry Service (DES)	UK Link Platform	44134	Northern Gas
5091	Deferral of creation of Class change reads at transfer of ownership	In progress	44119	EDF

3.2 New Change Proposals – Initial Review

XRN / Title	Voting				DSC Service Area
	Shipper	DNO	IGT	NTS	
XRN5253 June 21 Release	For Information Only				N/A
XRN5273 Amendments to V14 of the Service Description Table	For Information Only				N/A

XRN5253 June 21 Release

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	N/A
Priority Score	High

Sponsor Representative	Xoserve
------------------------	---------

Change Details

Problem Statement
Request to generate a 'Parent' XRN for the June 21 Major Release.

Change Description
<p>There are 3 changes for inclusion as scope of delivery for the June 21 release as approved by ChMC on the 9th September 2020</p> <p>For information these changes are...</p> <ul style="list-style-type: none">• XRN5093 – Update of AUG Table to reflect new EUC bands (Modification 0711)• XRN4992 – Modification 0687 Clarification of Supplier of Last Resort (SoLR) Cost Recovery Process• XRN4941 - Auto updates to Meter Read Frequency (MOD0692)

XRN4992 – Modification 0687 Clarification of Supplier of Last Resort (SoLR) Cost Recovery Process was voted to be descoped from the release at the extraordinary ChMC meeting on 26th October. This was due to Ofgem advising it was unlikely a decision would be reached in time for the Design Change Pack going out in November, enabling 6 months' notice to implementation.

XRN5273 Amendments to V14 of the Service Description Table

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
------------------------	---------

Change Details

Change Description
<p>The DSC Service Description Table has been updated with eight proposed new service lines that have been introduced to support two Change Proposals which went live as part of the June 2020 release as per the below:</p> <ul style="list-style-type: none">• XRN4850 - Notification of Customer Contact Details to Transporters (Please see CP for proposed new service lines)• XRN4932 Improvements to the quality of the Conversion Factor values held on the Supply Point Register (MOD0681S) (Please see CP for proposed new service lines)

3.3 New Change Proposals – Post Initial Review

None for this meeting

3.4 New Change Proposals – Post Solution Review

- XRN5183 Access to Daily Biomethane Injections
- XRN5080 Failure to Supply Gas (FSG/GSOP1)

XRN5183 Access to Daily Biomethane Injections

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>Proposed delivery: Adhoc</p> <p>Link to CP</p> <p>Link to Change Pack ref: 2694.4 - KL - PO</p> <p>Voting: DNO & Shippers</p> <p>High level Solution cost: Option 1 – £0-5k Option 2 – £5-10k</p> <p>Service Area: Service Area 18 Provision of User Reports and Information</p> <p>Funding: Service Area 18 * Shipper – 100% (*re-apportioned)</p>	Option 1	NGN	X			We support Option 1 of this change, as the most logical option to achieve the intended outcome.
		Scottish Power	X			

XRN5080 Failure to Supply Gas (FSG/GSOP1) – System Changes

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>Proposed delivery: Minor Release Drop 9 (Feb 21)</p> <p>Link to CP</p> <p>Link to Change Pack ref: 2695 - RT - PO</p> <p>Voting: Shipper, DNO</p> <p>High level Solution cost: Option 1 – £35-75k Option 2 – £70-150k</p> <p>Service Area: Service Area 7 NTS Capacity / LDZ Capacity / Commodity / Reconciliation / Ad-Hoc Adjustment and Energy Balancing Invoices</p> <p>Funding: Minor Release Budget</p>	Option 1	NGN	X			Northern Gas Networks support this change proposal and support the FSR being managed through a separate XRN.
		SGN	X			SGN's supports Option 1 which will deliver the FSG changes in the timeframe required to enable compliance with the RIIO-2 changes which become effective from 1st April 2021.

3.5 Outages

Outages							
Change Request Number	Impacted System	Outage Duration				Brief Description	Committee Notified Date
		Start Date	Start Time	End Date	End Time		
11024	UK Link Portal; UK Link On-line Service; DES and CMS	04/12/2020	23:00	05/12/2020	10:00	<p><u>UK Link Disaster Recovery Test 2020</u> (Failover to DR site) - the UK Link system will operate normally from the DR site in the period between Failover and Failback. NB: UK Link System Application will not be available during this period – but no impacts to Users are expected</p>	Times and date updated 11/11/2020
11024	UK Link Portal; UK Link On-line Service; DES and CMS	05/12/2020	23:00	06/12/2020	07:00	<p><u>UK Link Disaster Recovery Test 2020</u> (Failback to primary site) - contingency dates for the test are Friday 15th to Sunday 17th January 2021 with the same timings as above. NB: UK Link System Application will not be available during this period – but no impacts to Users are expected</p>	Times and date updated 11/11/2020
	UK Link	TBC	TBC	TBC	TBC	<p>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 early January and will require some system outages which we will aim to carry out over a weekend to ensure impact to the industry is minimised. The detailed upgrade and outage schedule will be shared in November.</p>	Description updated 11/11/2020



4. DESIGN & DELIVERY

4.1 Data Discovery Platform

- CCR for XRN5164 CSEP Data Assurance



Microsoft Word
Document

4.2 Detailed Design Change Pack

- XRN5181 - Acceptance of Consumption Adjustment where meter removed after meter point set to Dead

XRN5181 - Acceptance of Consumption Adjustment where meter removed after meter point set to Dead

Functional Changes					
Change Pack ref: 2694.1 - KL - PO	Solution & Implementation Summary outcome				Comments
	Organisation	Approve	Deferred	Reject	
Release: Minor Release Drop 8	EDF	X			None
Voting: Shippers, DNO	NGN	X			Northern Gas Networks support this change proposal.
	Scottish Power	X			None.
	SSE	X			Will make settlements more accurate.

XRN5253 - June 21 Release - Status Update

11 th November 2020	Overall Project RAG Status			
	Schedule	Risks and Issues	Cost	Resources
RAG Status				
Status Justification				
Schedule	<ul style="list-style-type: none"> Risk/ Issue & Resource RAG Status will return to green on completion of detailed design EQR Approved at Change Management Committee on 7th October, BER to be presented on 9th December A decision was made at Extraordinary Change Management Committee (CHMC) on 26th October to de-scope XRN4992 - MOD0687 – Creation of new charge to recover last resort supply payments Scope of June 21 Release now consists of 2 changes <ul style="list-style-type: none"> XRN4941 - MOD0692 - Auto updates to meter read frequency XRN5093 - MOD0711 – Update of AUG Table to reflect new EUC bands Project Start Up & Initiation phases in progress to fully mobilise project for delivery, including definition of an external communications plan Detailed Design phase commenced on 28th September due to complete in November Change Packs to be published on 13th November Decision to be made today on whether to take XRN4941 forward into delivery (next slide). Decision deferred at Extraordinary CHMC until 11th November 			
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. Risk: There is a risk, Design timescales cannot be met because the SME resources required to support this change are not available when required Mitigation: Project team working with internal resource teams to baseline and agree workshop schedule for Design phase 			
Cost	<ul style="list-style-type: none"> Final EQR approved at CHMC on 7th October, BER to be presented in December 			
Resources	<ul style="list-style-type: none"> Resource Forecasts and Plans for design have been defined 			

XRN4941 Decision

- Decision made at Extraordinary Change Management Committee on 26th October to de-scope XRN4992. Decision on XRN4941 deferred until 11th November on basis Ofgem believe a decision will be made on whether to approve or remove this MOD.
- A decision is now required as agreed on 26th October on the below options for XRN4941

Option	Description	Next Step/ Outcome
Option 1	Descoped changes from June 21 Major Release	Change will be descoped from June 21 Release and considered for a future release
Option 2	Continue to progress XRN4941 and include costs for full delivery in BER for approval	<p>Continue with E2E delivery of both changes.</p> <p>To implement the changes a decision to proceed will be required from Ofgem (before Implementation period commences). If no decision is made prior to implementation or Ofgem decide to withdraw changes costs for delivery will still be applicable</p> <p>NOTE: Once BER is approved it locks customers in to a fixed cost that cannot be reduced later – the cost would be picked up by the remaining changes in scope. Any variable costs i.e. Xoserve resources would need to be revisited</p>

XRN5253 - June 21 Release Summary

June 21 Release consists of 3 changes.

In Scope

- **XRN5093** - MOD0711 – Update of AUG Table to reflect new EUC bands
- **XRN4941** - MOD0692 - Auto updates to meter read frequency

De-Scoped at Extraordinary Change Management Committee on 26th October 2020

- **XRN4992** - MOD0687 – Creation of new charge to recover last resort supply payments



4.4 UK LINK – MINOR RELEASE 9 SCOPE FOR APPROVAL

Minor Release Drop 9 – Scope for Approval

Potential Release	XRN	Change Title	Comments	Complexity	Points	Finance
MiR Drop 9	5080	Failure to Supply Gas (FSG_GSOP1) – System Changes	RIIO-2 change– Required for start of April 2021	Small	5	tbc
	5135	DNO and NTS Invoices to Shippers and DNS VAT compliance	VAT compliance change	Small	5	tbc
Total Points					10	

- As part of the BER approval funding for each change will be agreed by the proposers
- ChMC Approval requested for the above changes to be scoped for delivery in Minor Release Drop 9
- Plan and implementation date to be agreed at December ChMC.

Please note that XRN5210 Daily CV Determination Service DN Invoicing Options, has been withdrawn



