UNC DSC Change Management Committee Minutes

Wednesday 12 July 2023

Via Microsoft Teams

Attendees				
Rebecca Hailes (Chair)	(RHa)	Joint Office	Non-Voting	
Helen Bennett (Secretary)	(HB)	Joint Office	Non-Voting	
Shipper User Representatives (Voting)				
Clare Louise Roberts	(CLR)	ScottishPower	Class A	
Oorlagh Chapman	(OC)	Centrica	Class A & Class C	
Ross Easton + Alternate Lisa Saycell	(RE)	Total Energies	Class Bx2 & Class (
Transporter Representatives (Voting)				
Guv Dosanjh	(GD)	Cadent	DNO Voting	
Tom Stuart	(TS)	Northern Gas Networks	DNO Voting	
Bill Goode + Alternate for Richard Loukes	(BG)	National Gas Transmission	NTS Voting	
Michelle Brown	(MB)	Energy Assets	IGT Voting	
Kundai Matiringe	(KM)	BUUK	IGT Voting	
CDSP Change Management Representa	tives (N	on-Voting)		
Emma Smith	(ES)	CDSP		
Paul Orsler	(PO)	CDSP		
Observers/Presenters (Non-Voting)				
Andy Clasper	(AC)	Cadent		
Andy Eisenberg	(AE)	E.ON Next		
Dave Addison	(DA)	CDSP		
David Newman	(DN)	CDSP		
Edd Green	(EG)	E.ON Next		
Ellie Rogers	(ER)	CDSP		
James Barlow	(JB)	CDSP		
John Welch	(JW)	CDSP		
Kate Lancaster	(KL)	CDSP		
Karl Davidson	(KD)	CDSP		
Molly Haley	(MH)	CDSP		
Peter Hopkins	(PH)	CDSP		
Rachel Taggart	(RT)	CDSP		
Richard Creswell	(RC)	CDSP		
Rob Westwood	(RW)	CDSP		
Sally Hardman	(SHa)	SGN		
Sharon Dudley	(SD)	CDSP		
Vikki Orsler	(VO)	CDSP		

DSC Change Management meetings will be quorate where: Committee Representatives of at least two (2) shall be Shipper Representatives and three (3) shall be DNO Representatives, NTS Representatives or IGT Representatives, are present at a meeting who can exercise seven (6) votes.

Please note these minutes do not replicate/include detailed content provided within the presentation slides, therefore it is recommended that the published presentation material is reviewed in conjunction with these minutes. Copies of all papers are available at: <u>https://www.gasgovernance.co.uk/dsc-change/120723</u>

1. Introduction

Rebecca Hailes (RHa) welcomed all to the meeting and confirmed the meeting was quorate.

1.1. Apologies for absence

Lisa Saycell - Shipper Representative Richard Loukes - NTS Representative

1.2. Alternates

Ross Easton for Lisa Saycell Bill Goode for Richard Loukes

1.3. Confirm Voting rights

The voting rights were confirmed as below:

Representative	Classification	Vote Count	
Shipper			
Clare Manning	Shipper Class A	1 vote	
Oorlagh Chapman	Shipper Class A & C	2 votes	
Ross Easton + Alternate for Lisa Saycell	Shipper Class 2xB & 1xC	3 votes	
Transporter			
Guv Dosanjh	DNO	1 vote	
Tom Stuart	DNO	1 vote	
Bill Goode + Alternate for Richard Loukes	NTS	2 votes	
Michelle Brown	IGT	1 vote	
Kundai Matiringe	IGT	1 vote	

1.4. Approval of Late Papers

No late papers to consider.

1.5. Approval of Minutes (09 June & 16 June)

The minutes of the previous meetings were approved.

1.6. Review of Outstanding Actions

0207: Xoserve (ES) to assess the DSC Change-related procedures and documents to ensure they are still fit for purpose.

Update: Progress on this action is due to be reported in August. Carried Forward

0602: CDSP (ES) to collate Recognised DDP Pain Points through initial discussions with OC and CLR with a view to setting objectives to achieve the required DDP baseline for parties with large portfolios.

Update: David Newman (DN) confirmed and provided an update to this action in the form of a presentation.

