

Agenda

DSC Contract Management Committee

13:00 Wednesday 15 May 2024

at Xoserve Ltd, Lansdowne Gate, 65 New Road, Solihull, B91 3DL

(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
1. Introduction			
1.1.	Apologies for absence	Chair	Information
1.2.	Alternates		Information
1.3.	Confirm Voting rights		Information
1.4.	Approval of Minutes (17 April 2024)		Approval
1.5.	Approval of Late Papers		Approval
1.6.	Review of Outstanding Actions		Discussion
2. Approvals			No Approvals for May
3. Business Plans Updates			
3.1.	Efficiency Review	CDSP (JRi)	Information
3.2.	BP Update & Energy Code Reform	CDSP (JRi)	Information
4. Monthly Contract Management Report			
4.1.	Key Performance Management (KPM)*	CDSP (DJ)	Information
4.2.	KPM Customer Relationship Survey Results	CDSP (HB)	Information
4.3.	Monthly Contract Metric Reports	CDSP (AC)	Information
4.4.	Xoserve Incident Summary	CDSP (DJ)	Information
4.5.	Customer Issue Management Dashboard	CDSP (MD)	Information
4.6.	Gas Retail Data Agent (GRDA)	CDSP (DA)	Information
4.7.	Key Value Indicators (KVI) Change Management	CDSP (RT)	Information
5. Information Security		CDSP (LW)	Information
6. Financial Information		CDSP (JM)	Information
7. Business Continuity Plan		CDSP (LW)	Information
8. Contract Assurance Audit		CDSP (HH)	Information
9. Key Committee Updates			
9.1.	DSC Change Management Committee	CDSP (PO)	Information
9.2.	Retail Energy Code (REC)	CDSP (DA)	Information
10. Any Other Business			

<p>10.1 DDP Data 10.2 Contact Management Service (CMS) 10.3 Change Investment and Assurance</p>	<p>CDSP (JHJ) CDSP (JW) CDSP (RT)</p>	<p>Information Information Information</p>
<p>11. Recap of decisions made during meeting</p>	<p>CDSP (AC)</p>	<p>Information</p>
<p>12. Diary Planning Next Meeting: 19 June 2024</p>	<p>Chair</p>	<p>Information</p>

DSC Contract Management Committee Action Table

Action Ref	Meeting Date	Min Ref	Action	Owner	Reporting Month	Status Update
0201	14/02/24	1.5	JO (MC) to produce an outline for a new members introduction for an in-person October 24 DSC Contract Committee meeting	JO (MC)	August 2024	Deferred
0301	20/03/24	1.5	CDSP (MD) to provide a proposal as to how best to resume the provision of weekly Defect Report to Users	CDSP (MD)	May 2024	Pending
0302	20/03/24	1.5	CDSP (JMc & JRi) to provide enhanced reporting in May to deliver required Contract Management assurance with a view to subsequent DSC Contract Management Committee consideration and potential suggestions for improvement.	CDSP (JMc & JRi)	May 2024	Pending
0306	20/03/24	10.3	JO & CDSP (MC & JMc) to publish Terms of Reference for MPidVAD Review Sub-committee	JO & CDSP (MC & JMc)	May 2024	Pending
0401	17/04/24	1.6	JO to add 'DDP data' as a new Item on the DSC Contract Management Committee Agenda	Joint Office	May 2024	Pending
0402	17/04/24	9.1	CDSP (AC) to obtain legal guidance on the best practice to address the approved, but previously omitted, Service Area amendments consulted on in the April Change Pack.	CDSP (AC)	May 2024	Pending
0403	17/04/24	10.3	CDSP (DA) to feedback on RECCo event on 18 April 2024 and Open Data discussions held.	CDSP (DA)	May 2024	Pending
0404	17/04/24	10.4	CDSP (JMc) to review Issues and Incidents processes to confirm Xoserve/Correla responsibilities throughout.	CDSP (JMc)	May 2024	Pending
0405	17/04/24	10.4	CDSP (JMc) to add agreed statement to start of Monthly Reporting Pack template	CDSP (JMc)	May 2024	Pending