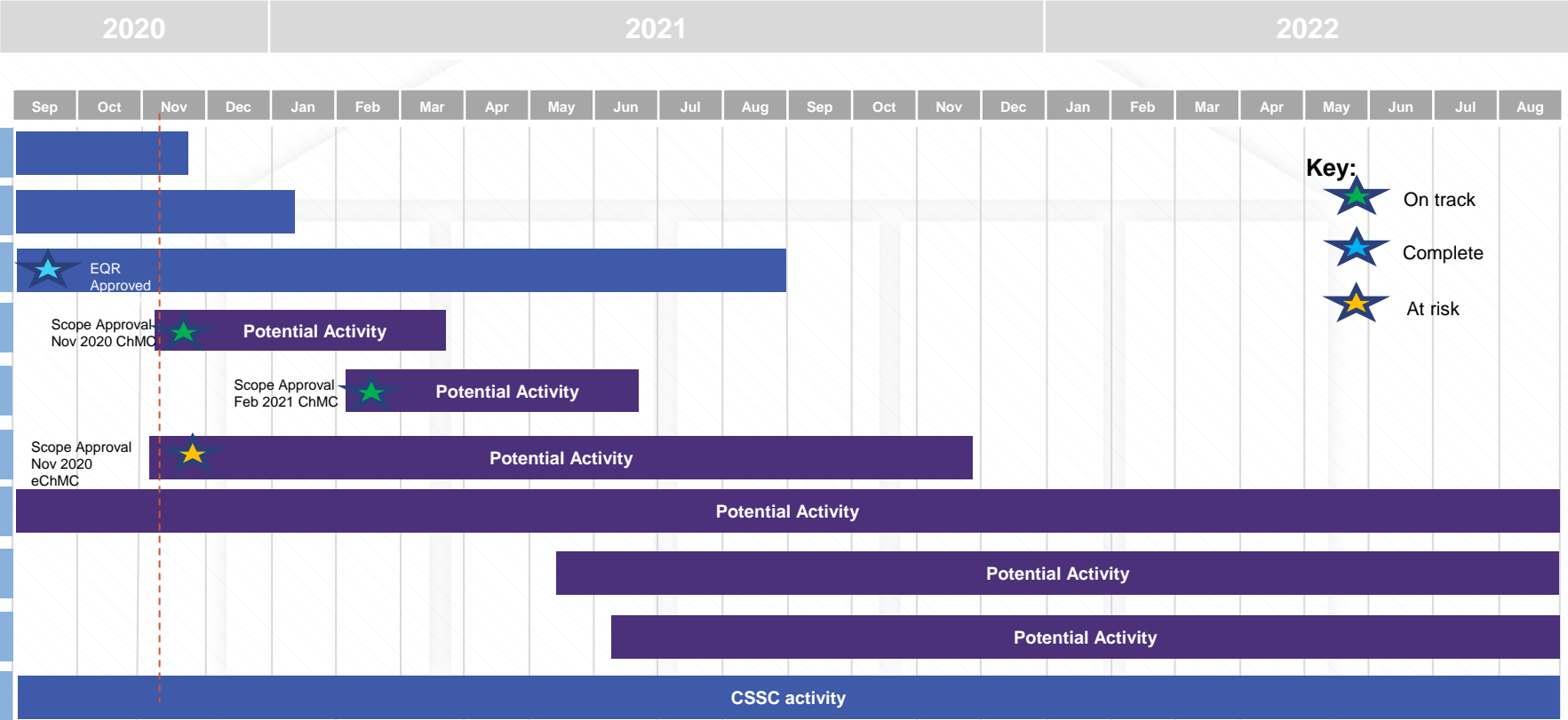
4.5 UK LINK FUTURE RELEASES UPDATE

UK Link Future Releases Update

Agenda:

1. Future Releases Governance Timeline 2020 – 2021
2. Allocated Changes - in delivery
3. Unallocated Changes – in Capture and changes that have completed Capture
4. Glossary

2020-2022 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

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	tbc	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 DGC Service Flag in DXI File from DGC	HLSOs in review. Scope inclusion dependent on SEC/Ofgem decision	June 2021	Large	DNO

- XRN5142 was descoped at September ChMC
- XRN4992 was descoped at October eChMC
- XRN4941 continued inclusion in scope will be voted on at November ChMC.

UK Link – Unallocated Changes 1

Potential Release	XRN	Change Title	Comments	Status	Complexity	Points	Finance
Nov 21	5142	New allowable values for DCC Service Flag in DXI File from DCC	Decoped from June 21 Major Release. Compliance and systems alignment with SEC regulation change.	Solution approved	Large	13	DN
	5186	MOD0701 - Aligning Capacity booking under the UNC and arrangements set out in relevant NEXAs	Ensures compliance to MOD0701. Reduces instances of shippers booking more capacity than customers are allowed to use in accordance with the NEXA	Solution approval	Medium	8	DN
	5187	MOD0696 - Addressing inequities between Capacity booking under the UNC and arrangements set out in relevant NEXAs	Compliance to MOD0696. Ensures that NEXA limitations are taken into account when booking capacity.	Solution approval	Large	13	DN
	5072	Application and derivation of TTZ indicator and calculation of volume and energy – all classes	Ensures correct energy used to calculate AQ, and that the volume/energy within reconciliation will be correct. Positive impacts to downstream processes such as EUC assignment, Daily Gas Allocation and UIG	HLSO	Large / X-Large	13 to 21	Shipper
	5091	Deferral of creation of Class change reads at transfer of ownership	Improves end consumer billing accuracy by negating impacts of transfer class change on Shipper opening read performance.	Solution approval	Large	13	Shipper
	5180	Inner tolerance validation for replacement reads and read insertions	Reduces number of read rejections seen by the Shipper user and in turn reduces the number of manual read requests submitted.	HLSO	Large	8	tbc
MiR Drop 9	5135	DNO and NTS Invoices to Shippers and DNs VAT compliance		Solution Approval	Small	5	MiR
	5210	Daily CV Determination Service DN invoicing Options	NG funded	Solution Approval	Small	5	NG
	5080	Failure to supply Gas (FSG/GSOP1) - System Changes		Solution Approval	Small	5	MiR
tbc	5038	Convert Class 2, 3 or 4 meter points to class 1		HLSO	tbc	tbc	tbc
tbc	5197	QMP file validation in CMS – Current Address field	CMS change	Solution Approval	X-Small	3	tbc
tbc	5195	Ceased responsibility date following shipper withdrawal (IDL)	Potential MiR Drop 10 candidate	Solution Approval	Small	5	MiR

UK Link Unallocated Changes 2

Potential Release	XRN	Change Title	Comments	Status	Complexity	Points	Finance
tbc	5081	No actual read present in previous class for read validation		Requirements	tbc	tbc	tbc
tbc	5188	Interim Data loads of MAP ID into UK Link		Requirements	tbc	tbc	tbc
tbc	5196	Address Amendments Validation		Requirements	tbc	tbc	IGT
tbc	5007	Enhancement to reconciliation process where prevailing volume is zero	Major release candidate	Requirements	tbc	tbc	Shipper
tbc	4990	MOD0664 – Transfer of sites with low read submission performance		Requirements	tbc	tbc	Shipper
tbc	5231	MOD0719R – Flow Weighted Average Service		Requirements	tbc	tbc	DN
tbc	4992	MOD0687 - Creation of new charge to recover last resort supply payments	MOD not yet approved. ChMC voted to descope from June 21 release. MOD expected to be replaced/amended by Ofgem.	Capture Complete	tbc	tbc	Shipper
tbc	4931	Submission of space in mandatory data on multiple SPA files	Decscoped from Nov 20 Major Release. Analysis underway to determine validate new solution and identify release	Capture Complete	tbc	tbc	Nov 20 BER
tbc	5203	Perspective supply metering point AQ and EUC		Capture	tbc	tbc	tbc
tbc	5218	CDSP Provision of Class 1 read service		Capture	tbc	tbc	DN / Shipper
tbc	5192	CMS Reference Number in amendment invoice supporting data		Capture	Tbc	Tbc	Shipper
tbc	5027	UK Link data cleanse of conversion factor in line with MOD0681S		Capture	tbc	tbc	tbc
tbc	5235	Include SOQ in UIG additional data report		Capture	tbc	tbc	Shipper /DN

November 2021 Major Release Update

Ofgem direction is to protect CSS and impacted systems/processes.

Xoserve has identified that all current November 2021 candidate changes share common business processes and code objects with CSSC.

Therefore delivering each of these changes in November 2021 would present risks to the CSS plan.

The scale of these risks is being analysed.

Xoserve have requested an extraordinary ChMC at the end of November to allow for the detailed analysis of each change / risk to be undertaken so that they can be presented as options for ChMC.

ChMC will then be asked to vote on the options presented.

December ChMC

UK Link Future Releases Updates:

- **Minor Release Drop 9**
 - Confirmation of implementation date.

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)

Portfolio POAP



**Adobe Acrobat
Document**

7.5 XRN5110 - Nov 20 Release - Status Update

	Overall Project RAG Status			
	Schedule	Risks and Issues	Cost	Resources
RAG Status	Green	Yellow	Green	Green
Status Justification				
Schedule	<p>Testing</p> <ul style="list-style-type: none"> User Acceptance Testing has completed, Exit report is in review expected approval Regression Testing has completed, Exit report is in review expected approval Performance Testing is in progress and going to plan expected completion 30.10.20 <p>Implementation</p> <ul style="list-style-type: none"> IDR completed successfully on the 12th October, currently make some amendments to the plan from lessons Learnt for implementation Implementation preparation is ongoing <p>Change Assurance Health Check</p> <ul style="list-style-type: none"> Health Check 2 has closed all findings Health Check 3 has completed – reported Amber with 29 findings, please see later slides for more information <p>Change Requests</p> <ul style="list-style-type: none"> 2 changes XRN4897/99, XRN4871b are currently in UAT and completing slightly behind plan and XRN4801 has completed testing 			
Risks and Issues	<ul style="list-style-type: none"> Risk: DES testing may not be accurate due to limited knowledge in the SME team – Risk has been reduced as Business have accepted the testing results Risk: XRN4897/99 delivery verifying 100% GDPR compliance – PIS plans in place to assure – Risk probability being understood Risk Contract Managers may not approve the Disclosure Request Report that outlines the changes made to DES for XRN4871b, XRN4801 & XNR5014 Medium Risk: Performance Testing for DES is limited due to the tools not being in place to manage +300 users at a single point of time – understanding the impacts of this risks and investigating if this has ever previously occurred 			
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 requested to support the delivery of the Change Requests Tech Ops resource has been allocation to support Performance Testing 			

XRN5110 - Nov 20 Scope

XRN4931 – Lessons Learned

Issue:

Original Detailed Solution Design was not robust. This was not discovered until Technical Specification Review at a late stage in the project.

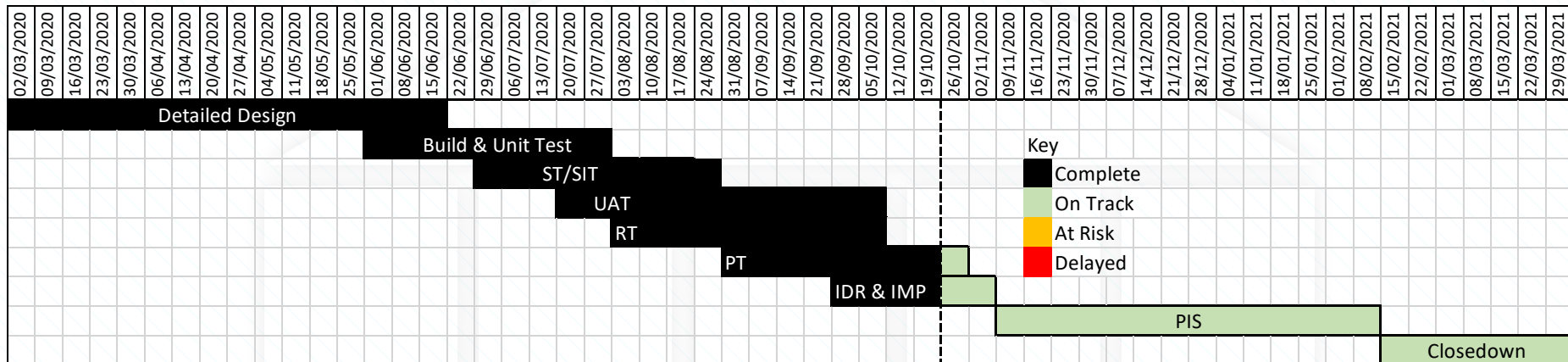
Lessons Learned:

- Earlier involvement of technical support teams required – Technical Operations were not involved in Capture to review the High Level Solution Options. This has changed and now they are required to sign off each HLSO in order for a change to progress out of Capture.
- A further solution design validation at internal governance checkpoint Stage Gate C, for Detailed Design exit, will be enforced by project teams and Portfolio Management Office.