The presentation covered the following aspects, and a copy is published and can be viewed here: www.gasgovernance.co.uk/dsc-change/120723:

Context

DN explained that the Data Discovery Platform (DDP) is an important tool for the Gas Industry and was launched in 2020 with the aim of providing an analytics and insight platform for DSC customers. It provides limited data extraction capabilities but is being developed to provide significantly enhanced capability.

Challenges

DN advised that the two main challenges are the performance of DDP and download capacity and speed.

What has been done

Since the challenges were recognised, CDSP has engaged with multiple customers to establish if the challenges are consistent; introduced code and indexing on challenging dashboards to improve the speed of the dashboards and supported customers that have been unable to access the dashboards.

What are we planning to do next

To meet customers' needs to date, and in the future, CDSP is exploring options to enhance the extraction and dashboard performance within the product.

Appendix

The Customer Feedback – Action Plan is provided in the presentation.

Oorlagh Chapman (OC) referred to the DDP section of the standard agenda which was added to capture the governance that sits around DDP and noted her concern that nothing has changed since adding the agenda item, there is still no visibility of the governance of DDP changes.

She added her concern is the way decisions get made and what gets prioritised. OC wants to be sure those decisions have a very clear governance, and why decisions are being made is being recorded.

Emma Smith (ES) took the opportunity to advise the Committee that CDSP are looking for support from ChMC members to move the DDP Budget into the General Change Budget for BP24 which will aid the ability to deliver in an agile way. ES explained this will allow much better governance and engagement with the ChMC.

OC advised that might meet some of her aspirations and said there needs to be voting for decisions to be made, and the General Change Budget arrangements will allow that.

ES explained that the work that sits around DDP at the start of the year is a bit of an unknown as to what will be delivered and moving it into the General Change Budget will ensure it is a budget that is managed by customers and has the required governance.

When OC asked what the downside of the movement into the General Change Budget would be, ES clarified that the movement would give full transparency to ChMC and her only concern is the governance aspect and managing the organisation of getting the information out for every DDP drop.

New Action 0701: *DDP Challenges* (linked to Action 0602) Committee members to consider if they support the movement of DDP investment into the General Change Budget.

ES urged the Committee to please reach out to the Xoserve team if they have any worries or concerns.

Action 0602 Carried Forward

2. DSC Change Budget Update & Horizon Planning

2.1. General Change Budget BP23

CDSP provided a view of the General Change Budget BP23 advising that the total Committee spend has not changed since the last update provided.

2.2. Proposed Budget Update BP24

Paul Orsler (PO) updated the Committee advising the proposal is to retain the same size General Change Budget from BP23 into BP24. This is based on Major Release sizes, historic trends and costs and expected REC Change Development demand which costs are unknown at present.

2.3. Change Delivery Pipeline

CDSP provided a view of the Change Delivery Plan which included a delivery plan of all live changes from January 2023 – March 2024; the Change Backlog Details and an update on the DSC Change Consultation Plan.

Please refer to the published slides for full details.

2.4. Retail Energy Code (REC) Change

CDSP provided an overview of the ongoing REC Changes and noted CDSP is currently undertaking a review of all REC Change and have begun removing Changes which have confirmed no impact on Gas services. In the coming months, CDSP will continue to monitor the Changes listed and add/remove from this pack as required.

The update provided a detailed view of the Changes in progress; a summary of the related XRN Changes, and Changes under prioritisation review.

Please refer to the presentation slides published for a detailed update.

Further information on all the Changes can be found on the REC Portal at: <u>https://recportal.co.uk/recportal</u>

3. Capture

New Change Proposals – Internal Review – For Approval

3.1. XRN5658 Modification 0831 'Allocation of LDZ UIG to Shippers Based on a Straight Throughput Method' and Modification 0831A 'Allocation of LDZ UIG to Shippers (Class 2, 3 and 4) Based on a Straight Throughput Method'

An overview of the Change Proposal was provided for information.

This change has been raised to deliver the requirements outlined in Modifications 0831 and 0831A.

RHa highlighted that the Modifications are currently due to report to the UNC Panel in September 2023 but noted this will depend on Workgroup progress.

