

## Agenda

### DSC Contract Management Committee

**10:00 Wednesday 20 September 2023**

**Room G.02, Xoserve Offices, Lansdowne Gate, 65 New Road, Solihull, B91 3DL**

### And via Microsoft Teams

(Please refer to your Microsoft Teams invite for the Teleconference details for this meeting)

*Short notice items are in italics*

*\* indicates where the material is expected to be provided late*

Item	Topic	Lead	Category
<b>1. Introduction</b>			
1.1.	Apologies for absence	Chair	Information
1.2.	Alternates		Information
1.3.	Confirm Voting rights		Information
1.4.	Approval of Minutes (16 August 2023)		Approval
1.5.	Approval of Late Papers		Approval
1.6.	Review of Outstanding Actions		Discussion
<b>2. Business Plans Updates</b>			
2.1.	Efficiency Review	CDSP/Third Party CDSP (JR)	Information
2.2.	BP Updates		Information
<b>3. Approvals</b>			
3.1	DRR for DDP Permission Request (as per XRN 5605)	CDSP (NL/JWe)	Voting
<b>4. Monthly Contract Management Report</b>			
4.1	Key Performance Management (KPM)*	CDSP (FC)	Information
4.2	KPM Customer Relationship Survey Results	CDSP	Due October
4.3	Monthly Contract Metric Reports	CDSP (AC)	Information
4.4	Xoserve Incident Summary	CDSP (PW)	Information
4.5	Customer Issue Management Dashboard	CDSP (MD)	Information
4.6	Gas Retail Data Agent (GRDA)	CDSP (SD)	Information
4.7	Key Value Indicators (KVI) Change Management	CDSP	Due November
<b>5 Information Security</b>		CDSP	Information
<b>6 Financial Information</b>		CDSP (JMa)	Due November
<b>7 Business Continuity Plan</b>		CDSP	Due November
<b>8 Contract Assurance Audit</b>		CDSP (HH)	Information
<b>9 Key Committee Updates</b>			
9.1	DSC Change Management Committee	CDSP (KL)	Information

Contact Details: [enquiries@gasgovernance.co.uk](mailto:enquiries@gasgovernance.co.uk)

Papers available at: [www.gasgovernance.co.uk/DSC-Contract](http://www.gasgovernance.co.uk/DSC-Contract)

<b>9.2</b> Retail Energy Code (REC)	CDSP (SD)	Information
<b>10. Any Other Business</b>		
<b>10.1</b> Contact Management Service (CMS)	CDSP (JW)	Information
<b>11. Recap of decisions made during meeting</b>	CDSP (AC)	Information
<b>12. Diary Planning</b> <b>Next Meeting:</b> 18 October 2023 <b>Paper Deadline:</b> 10 October 2023	Chair	Information

**DSC Contract Management Committee Action Table**

Action Ref	Meeting Date	Minute Ref	Action	Owner	Target Date	Status Update
0602	14/06/23	4.7	CDSP (DA) to undertake a case study into the Governance between DSC Change Management and DSC Contract Management Committee interactions using recent Hydrogen Change XRN5531 and report back.	CDSP (DA)	September 2023	<b>Carried Forward</b>
0702	19/07/23	3.2	CDSP (JMc) to Confirm if DSC+ can be shared with either: all DSC Contract Managers; or DSC Contract Management Committee Representatives. Chris Dwyer (CD) to discuss the request of the Committee to provide the DSC+ with the Xoserve CEO for a response by the September meeting.	CDSP (JMc)	September 2023	<b>Carried Forward</b>
0703	19/07/23	3.2	CDSP (MD) to feedback on Problem Statement discussions with all IGTs.	CDSP (MD)	September 2023	<b>Carried Forward</b>
0801	16/08/23	1.6	CDSP (HR) to provide the Committee with an overview of CDSP's Auditing Plan and how these interlink together (compliance, and internal/externally sourced audits).	CDSP (HH)	September 2023	<b>Pending</b>
0802	16/08/23	9.2	CDSP (KL/PO) to consider how best to monitor/report low order changes and their associated time lapses.	CDSP (KL/PO)	September 2023	<b>Pending</b>