XRN4931 – Release Scoping

- The original timeline for the delivery of new solution coincides with Christmas change freeze window, implementing after this means that support that would be required during the new timeline and would add risk to other inflight projects (MiR 9 and June 21).
- Further analysis on the change has indicated that the majority of instances of the problem occur in one file type, UMR. This analysis is currently being validated with Tech Ops. The new solution will also require ratification.
- We then need to re-review the solution and determine where best to scope it. Possibilities are either:
 - Minor Release 10 (May implementation), or
 - The next available Major Release.

XRN5110 - Nov 20 Delivery Timeline & Progress



Change	Description	Change Pack	FS	Test Scenarios	Build & UT	ST/SIT	UAT Test Scenarios	UAT	RT	PT
XRN4897	Resolution of Contact Details	Approved	Approved	Approved	100%	100%	Approved	100%	100%	
XRN4899	Treatment of Contact Details	Approved	Approved	Approved	100%	100%	Approved	100%	100%	
XRN4871b	Ratchet Regime Changes	Approved	Approved	Approved	100%	100%	Approved	100%	100%	
XRN4801	Additional Detail in DES	Approved	Approved	Approved	100%	100%	Approved	100%	100%	
XRN5014	Hydeploy Trial	Approved	Approved	Approved	100%	100%	Approved	100%	100%	
XRN4897/99	Change Request	N/A	Approved	Approved	100%	100%	Approved			N/A
XRN4871b	CR Drill Down Report	N/A	Approved	Approved	100%	100%	Approved			N/A
XRN4801	CR Additional Detail in DES	N/A	Approved	Approved	100%	100%	Approved	100%	N/A	N/A

* Updated as of the 27th October

Project		Date	Change Assurance Type						Overall RAYG		
UK Link Release – November 20		19/10/2020	General Health Check - 3								
CA1	Open 0	Closed 0	CA2	Open 7	Closed 1	CA3	Open 6	Closed 0	CA4	Open 15	Closed 0
Topic		RAYG	Summary								
Business Case			This health check of the November 20 release was conducted to assure preparation for implementation and successful outcome delivery, and the result indicates a level of risk, much of which derives from the volume of work being brought to a conclusion close to the implementation date, as well as the release's experience of wider change delivery challenges and needed improvements.								
Sponsorship											
Governance			The timeline for delivery has been challenging as noted in previous change assurance, and we recognise that the project team have worked hard to conclude the final stages of testing and implementation preparation and resolve the various challenges that have been raised during the project.								
Scope & Solution											
Team & Skills			Of the 29 findings, 8 require action to address implementation risk, to give a confident, informed position prior to a go decision, and are therefore classified CA2. After receiving the Health Check Report, the project team are already addressing and closing these findings and Change Assurance are confident that an appropriate implementation position can be reached. These are:								
Plan											
Customer			<ul style="list-style-type: none"> 1 risk of GDPR non-compliance when the code is in production, that needs to be clarified and resolved. 1 on planning of the CRs to be included in the main project plan so that all activities are aligned and tracked prior to go live 								
Other - Information Security			<ul style="list-style-type: none"> 1 advising an ad-hoc CAB to address any updates needed to the change in a tight timeline prior to implementation 2 risks on UAT of which one is related to risk of 4801 which needs to be validated by Business Ops/Tech Ops on DES, and one of the change variations not being tested to the right quality due to the tight timescales to delivery 								
Other – Suppliers			<ul style="list-style-type: none"> 1 related to the coverage of regression testing that needs to be validated by Tech Ops – NOW CLOSED 								
Other - Testing			<ul style="list-style-type: none"> 1 risk related to the Performance Testing of 4801 which requires more clarity on acceptability and impact of not testing with 300+ users at the same time, and either mitigation needed or approach if accepted 1 related to issues encountered during IDR with a failed transport that requires root cause analysis and resolution before implementation – implementation solution is being put in place, lesson to learn from RCA. 								
Other – Environments											
Other – Business/People Change			Additionally, this health check noted 6 findings that can be addressed post-implementation but before the project is closed (CA3), and 15 further findings (CA4) that are lessons to learn / opportunities for improvement beyond the November 20 release, some of which are cross platform lessons that need to be addressed by various teams.								

Change Assurance reporting RAYG definitions

Categorisation of delivery risk is as follows:

- **Red** : indicates issues that could entail significant risk to the success of the Programme. Remedial action fundamental to successful outcome of programme, should be implemented as soon as possible;
- **Amber** : indicates issues that could entail significant risk to the success of the Programme. Remedial action important to programme outcomes, should be implemented as soon as practical;
- **Yellow** : indicates issues within could entail risk to the success of the Programme, but this risk is low Remedial action a good to have for the programme, implementation advised;
- **Green** : indicates very minor to no issues, entailing minimal risk to the success of the Programme. Improvement would reduce risk, but the weakness is unlikely to undermine the success of the programme

Nov 2020 Change Assurance Health Check Return to Green Plan

- 29 findings reported as a result of the health check on 19th October 20
- Target resolution dates agreed between project and Change Assurance (CA) team
- Progress being monitored daily via a review with the CA team
- All CA2s, 3s & 4s on track to be resolved by end of 6th November
- 4 findings are for the wider organisation that were picked up during the Health Check

CA Category	# reported	Closed by 28 th October	Remaining	Pending CA Closure	Latest closure date
CA2	8	2	4	2	5/11/20
CA3	6	1	5		4/11/20
CA4	15	10	5		6/11/20

XRN5110 - Nov 2020 Change Assurance Health Check

Key Themes being addressed

- **Plan**
 - Ensuring the plans are fully understood by all stakeholders when Change Variations are introduced to projects and included in the project plan
- **Testing**
 - Increasing the confidence in the quality and levels of testing and understanding the full impact and likelihood of risks around this
- **Environments**
 - Understanding the new ChaRM system ways of working and embed the new processes of code transports with continual learnings being captured and evolved

Change Assurance Findings Severity

Category	Description
CA1	High risk of impacting successful delivery and achieving outcomes – finding needs to be addressed in order for project to succeed
CA2	Moderate risk of impacting successful delivery and achieving of outcomes – finding needs to be addressed in order to protect time, cost and quality
CA3	Low risk of impacting successful delivery and outcomes – consider fixing in project and apply to future projects
CA4	Minor impact to achieving delivery or outcomes – build in as a lessons learnt for efficient and effective delivery for future projects

Nov 2020 Change Assurance Health Check

Key Themes being addressed

- Plan
 - Ensuring the plan's are fully understood by all stakeholders when Change Variations are introduced to projects and included in the project plan
- Testing
 - Increasing the confidence in the quality and levels of testing and understanding the full impact and likelihood of risks around this
- Environments
 - Understanding the new ChaRM system ways of working and embed the new processes of code transports with continual learnings being captured and evolved

Enduring actions to address

Action	Measure	Owner(s)	Date
Ensure all CA1, CA2 and CA3 findings resolved with Change Assurance	CA sign off of findings	Ed Healy Tara Ross Tracy O'Connor	6 th November 2020
Working with stakeholders earlier in process to secure resources to complete delivery of Nov-20 change variations	Viable plan to complete delivery	Ed Healy	31 st October 2020
Understanding the DES performance testing risk impact and mitigations	Full understood risk and agreement with tech ops	Tara Ross	30 th October 2020
Create process and actions to ensure GDPR compliance following implementation and acceptance of this for go-live	Agreed plan and accepted risk	Tracy O'Connor	5 th November 2020
Complete IDR root cause analysis and define implementation approach	Agreed root cause and approach	Tara Ross	30 th October 2020
Share knowledge of DES testing with business to ensure expected results are correct	Agreement from Business Ops	Tara Ross	5 th November 2020
Understand if the quality of the testing for the Change Requests is acceptable	Agreement for Tech ops for this risk	Ed Healy	5 th November 2020

XRN5110 - Nov 20 Scope

XRN5110 November 20 Release consists of 5 changes. Implementation is planned for November 2020

In Scope

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

Descoped changes

- **XRN 4931 - Submission of a Space in Mandatory Data on Multiple SPA Files**
- **XRN 4941 - MOD 692 – Auto Updates to Read Frequency**
- **XRN 4992 - Supplier of Last Resort Charge Types**