Shipper Members were asked to vote to approve the change into development only, with unanimous approval recorded as follows:

Voting Outcome:		
Shipper Representatives	Voting Count	For/Against
Clare Louise Roberts	1 x A	For
Oorlagh Chapman	1 x A; 1 x C	For
Ross Easton + Alternate for Lisa Saycell	2 x B; 1 x C	For
Total	6	For

For Information

3.2. XRN5556G CMS Rebuild Version 1.6

An overview of the Change Proposal was provided for information.

This had been raised to support XRN5556 – CMS Rebuild parent XRN and will deliver additional functionality and processes where possible.

3.3. XRN5556H CMS Rebuild Version 1.7

An overview of the Change Proposal was provided for information.

This had been raised to support XRN5556 – CMS Rebuild parent XRN and will deliver additional functionality and processes where possible.

Solution Review – Vote

3.4. XRN5607 Update to the AQ Correction Process (Mod 0816S)

An overview of the Change Proposal was provided for information.

This Change Proposal has been raised to deliver the requirements set out under Modification 0816S - Update to AQ correction processes, 6 representations were received all of which provided approval for Solution Option 2.

Vote 1: Approval for Solution Option 2 to progress into Detailed Design.

Vote 2: Agree on the funding split between ChMC Constituents for the approved option.

Shipper, DNO and IGT Members were asked to vote on the two separate votes required with unanimous approval for **both votes** as follows:

Voting Outcome:		
Shipper Representatives	Voting Count	For/Against
Clare Louise Roberts	1 x A	For
Oorlagh Chapman	1 x A; 1 x C	For
Ross Easton + Alternate for Lisa Saycell	2 x B; 1 x C	For
Total	6	For
Transporter Representatives	Voting Count	For/Against
Guv Dosanjh (DNO)	1	For
Tom Stuart (DNO)	1	For
Michelle Brown (IGT)	1	For
Kundai Matiringe (IGT)	1	For
Total	4	For

4. Design & Delivery

Design Change Packs – For Approval

4.1. XRN5556F - Contact Management Service (CMS) Rebuild v1.5

An update was provided on the revised detailed design, confirming 2 representations had been received, both of which approve the design.

Shipper, DNO, and IGT Members were asked to vote to approve the detailed design and progress into delivery, with unanimous approval recorded as follows:

Voting Outcome:		
Shipper Representatives	Voting Count	For/Against
Clare Louise Roberts	1 x A	For
Oorlagh Chapman	1 x A; 1 x C	For
Ross Easton + Alternate for Lisa Saycell	2 x B; 1 x C	For
Total	6	For
Transporter Representatives	Voting Count	For/Against
Guv Dosanjh (DNO)	1	For
Tom Stuart (DNO)	1	For
Michelle Brown (IGT)	1	For
Kundai Matiringe (IGT)	1	For
Total	4	For

Standalone Documents for Approval (BER, CCR, EQR)

4.2. Revised BER for XRN5567 Implementation of Resend Functionality for Messages from CSS to GRDA (REC CP R0067)

Dave Addison (DA) provided an update and explained the original BER to implement GRDA was £93,000. CDSP completed some build activities that had some resources based on the original BER. It was identified that DCC had not taken account of key information that CDSP needed, such as the identity of the Shipper to be provided, which led to a redesign of the DCC solution, which meant the build that CDSP had started was not fit for purpose.

The cost for the revised BER for XRN5567 has now risen to £212,000 as it will now require a standard build to deliver the solution.

Shipper Members were asked to approve the revised BER and to progress into build, with unanimous approval recorded as follows:

Voting Outcome:		
Shipper Representatives	Voting Count	For/Against
Clare Louise Roberts	1 x A	For
Oorlagh Chapman	1 x A; 1 x C	For
Ross Easton + Alternate for Lisa Saycell	2 x B; 1 x C	For
Total	6	For

DA went on to provide an update following an incident on 06 July 2023 where it was identified there were 20,000 registrations missing from CSS. A P2 ticket was raised at 18:30 which was escalated to a P1 at 19:30 and was recognised as a CSS System issue.

Following an update call with CSS, it was recognised that during a disaster recovery fail back all registrations with a pending status were lost unfortunately, CDSP has not been able to recover the missing registrations, therefore, they will be cancelling every registration that had a pending status at 9am on 06 July 2023.

