



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

**September 2023**

# Change Procedures and Documents Evaluation

Changes completed so far Jan-Aug 23	Currently being assessed Sept-March 24	Opportunities for future improvements From April 24
<ul style="list-style-type: none"><li>• New High Level Solution Options (HLSO) template</li><li>• Customer Requirements document published as part of Solution Option change pack</li><li>• ChMC User Guide refresh</li><li>• ChMC pre-meets/ pre-ChMC email summary</li><li>• Change pack representation process</li></ul>	<p><b>Change document templates:</b></p> <ul style="list-style-type: none"><li>• Change Proposal</li><li>• Change Packs:<ul style="list-style-type: none"><li>- Initial Review</li><li>- Solution Options</li><li>- Detailed Design</li></ul></li><li>• Evaluation Quotation Report (EQR)</li><li>• Business Evaluation Report (BER)</li><li>• Change Completion Report (CCR)</li></ul>	<ul style="list-style-type: none"><li>• Website improvements</li><li>• Change communications</li><li>• Change documents review</li><li>• Change process and engagement review</li><li>• Feedback received via KVI surveys (Oct 23, Jan 24, April 24)</li></ul>