To be delivered by CSSC

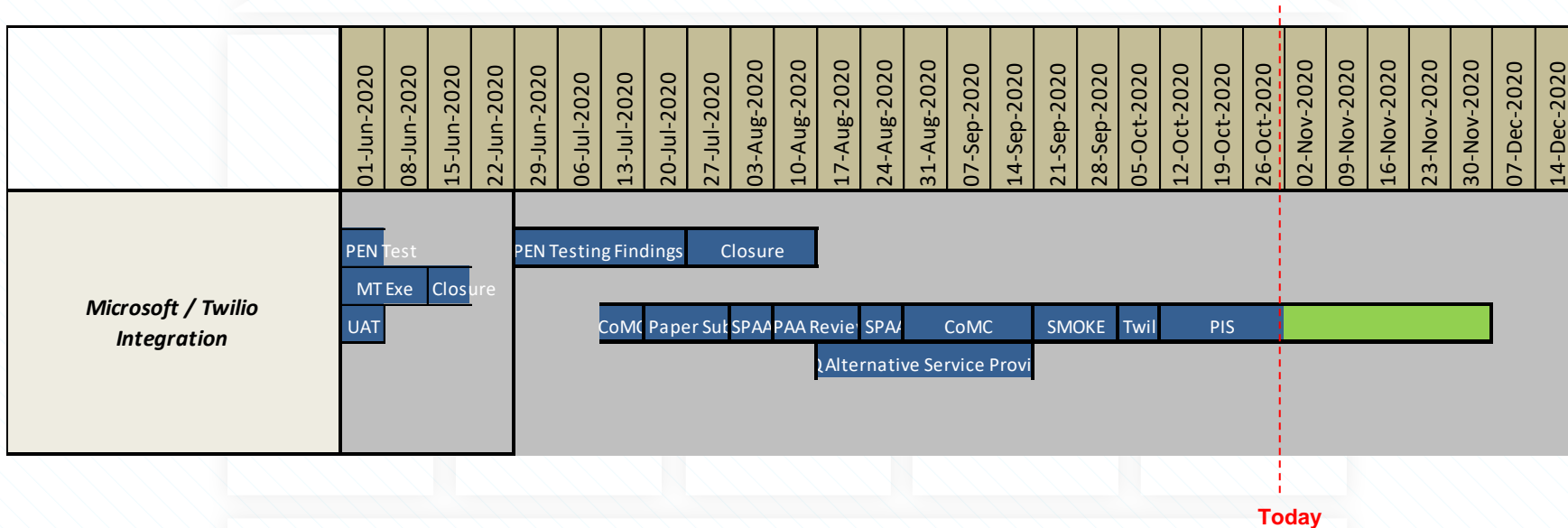
- **XRN 4780c - MAP ID**

4.7 XRN4996 - June 20 Release - Status Update

	Overall Project RAG Status			
	Schedule	Risks and Issues	Cost	Resources
RAG Status				
Status Justification				
Schedule	<ul style="list-style-type: none"> • XRN4850 SMS/Email Notification: Planned implementation activities for the delivery of the new service were successfully completed. SMS/Email notification requests can now be submitted via the UK Link Portal screen from 5th October. To date we had had 1 network use the service for both extract and SMS service for a limited number of meter points due to the limited data availability in UK Link. • XRN4850 CNC file processing enhancement: Planned implementation activities for the delivery of the additional capacity to receive and process CNC files in UK Link. Prior to submitting any bulk CNC files, please contact Max Pemberton • Post Implementation Support: <ul style="list-style-type: none"> • Core UK Link – Post Implementation Support has been completed with all defects have been resolved and first usage completed. • XRN4850 – Post Implementation Support is in progress following implementation of new SMS/Email service, planned to complete on 27th November. • Scope Variations: XRN4850 requirements and design for scope variation for report automation in progress, these will be delivered during Post Implementation Support/subsequent release. Requests have been issued to Networks to confirm report destination locations. • XRN4780(B) MAP ID – Re-planning activities have been completed for mass migration of MAP ID into UK Link in preparation for CSSC testing phase. Migration of data is planned to commence from 16th November and conclude by 30th November. New portfolio data have been received from several participating MAPs and is currently being validated in preparation for migration activities to commence. 			
Risks and Issues	<ul style="list-style-type: none"> • Risk – DN's/IGT's do not use the new SMS/Email broadcast functionality during Post Implementation Support, because of the limited number of customer contact details uploaded to UK Link or networks do not need to send broadcasts during this period 			
Cost	<ul style="list-style-type: none"> • Core UK Link Project Delivery costs are in line with approved BER • XRN4850 Costs are being finalised in the CCR following approval of Twilio as service provider and scope variations 			
Resources	<ul style="list-style-type: none"> • Weekly monitoring of Xoserve SME resources supporting multiple demands (e.g. BAU defects, Future Releases etc.) is ongoing 			

XRN4850 – SMS/Email Broadcast Notification Timeline

- Planned implementation activities for the delivery of the new Twilio service were successfully completed. SMS/Email notification requests can now be submitted via the UK Link Portal screen from 5th October.
- Post Implementation Support has commenced with a planned end date of 27th November.



XRN4996 June 20 Release Summary

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

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 change requests. Descoped at ChMC on 8th January 2020

** Descoped at eChMC on 22nd November 2019

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

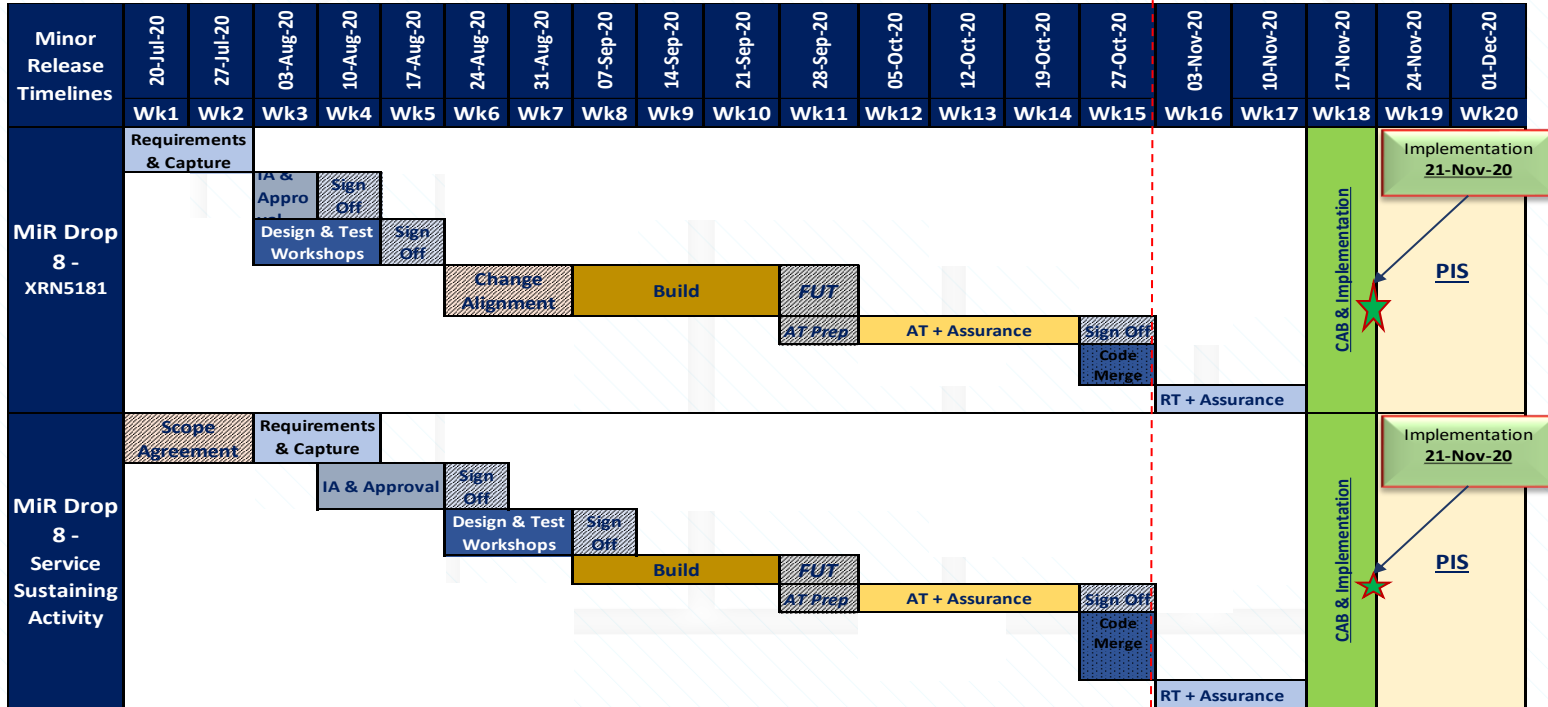
4.8 XRN5225 – Minor Release Drop 8 - Status Update

	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 planned 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 • Build Phase completed 2nd October • Test Phase in progress as per plan, expected completed 14th November • Implementation preparation in progress 			
Risks and Issues	<ul style="list-style-type: none"> • No major risks to highlight 			
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 Dates:

- Impact Assessment Complete – 28/8/20
- Design Complete / signed off – 11/09/20
- Build Complete – 02/10/20
- Testing Complete – 14/11/20
- Implementation Complete – 21/11/20
- PIS Complete – 05/12/20



Updated 27th October 2020

TODAY

XRN5225 – Minor Release Summary

There are 3 changes for XRN5225 to be implemented. The planned implementation date is 21st November

- **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

4.9 Gemini Horizon Plan



Adobe Acrobat
Document

4.10 Retro Proof of Concept



PDF File



SECTION 5: NON-DSC CHANGE BUDGET IMPACTING PROGRAMMES



CSSC Programme Dashboard



November 2020

Programme Update

Programme Health – RAG

Return to Green Plan

	Previous	Current	
Overall Programme Status	Previous	Current	RAG status remains at Amber whilst we review the latest milestone plan in line with milestones, assumption and dependencies log in conjunction with this. This review will be assessed against internal plans from a timeline, cost and resource perspective. Queries and concerns have been raised with the Central Programme team with agreed actions being tracked via programme governance and weekly with our account manager within NetCompany (SI).
Programme Plan	Previous	Current	
Risk Profile	Previous	Current	
Resources	Previous	Current	

Executive Summary

Key Progress & Milestones (Last Month)

Key Programme Update

- **Re-Plan:** The CSS programme have received the re-plan from Ofgem. Key highlights for your information:
 - SIT NFR completes 12/2/21
 - SIT Functional completes 4/3/21
 - UEPT moves to start 10/5/21 ends 5/11/21
 - E2E moves to start 12/7/21 ends 10/12/21
 - Transition Testing to start 8/11/21 ends 4/04/22
 - Transition to Live to start 21/3/22 ends 6/6/22
 - Go-Live window is between 6/6/22 ends 15/8/22

RBAC security solution has been removed from the “core” delivery and will be included in a separate release, potentially post go-live. SI have been informed that the costs for this will be significant to support development, internal test, regression and full test as well as deployment. We have not produced any figures to support the proposed solution, we will do so as soon as we receive further information via a formal CR.

- **External Test Phases:** The SI have raised a risk that SIT Phase 2 will not hit it's completion. Testing at the point of production of this pack was 83% complete. Defects raised in SIT Cycle 1 continue to be re-tested in Cycle 2 as well as blocked Cycle 1 scripts. External NFR will resume mid November for ESP's.
- **Internal NFR & Performance Testing:** Internal NFR metric of 17 transaction/second for Peak Of Peak achieved and stable. Throughput issues have been observed, these are being tracked through to resolution..
- **DES & API:** DES development continues. Schema evolving to support screen requirements and secondary API data queries. REL and Switching screen re-factoring done and existing screen re-platforming in progress. “Data API” being expanded to support additional Ofgem requirements
- **CCMT:** Timelines to be considered against the revised re-plan. Engagement will continue via the Market Trials working group

- **DM NFR:** Planning continues to start DMT NFR
- **External SIT:** Cycle 2 functional testing continues
- **Internal UAT:** Started – Test Execution complete
- **Internal SIT:** Phase 4 in progress with limited defec
- **Programme:** MAD Log v2 being reviewed.
- **Transition:** Xoserve Strawman planning continues
- **CRs:** Impact assessment and implementation continue
- **Performance Testing:** 17 trans/second achieved Peak of peak
- **Internal NFT:** Performance Test Phase 2a complete
- **Secondary APIs:** Design, build and test activities continue in line with plan

Upcoming Activities & Milestones (Next Month)

- **DMT NFR:** Start test execution
- **Environments:** Continue final roll out of API environments and complete UKLink backup strategy changes
- **External SIT:** Continue External SIT
- **External NFR:** Continue planning to start in November
- **Internal Test:** Continue SIT phase 4, Performance test 2b, SIT & UAT assurance, DES 4 and Maintenance release regression test prep
- **Internal NFT:** Continue Performance Test Phase 2B
- **DES:** Complete DES Re-write activities and commence DBT for Ofgem requested API
- **Secondary APIs:** Design, build and test activities continue
- **Transition:** Transition planning – straw man to be completed by SI
- **Costs:** Continue cost analysis and control