DA highlighted that registrations that could go live up until 28 days from 9am on 06 July 2023 could still be impacted, this is estimated to be 111,000 registrations (worst case scenario).

Ultimately, when DCC was talking about resolution plans, the suggestion is that the registration is cancelled, and Suppliers will need to resubmit them.

It was noted that there could be some good registrations that are in the system, but as Landmark (DCC) could not confirm that the pending registration would be in a state that would be accepted, following a CDSP assessment, it is suggested that one Supplier tests this in the live system, an update to this will be included in the daily update.

DA confirmed that CDSP is providing a daily update to their customers and will support them through this incident and noted that Landmark has not been able to provide portfolio information, therefore DCC is unaware of the scale of this incident.

DCC should be able to provide the initial source of the incident, which will be either:

- 1. Retrospective switches (date is passed)
- 2. Prospective switches (only CSS) need to test if suppliers can help themselves.

OC highlighted that CDSP has done a brilliant job keeping everybody engaged, providing quick responses and keeping everyone updated which has been very reassuring.

DA also noted that the incident management by Correla has been spectacular.

Claire Louise Roberts (CLR) echoed the comments from OC.

DA concluded his update by advising the daily call will continue for the rest of this week and is an open invite.

Sharon Dudley provided her contact details for anyone to reach out to be included on the invitation: <u>sharon.dudley@xoserve.com</u>.

4.3. CCR for XRN5575 March 23 Adhoc Release

The detailed Change Completion Report (CCR) was presented for approval.

XRN5575 delivered XRN5143 - Discharge of Cadent, WWU and NGN NDM sampling obligations by the CDSP, and XRN5379 - Class 1 Read Service Procurement Exercise - Modification 0710.

XRN5472 was withdrawn following the February ChMC scope decision which bought the overall cost for this change down to £151,000, which will be split equally between Shippers and DNs.

Shipper, DNO, and IGT Members were asked to vote to approve the CCR for the final costs and project closedown and provided unanimous approval as follows:

Voting Outcome:		
Shipper Representatives	Voting Count	For/Against
Clare Louise Roberts	1 x A	For
Oorlagh Chapman	1 x A; 1 x C	For
Ross Easton + Alternate for Lisa Saycell	2 x B; 1 x C	For
Total	6	For
Transporter Representatives	Voting Count	For/Against
Guv Dosanjh (DNO)	1	For
Tom Stuart (DNO)	1	For
Michelle Brown (IGT)	1	For
Kundai Matiringe (IGT)	1	For
Total	4	For

Project Updates

For detailed updates, please refer to the published presentation.

4.4. XRN5647 Minor Release Drop 11 Scope

CDSP provided a view of the scope for Minor Release Drop 11 (XRN5647) noting the 3 changes that are due to be implemented:

- XRN5316 Rejecting a replacement read with a pre-Line in the Sand (LIS) read date
- XRN5547 Updating the Comprehensive Invoice Master List and INV template
- XRN5651 Updates to Class 3 and 4 Inner Tolerance Ranges used in Meter Read Validation process

CDSP noted that the exact delivery mechanism of this release is still being assessed and it may be that CDSP can deliver this as a Service Desk Ticket.

Shipper, DNO, NTS and IGT Members were asked to vote to approve the proposed scope with unanimous approval recorded as follows:

Voting Outcome:		
Shipper Representatives	Voting Count	For/Against
Clare Louise Roberts	1 x A	For
Oorlagh Chapman	1 x A; 1 x C	For
Ross Easton + Alternate for Lisa Saycell	2 x B; 1 x C	For
Total	6	For
Transporter Representatives	Voting Count	For/Against
Guv Dosanjh (DNO)	1	For
Tom Stuart (DNO)	1	For
Bill Goode + Alternate for Richard Loukes	2	For
Michelle Brown (IGT)	1	For
Kundai Matiringe (IGT)	1	For
Total	6	For

4.5. Release Scoping for Adhoc Winter 2023 Release and February 2024 Major Release

CDSP provided a view of their wish to deliver some or all of the proposed in-scope changes before the end of 2023, which would result in an ad hoc release and the remaining change or changes delivered in the February 2024 Major Release.

The three changes in question are:

- XRN5604 Shipper Agreed Read (SAR) exceptions process (Mod 0811S)
- XRN5605 Amendments to the must-read process (IGT159V)
- XRN5607 Update to the AQ correction processes (Mod 0816S)

Delivery options for Adhoc Winter 23 Release and Feb	oruary 24 Major Release
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	1	2a	2b	3
Changes in scope for ad-hoc winter 23 release	5604 5605	5605	5604	n/a – no release
Changes in scope for February 24 major release	5607	5604 5607	5605 5607	5604 5605 5607
Delivery risks & opportunities	 sign off in September, at the original probability of having to and/or reduce testing to deliv Whilst there would be no ser would need to be provision o Additional UK Link release wimajor release, minor release, minor release work on an internal project to pressure on internal resource 	meeting which would add	e. k prior to design completion lanuary 24 to preserve quality ad-hoc release go live, there the extension of the project change alongside November 23 o deliver RECCo XRN5567 and emand estimation. This will put impact to completion dates	 Additional 2-3 months in the delivery plan will allow for completion of detailed design and therefore a lower risk to the timeline of the project This removes the need for a risk margin in the BER relating to possible delay; Reduced risk of impact to existing CMS rebuild programme

When the Committee was presented with the four options to consider for bringing forward the delivery of one or all of the changes to an ad hoc release in Winter 2023, as shown in the table above, Option 1; Option 2a; Option 2b and Option 3, members questioned why an ad hoc release is needed when there are standard releases planned. CDSP advised that, with the CMS Rebuild program in flight, there is a demand for resources to deliver all releases that are planned.

Kundai Matiringe (KM) noted that the CMS Rebuild that goes live in November 2023 is aligned in such a way that it accommodates XRN5605 - Amendments to the must-read process (IGT159V) and asked what the impact is if XRN5605 is delayed until February 2024.

PO clarified that the existing legacy CMS system would be retained until the new CMS System is implemented, whether that is an ad hoc Winter 2023 release or February 2024.

KM, supported by Michelle Brown (MB), agreed to liaise with other IGTs at their next Workstream meeting and asked for a deferral of the decision to the August 2023 meeting.

Taking everything into consideration, RHa summarised that the Committee may be looking at Option 1 or 2a with XRN5605 being delivered this year. KM agreed, but with the cost increase, she needs to talk to other IGTs.

Emma Smith (ES) asked, if Option 1 or 2a were to go ahead, what the probability/confidence/complexity of the £50,000 risk margin being utilised, it was clarified that the inclusion of the risk margin shows a high probability CDSP would need to draw on it.

It was further confirmed that Option 3 is the safest in terms of delivery.

ES concluded it appeared preferable to defer to August 2023 for the Committee to vote for their preferred approach to delivery based on the options provided and for CDSP to carry on with activities which may mean there is more certainty that can be provided by then if delivery can go ahead early or not without calling on the £50,000 contingency.

OC did highlight that XRN5604 would be de-prioritised if option 2a was to go ahead, which could be concerning to the proposer of that change and that it would be useful to have a conversation with all parties about what delivery of all 3 impacts in line with option 3.

OC also requested very clearly defined options to be presented in August so that it is very clear what is being prioritised; de-prioritised and what is being taken forward.

Shipper, DNO and IGT members were asked to vote that the decision is deferred to the August 2023 meeting, unanimous approval was provided as follows:

Voting Outcome:		
Shipper Representatives	Voting Count	For/Against
Clare Louise Roberts	1 x A	For
Oorlagh Chapman	1 x A; 1 x C	For
Ross Easton + Alternate for Lisa Saycell	2 x B; 1 x C	For
Total	6	For
Transporter Representatives	Voting Count	For/Against
Guv Dosanjh (DNO)	1	For
Tom Stuart (DNO)	1	For
Michelle Brown (IGT)	1	For
Kundai Matiringe (IGT)	1	For
Total	6	For

4.6. March 2023 Adhoc Release

No issues to report. No questions.

4.7. June 2023 Major Release Update

CDSP provided a status update for the June 2023 Adhoc Release (XRN5562).