Amber and Green workstream updates

RAG Previous MONTH	RAG Current MONTH	WORK STREAM	SUMMARY
		Data Provision	Overall status is at Amber whilst UEPT data extract work is re-planned for 21 st November production data copy. Market Trials data portfolio extracts are to be re-planned for Jan 2021. Data quality Analysis reports for cycle 3 (DA070) have been submitted to SI. Data team are investigating options for data extraction to support the SI's future quarterly requests for these reports. Data cleansing activity continues. Planning for REL cycle 3 is underway
		Performance Test & OAT	Overall status is at amber due to delays incurred due to environmental issues. We are as a consequence forecasting a three week delay to the completion of Phase 2b. Controlled runs carried out with test logs being analysed. Control-M issue has been resolved and schedule corrected. Further meter read testing carried with good results identified. Time Slice 2 testing has commenced.
		Secondary API	Overall status is green. Design Build and Test activities continue to plan. Schema evolving to support screen requirements and secondary API data queries. REL and Switching screen re-factoring done and existing screen re-platforming in progress. "Data API" being expanded to support additional Ofgem requirements
		UK Link	Overall status is Green. CRs emerging from the central programme continue to be assessed against baseline design and delivered as they progress through the governance. At the point of creating this update there are 8 external Programme CR's inflight.
		Testing	User Acceptance Testing completed on the 30/9, Test Exit report creation in progress. Secondary API Test Preparation for Transport Rates API and MAP API is in progress, Test execution for Settlement and Nomination API delayed to 1/10. Switch-Stream Test Scenario creation for PIT, Option 2(Full functionality) and Option 1(Full Functionality) is in progress. UEPT Test Planning progress – Awaiting confirmation from SI of PIT and UEPT testing required as an Adaptor Service. Test Evidence Assurance is in progress Phase 1 - 122 of 142 Assured, Phase 2 - 93 of 132 Assured and UAT 10 of 195 Assured. External SIT "TW2" is in currently on track to finish on the 16/10 - 70.35.% Test Scripts passed (726 of total 1032 Test Scripts)

Green Workstream Updates

RAG Previous MONTH	RAG Current MONTH	WORK STREAM	SUMMARY
		Service Management	The first of a series of 1-2-1 sessions with DCC was held last week to address previous feedback we provided against the core process review. This first session was based around a very detailed discussion around DCC proposed SLA's, these discussions will continue. DCC are suggesting that the proposed SLA's are within the REC but this is not our understanding within the reviews we have undertaken to date. DCC have an action to confirm and provide the appropriate REC schedule where these are being included. REC schedule review continues.
		Batch	The UAT Evidences are being updated to include some additional jobs ahead of formal review. There have been lots of troubleshooting calls to resolve the Control-M Gateway issue but this has now been resolved. Analysis is underway to establish the root cause. The AMT job setup is in progress as requested now the Control-M Gateway issue has been resolved. There are ongoing discussions with ECMS to try and obtain a regular report detailing any Control-M changes that have been made to Production as per risk 62881.
		Gemini	There are ongoing discussions and analysis taking place to agree the solution of the Production defect recently identified. Regression testing on the new ECP environment has been completed and a code deployment has been requested.
		Reporting	CR has now been drafted and contains the details for each report identified as impacted. This is going through internal governance.
		Environments	Schedule is amber due to Environment re-plan in progress following release of SI re-plan. All planned environment activities in-light are tracking to plan. Continued assessment will continue to save costs where environment re-purpose can be identified.

Appendix A – Green Workstream Updates

RAG Previous MONTH	RAG Current MONTH	WORK STREAM	SUMMARY
		DES, API	DES Full Re-platform (DES4) Build has now recommenced as Environment build outs are completed in QAS1 and QAS2. We have further work to convert PPTe2/3 shortly. SITNF and DMT environment builds underway for delivery this month. An additional round of SME 'beta' internal testing is being planned prior to Market Trials. . Environment templating is for the QAS environments, with QAS2 delivered and QAS1 in smoke testing. SITNF is now in progress, to be delivered by mid October along with DMT for support data migration testing. Pen Testing for DES4 now planned for November, and a new non-functional test phase for Browser Compatibility added to the project.
		REC	The overall status of the REC project is currently green with Capture Stage in progress and Strategic approach being finalised. Original target was to complete Capture by 18 th December 2020. Draft REC Schedules under review with the appropriate Xoserve SME's. Transition Schedule and review of Service Management Schedule and Performance Assurance Schedules are being reviewed by the CSSC service management workstream in conjunction with Xoserve Tech Ops team. External RECCo alignment meeting hosted 18 th Sep to initially review Model Services Contract for Gas Enquiry Service (GES). Meeting scheduled 2 nd Oct to progress Framework Agreement for CDSP FS provisions. Ofgem RDUG hosted 24 th Sep and included review of Transition, SPAA Transition, Transfer of Consumer Data & Pre-Payment Arrangement Schedules as well as Gas Transporter License changes.
		Data Migration	Resource is in place for DM non functional testing. The SI have rescinded the requirement to generate additional "growth volume" data for bulk extracts. System testing for CR-D016 (CR0081) Reid has completed and a review of the test evidence is scheduled. DMT (functional) is in closedown, The Xoserve team have received the Test Completion report from the SI for review this week. Work on populating test scripts in Jira for DM non-functional has completed, however the SI are looking to issue additional scenarios for Smoke testing and CR functional testing outside of the DM NF scenarios. A CR for a dedicated environment for DM non-functional is being progressed. Approval to start work has been given and progress is to be tracked.
		Market Trials	Overall the workstream is has returned to green following the change in timelines to align with the re-planned UEPT/E2E timelines, these will be assessed again against the Programme re-plan. The revised timelines will be discussed in detail with the industry at CCMTWG. Smoke testing and connectivity testing will start with the industry on 22 nd March with test execution starting on 12 th April . Milestones updated to reflect new plan.

Key Programme Risks (1/4)

REF	RAG	WORKSTREAM	DESCRIPTION	MITIGATING ACTIONS	LATEST UPDATE	TARGET RESOLUTION DATE
63538		Programme	There is a risk that all CRs (particularly those raised in the early phases of the Switching Programme), may not been incorporated into design and build by the relevant parties because these CRs might have not been incorporated correctly into requirements leading to additional efforts required to incorporate these CRs and testing through the relevant test phases (and as a subsequence delays to already delayed timelines.	Escalate to the SI to revisit the traceability exercise to identify any gaps (if any) and reflect the impacts of these CRs on the plan	DCC have agreed that this is a very high priority to review and confirm all CRE entries have been included.	30/11/20
62741		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.	All functionality bar 1 defect blocking completion of TW2. test team confident that the testing will be completed on 30/10. Testing have advised that this can be closed w/c 2/11.	06/11/20
62448		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	Awaiting update from SI from discussions with CSSP	06/11/20

Key Programme Risks (2/4)

REF	RAG	WORKSTREAM	DESCRIPTION	MITIGATING ACTIONS	LATEST UPDATE	TARGET RESOLUTION DATE
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 is being monitored. The lack of this level of documentation has already manifested. CR-E01 and CR-E09 has not been incorporated in CSS Design. This should have come to light earlier	30/10/20
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.	This has been highlighted to the SI. SI is picking this up to discuss with DCC to understand where in the process this is and reopen discussions around SLAs. DCC has fed back that SLAs are baselined following a presentation at the August Design forum. Xoserve has previously fed back our concerns and queries.	02/11/20
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	Discussed with Ofgem and DCC on 23/10 during the meeting on readiness assesment. DCC taken an action to investigate.	03/03/21

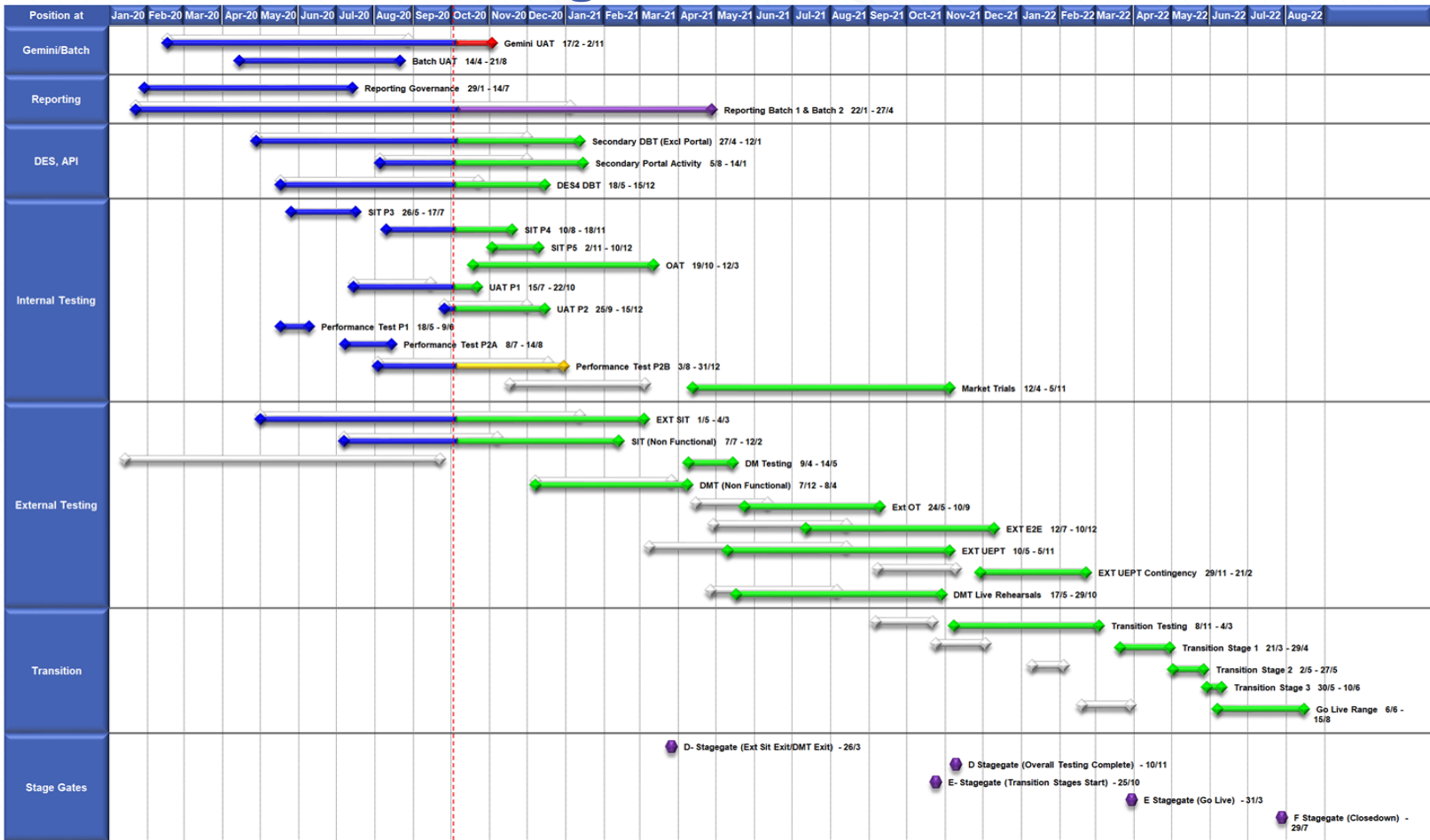
Key Programme Risks (3/4)

REF	RAG	WORKSTREAM	DESCRIPTION	MITIGATING ACTIONS	LATEST UPDATE	TARGET RESOLUTION DATE
62897	Yellow	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	Planning underway. Azure team (Microsoft) on standby to support. Confirmation on "finalk environment" to be used will be provided 28/10	20/11/20
55549	Yellow	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.	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 formed the architectural baseline that the Programme is governed against.	This is being monitored. The lack of this level of documentation has already manifested. CR-E01 and CR-E09 has not been incorporated in CSS Design. This should have come to light earlier.	30/10//20
62830	Yellow	Data Migration	There is a risk that we may not be able to access the data centre 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.	No further update. Risk remains as local lockdowns may be imposed	30/11/20
63061	Green	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	To be reviewed alongside detailed plans for prod copy and transfer work	23/11/20

Key Programme Risks (4/4)

REF	RAG	WORKST REAM	DESCRIPTION	MITIGATING ACTIONS	LATEST UPDATE	TARGET RESOLUTION DATE
62942		Programme	There is a risk that Xoserve systems will be out of sync with CSS during British Summer Time because CSSP intend to use UTC within the CSS solution and both UK Link and Gemini are believed to use BST leading to incorrect reporting of switches and all relevant data from Xoserve systems during the period where BST is one hour ahead of UTC.	Ofgem have now made a decision that BST will continue to be used across the gas industry so a CR is expected requiring Landmark to make the necessary changes to CSS.	Keeping this open until the CR is tested	31/12/20
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	Continue to schedule workshops with DCC to discuss the feedback provided against all process documents that have been received from them.	13/11/20
63646		Service Management	The DCC will be establishing a Service Review. There is a risk that Xoserve will be misrepresented because the DCC have not confirmed what the reporting requirements are for this forum leading to the Review not providing an accurate view to market participants and a reputation impact on Xoserve.	XOS will push DCC for clarity within the monthly forums. We have requested that this is added as an agenda item within the October forum.	This was not added to the October agenda - advised that it will carry over to November forum	31/12/20
63645		Service Management	There is a risk that the Performance Assurance board will be formed to assure that that Switching Service is meeting market Participants expectation. There is a risk that Xoserve will be unable to provide the appropriate supporting information in the required timescales because DCC have not confirmed what Service Providers will need to feed into the board and it was discussed at the last Switching - Monthly Engagement Session that this board could ask for anything leading to the Performance Assurance Board not providing an accurate view to market participants and this having a reputational impact on Xoserve as the required information could not be provided in time.	XOS will push DCC for clarity within the monthly forums & 1:1 sessions	This was not added to the October agenda - advised that it will carry over to November forum	31/12/20

High Level Plan



Switching Programme CR Position – CRs not impacting Xoserve

CR Name	CR Ref	High Level Cost IA Cost	Date Raised	Status
Non_Mandatory_MPAS_Metered_Indicator_v0.4	CR-D001	£0.00	27/01/2020	Complete - No Xoserve Impact
REC Manager Procurement Timelines	CR-D003	£0.00	02/12/2019	Complete - No Xoserve Impact
MPAS Related MPAN Disconnection	CR-D004			On Hold
Introduction of Validation Message to Logical Mode	CR-D005	£41,000.00	25/11/2019	Withdrawn
Modification of Related MPAN Cleanse Checkpoint Milestones	CR-D006	£0.00	27/11/2019	Complete - No Xoserve Impact
ABACUS Corrections and Re-alignments	CR-D007	£0.00	04/12/2019	Complete - No Xoserve Impact
ECOES REL API Webmethod	CR-D009	£0.00	17/12/2019	Complete - No Xoserve Impact
CSSIA Uplift to Implement IG Recommendations	CR-D010	£0.00	17/12/2019	Complete - No Xoserve Impact
Update 3 E2Es to align to CSSIA	CR-D011	£0.00	10/06/2020	Complete - No Xoserve Impact
CSS_Physical_Interface_Design_Updates_mpxn_v0.2	CR-D012	£0.00	30/01/2020	Complete - No Xoserve Impact
Messaging_Requirements_Revisions_REC_Code_Manager_and_CSS_v0.1 Clean	CR-D013	£0.00	28/01/2020	Complete - No Xoserve Impact
Amendment_of_Xoserve_Consequential_Change_Milestone_Delivery_Dates_v0.2[DRAFT]	CR-D015	£0.00	26/02/2020	Withdrawn
CSS_Handling_of_MPAS_Business_Dates_v0.2[DRAFT]	CR-D017	£0.00	20/07/2020	Complete - No Xoserve Impact
Confirmation_Responses_to_Outbound_Synchronisations_v0.2[DRAFT]	CR-D018		02/03/2020	Withdrawn
Regulatory Workstream – Programme Milestones Refresh	CR-D020	£0.00	16/03/2020	Withdrawn
Remove MPAS Interface	CR-D021	£0.00	29/04/2020	Withdrawn
DSP_Specific_SIT_Functional_Exit_Criteria	CR-D023	£0.00	29/05/2020	Complete - No Xoserve Impact
Changes to support enhanced Solar arrangements	CR-D025			Not Received
A Quality Analysis Activity of the Data being used for the DMT Non-Functional Test Phase	CR-D033			Withdrawn
Xoserve CR for DES AI Removal	CR-D036	£0.00	24/09/2020	Complete - No Xoserve Impact
Provide_CSS_RegistrationID_to_LPs	CR-D037	£0.00	06/10/2020	Complete - No Xoserve Impact
UEPT Tranche Regulatory Change	CR-D040			Not Received
NCT-0073 Functional Script Master Changes	CR-D041	£0.00	25/09/2020	Complete - No Xoserve Impact
Update to the End to End Testing Plan	CR-D043	£0.00	05/10/2020	Complete - No Xoserve Impact
Request For a New DMT Environment for DMT Live Rehearsal	CR-D044	£0.00	23/10/2020	Complete - No Xoserve Impact

Switching Programme CR Position – CRs impacting Xoserve

CR Name	CR Ref	High Level Cost IA Cost	Date Raised	Status
Programme Plan Re-Baseline	CR-D002	£0.00	07/11/2019	Approved - Complete
Updates to the CSS Physical Interface Design (PHID).	CR-D008	£17,250.00	22/01/2020	Approved - Internal CR Created
CSS_Exception_Handling_Strategy_v0.2	CR-D014	£0.00	26/02/2020	Approved - Internal CR Created
Provide_CSS_RegistrationID_to_PUI_and_LPs	CR-D016	£0.00	07/08/2020	Approved - Internal CR Created
Licence Exempt Network Customer Identifier – ABACUS Data Model update	CR-E51	£0.00	29/10/2019	Approved - Complete
Amendments to the DMS artefact suite	CR-D019	£6,500.00	16/03/2020	Approved - Internal CR Created
Migration of Terminated Gas RMPS	CR-D022	£0.00	10/06/2020	Approved - Internal CR Created
Amendments to the NC-0079 for REL (Retail Energy Location) Data Migration and Reconciliation	CR-D024	£20,000.00	06/07/2020	Approved - Internal CR Created
DMS - PHID Alignment Parties	CR-D026	£0.00	06/07/2020	Approved - Internal CR Created
Request For a New or Upgraded DMT Environment	CR-D027	£256,009.00	07/08/2020	Approved - Internal CR Created
Enable TLS connection pooling for all directly connected parties to CSS]	CR-D028	£2,500.00	13/07/2020	Approved - Internal CR Created
Message Header Format for PKI Certificate Identification]	CR-D029	£2,500.00	13/07/2020	Approved - Internal CR Created
SIT Functional Test Re Plan Enabling Parallel Testing	CR-D030	£56,000.00	20/07/2020	Approved - Internal CR Created
CSS Role-based access control (RBAC)	CR-D031	£48,530.00	24/07/2020	Awaiting Decision
DM_Validation_Catalogue_Shipper_Effective_Date_Change_	CR-D032	£0.00	03/08/2020	Approved - Internal CR Created
Compression During Data Migration	CR-D034	£500.00	09/09/2020	Approved - Internal CR Created
CSS Change from UTC to Local Time	CR-D035	£0.00	22/09/2020	Awaiting Decision
Uplift to the CSS Interface Specifications	CR-D038	£70,000.00	07/10/2020	Awaiting Decision
Uplift to Business Data Validation Rules	CR-D039	£20,000.00		Approved - Internal CR Created
Programme Plan Re-Baseline	CR-D042	£14,913,000.00	28/09/2020	Approved - Internal CR Created
Total		£15,412,789.00		



Xoserve IX Refresh






Customer Update
November 2020

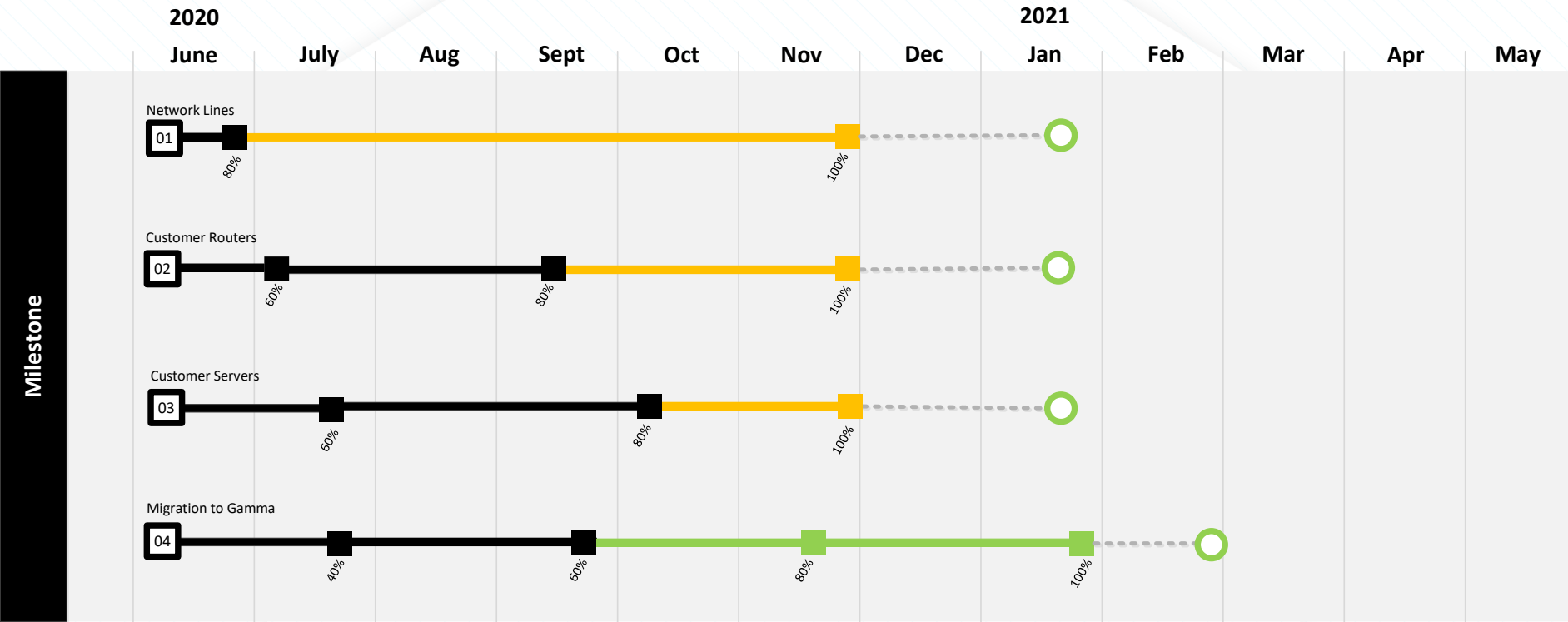
IX Refresh Customer Update

- The project has not seen any impact so far following recent changes to government guidance regarding COVID-19
- The project end date is February 2021. Our current run rate is tracking a January 2021 completion
- The project is targeting to complete all physical installations by 30th November. Currently there are 8 sites (5%) that are at risk of missing this date
- There are four key milestones for customer migrations:-
 - Installation of Network lines (At Risk)
 - Installation of Routers (At Risk)
 - Installation of Servers (At Risk)
 - 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



SECTION 6: AOB

6.1 XP1 Software

XP1 tokens allow contingency access to Gemini system

XP1 capability is being re hosted, there will be a requirement to download the appropriate software, this download will also provide additional system security for XP1 users.