The overall release is tracking at Green, with the start-up and initiation phases completed. For a detailed update, please refer to the published presentation.

4.8. November 2023 Major Release

CDSP provided a status update for the November 2023 Major Release and advised the implementation is on track for 04 November 2023 with a contingency date of 11 November 2023 should it be required.

For a detailed update, please refer to the published presentation.

4.9. XRN5564 Gemini Sustain Plus Programme Update

Karl Davidson (KD) provided an overview of the Gemini Sustain Plus Programme Update progress to date and advised that training solution options, defined solutions to train the industry, and notification around the training will be issued as more information becomes available.

https://www.eventbrite.com/e/gemini-sustain-plus-focus-group-tickets-670810039887

Bill Goode (BG) advised that the first Focus Group is being held in person on 21 September 2023 and asked the Committee to share the Focus Group register link with their constituency members.

4.10. Data Discovery Platform (DDP) Update

John Welch (JW) provided an update, which included a roadmap, the latest sprint updates, a DDP appendix and previous release updates.

For detailed information please refer to the published slides.

5. Non-DSC Change Budget Impacting Programmes

5.1. CMS Rebuild Update

CDSP provided an overview of the CMS rebuild and progress to date. Richard Cresswell (RC) advised, due to unforeseen issues, there is a delay to the launch of V1.4 which is now being targeted for mid-August.

RC reminded the Committee that V1.4 will include Address Amendments; Network Raised Meter Number Creation and Ability to bulk upload (XRN5556.e and XRN5556.c).

The CMS Rebuild webpages continue to be updated to reflect activities at: <u>https://www.xoserve.com/products-services/data-products/contact-management-service-cms/cms-rebuild/</u>

For the detailed update please refer to the published slides.

6. Any Other Business

6.1. KVI Survey Update

CDSP confirmed the latest KVI Survey is out from Monday 10 July 2023 until 24 July 2023 for feedback. This is being communicated via email soon.

6.2. URL - Feedback

From Monday the Change Pack will be issued from the UKLink mailbox, which will include a link to the Change Pack page in the email. Users will be able to submit their representations from the website.

6.3. APIs

OC advised of an incident last week with the APIs where API passwords were provided which made the current API passwords expire which REC manage. She is raising this because a clear communication route is needed, and a robust process is put in place.

Testing needs to be put in place for passwords so that when one is issued it does not automatically expire the existing password.

PO advised that Jayne McGlone is dealing with this with RECCO and liaising with them about the processes the RPA should be following.

7. Appendix

7.1. Plan on a Page (POAP)

The POAP was provided as an appendix for information.

7.2. Outages

The outages were provided as an appendix for information.

8. Diary Planning

Further details of planned meetings are available at: www.gasgovernance.co.uk/events-calendar/month

Time/Date	Meeting Paper Deadline	Venue	Programme
10:00 Wednesday 09 August 2023	5pm Tuesday 01 August 2023	Microsoft Teams	Standard Agenda
10:00 Wednesday 13 September 2023	5pm Tuesday 05 September 2023	Microsoft Teams face-to-face	Standard Agenda
10:00 Wednesday 11 October 2023	5pm Tuesday 03 October 2023	Microsoft Teams	Standard Agenda
10:00 Wednesday 08 November 2023	5pm Tuesday 31 October 2023	Microsoft Teams	Standard Agenda
10:00 Wednesday 13 December 2023	5pm on Tuesday 05 December 2023	Microsoft Teams	Standard Agenda

DSC Change Action Table						
Action Ref	Meeting Date	Min Ref	Action	Owner	Reporting Month	Status Update
0207	13/07/22	2.1	Xoserve (ES) to assess the DSC Change-related procedures and documents to ensure they are still fit for purpose.	Xoserve (ES)	August 23	Carried forward
0602	16/06/23	2.1	CDSP (ES) to collate Recognised DPP Pain Points through initial discussions with OC and CLR with a view to setting objectives to achieve the required DDP baseline for parties with large portfolios.		July 23	Carried Forward
0701	12/07/23	1.6	Linked to Action 0602: DDP Challenges Committee members to consider if they support the movement of DDP investment into the General Change Budget	Committee members	August 23	Pending