Action Required

- The required XP1 software, both PulseSecure.x64.msi and PulseSecureAppLauncher.msi will be available via <https://www.xoserve.com/systems/gemini/>
- All Gemini XP1 users will be required to download this software and install
- For a period of time both old and new software will be useable on XP1
- The XP1 user guide has been updated and is also available on the Xoserve website



6.2 Change Managers Information Pack 20/21

Gas Year 2020/21

Introduction and Purpose of Document

- This presentation has been created to provide:
 - Introduction to the Data Service Contract (DSC) change process
 - Overview of the end-to-end change and 'capture' process
 - Outline of DSC Change governance
 - Stakeholder Engagement
 - View of Change timescales
 - Customer Change team key processes and contacts

DSC Change Management Committee (ChMC) - Roles and Responsibilities

- **The role of an elected DSC Change Manager**
- Represent constituency at each monthly committee and any 'extraordinary' meetings as required throughout the gas year (October-September)
- Appoint an appropriate alternate to represent you when you are not available to attend
- Collectively manage the DSC Change Budget (£3m in 20/21), voting on behalf of constituency over entry of new changes into 'capture', solution / design options, release scope
- Disseminate information to wider constituency as appropriate

- **Joint Office of Gas Transporters**
- Organise and host meetings, administrating, chairing and registering minutes/actions

- **Xoserve (Central Data Service Provider)**
- Provide material for meetings, including: pre-post meeting summaries, new changes, solution options, design options, release / project updates, continuous improvement exercises

DSC Change Budget

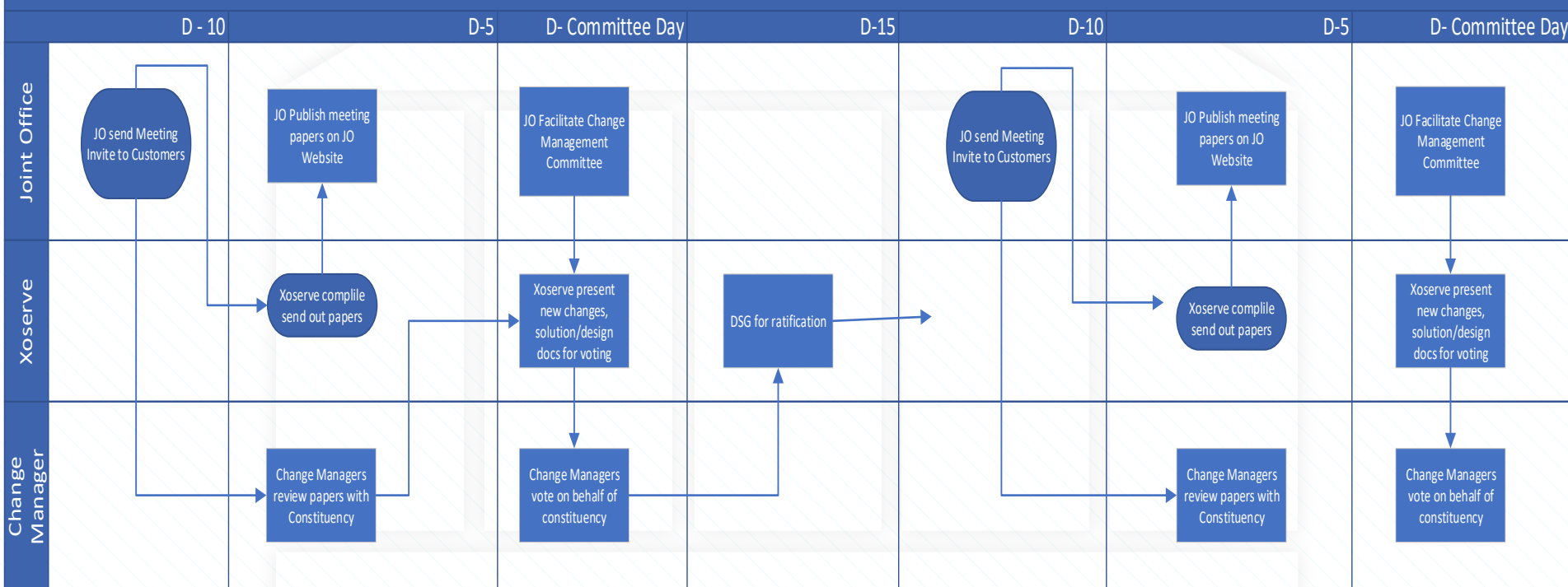
- In collaboration with each DSC constituency group Xoserve creates an annual DSC Change Budget which aligns with each financial year (April-March)
- The budget takes into account known changes/early engagement change ideas that are in the pipeline and other 'indirect' costs such as provision for potential Market Trials and contingency (changes unknown at the point of budget approval that become deliverable during the relevant budget period)
- As part of the wider cycle of Business Plan activity, ChMC makes a recommendation to Contract Management Committee (CoMC) as to the size and shape of this budget, with final approval provided by CoMC
- ChMC receives monthly updates as to forecast v spend and approves draw-down on the budget as changes are progressed / implemented
- The budget is invoiced on a monthly basis, with regular opportunities to review potential phasing (early rebate on unspent monies)

Change Management Dates and Key information

- Below is a link to the Change Management Procedure document which can be found on the Joint Office's website. This document outlines the role of the Change Management committee and your responsibilities as a Change Manager:
- <https://www.gasgovernance.co.uk/sites/default/files/ggf/page/2018-12/Change%20Management%20Procedures%20v2%20%209.11.18.pdf>
- Also see the Joint Office website for committee dates (currently only planned for remainder of calendar year 2020 <https://www.gasgovernance.co.uk/dsc-change/2020>)

Individual Committee Lifecycle

Change Management Committee Lifecycle



2020/2021 Committee Representatives

- The elections for Change Managers take place in the summer and those appointed start their new positions in October each year. Below is a view of constituency company representatives for the current year:

Constituency	Current Company Representative
Shipper Class A	Scottish Power & Centrica
Shipper Class B	Total Gas & Power
Shipper Class C	Gazprom
DNO	Cadent
DNO	Wales & West
NTS	National Grid
IGT	BUUK
IGT	ESP

*****Full list of shipper class split to be applied once checked with CoMC*****

DSC Customer Change team

Responsible for representing Xoserve in:

- Industry governance meetings / forums
- Modification workshops
- The Capture stage of the end to end change process
- Customer engagement on all things change from initiative to implementation
- The Customer Change team has a group mailbox that is used for all communications to external customers:
 - [.Box.UKLINK.Manual uklink@xoserve.com](mailto:.Box.UKLINK.Manual_uklink@xoserve.com)

Key contacts for the Xoserve Customer Change Team are as follows:

- Emma.Smith@Xoserve.com – Head of Customer Change
- James.Rigby@xoserve.com – Customer Change Manager
- Paul.Orsler@Xoserve.com – Customer Change Manager
- David.Addison@Xoserve.com – Customer Change Manager

UNC & IGT UNC

The **Uniform Network Code** (UNC) is the hub around which the competitive gas industry revolves, comprising a legal and contractual framework to supply and transport gas. It has a common set of rules which ensure that competition can be facilitated on level terms.

The Joint Office of Gas Transporters was created as part of the distribution network sales process in May 2005, and the governance requirements of the Joint Office are contained within the Joint Governance Arrangement Agreement. Its role is to provide, on behalf of the gas transporters, an efficiently administered governance of the processes for modifying the commercial regime that underpins the gas industry. Information relating to modifications (proposed and implemented) to the Uniform Network Code (UNC) is published on its website at: www.gasgovernance.co.uk

The **Independent Gas Transporter Uniform Network Code** (IGT UNC) was implemented on 1 May 2007 to streamline and harmonise the *network code* arrangements of the IGTs as much as possible.

Gemserv Ltd acts as the Code Administrator for IGTs and provides secretariat services to the IGT UNC Modification Panel www.igt-unc.co.uk

The UNC MOD process

Modifications (MODS) to the UNC can be raised by any party to the UNC and should be made on the standard forms available on Joint Office website.

The UNC MOD process can be found here >>



UNC MOD
Process

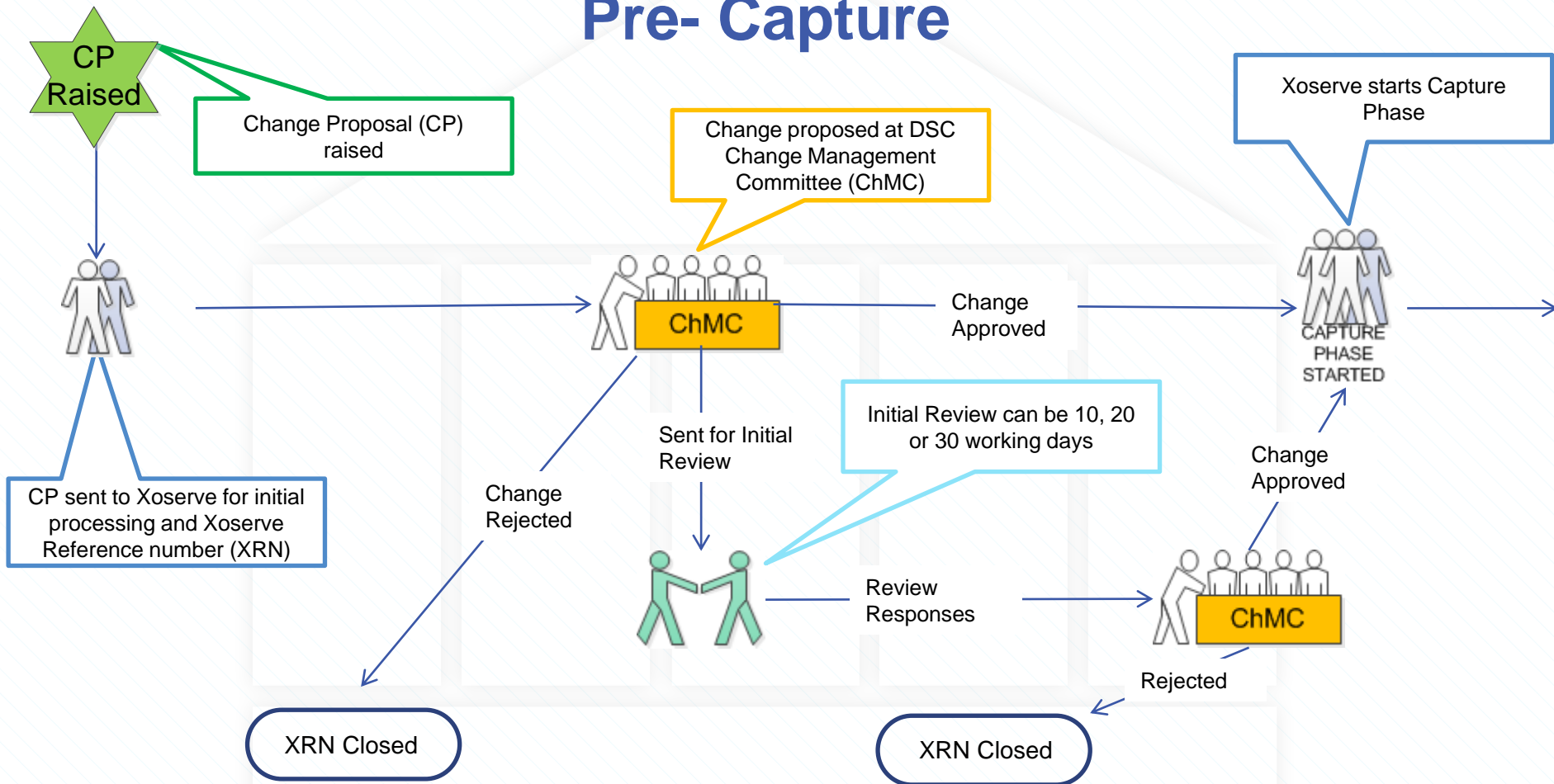
Any IGT Modifications raised follow a similar process to UNC MODs

Once a MOD or IGT MOD has been approved for implementation, any changes required to Xoserve systems and processes will be raised as a Change Proposal and progress through our end to end change process.

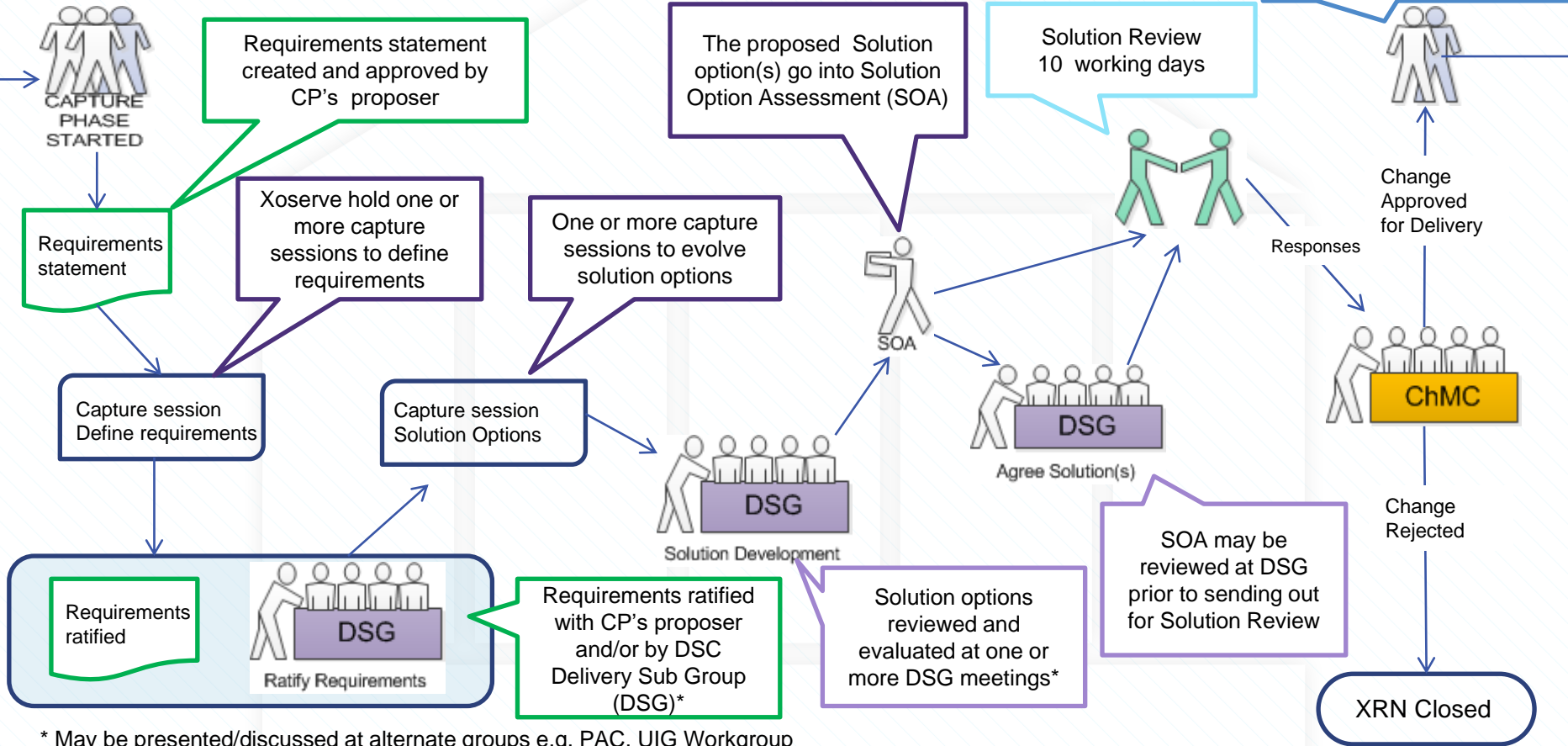
Types of Change

Change Type	Raised by	Description
Change Proposal	External DSC customer	Requested by a DSC customer/ customer group to make changes to a service or services provided under the Data Services Contract. Can be raised: <ul style="list-style-type: none"> • Following approval of a MOD • As a customer or Xoserve initiative • Following new legislation etc.
Additional Services request		Requests for change from a single or a group of DSC customers which does not impact all customers of a customer class (e.g.. all shippers, all networks). The change delivery requires no application changes and has no impact to any of the DSC service areas (DSC customers) – e.g. reporting requests
3rd Party Service request	Non DSC customer (MAM/MAP)	Same criteria as ASR's but for non DSC customers.
Change Request	Xoserve Employee	A Change Request is a Xoserve internal mandate to carry out a change, which will require project management and delivery resources, on a Xoserve operation, asset or internal service – where there is NO impact to external Customers. If a Change Request is identified to have external impacts a Change Proposal is raised and will follow DSC change governance.

Pre-Capture

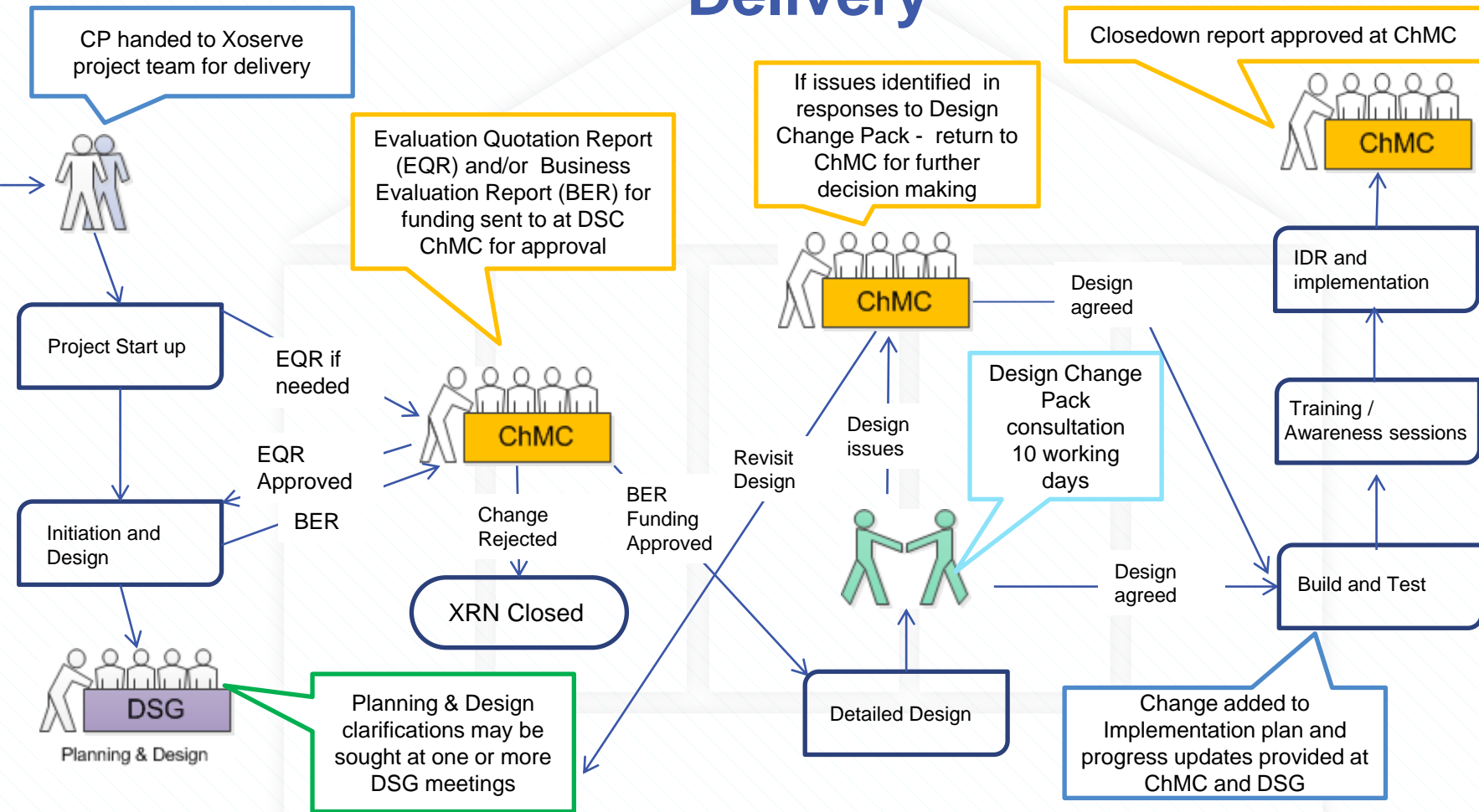


Capture



* May be presented/discussed at alternate groups e.g. PAC, UIG Workgroup

Delivery



Change Releases

Since Project Nexus go live in June 2017 Xoserve implements changes to systems, processes or documentation in scheduled Releases:



- Major Release – Scheduled for February, June and November each year consisting of a number of Change Proposals that have customer impacts and may need Industry testing (Market Trials)
- Minor Release – Changes that are less than 100 days effort to deliver and/or prioritised for delivery before the next available Major Release. Typically changes with little or no impact to external customer's processes or systems as these 'larger' changes would be placed for delivery within a 'Major Release' where possible.
- Minor Enhancements – small internal only changes or changes resulting from defects

Change Packs - What is a Change Pack?

- Change Packs are documents we use to communicate Xoserve changes to UK Link systems, interfaces and documents to our external customers
- The Customer Change team currently issue Change Packs within a single email on a monthly basis the first Monday following the DSC Change Management Committee (ChMC) meeting.
- Occasionally there is a requirement to issue extraordinary Change Packs
- There are four types of Change Packs which are described in the next slide

Change Packs – Types

- There are four types of Change Packs issued at different stages within the End to End Change Process:

-  Project Manager Responsibility to create, Customer Change issue and publish responses
-  Customer Change Team Responsibility to create, issue and publish responses

