UK Link - Programme Impact Assessment Process Templates

To be authorised by a minimum level of a XM1 manager

All fields are mandatory. IA Requests without sufficient information will be rejected & returned to the originator.

Section 1: Completed by Requestor (page1-2)

Section 2: Completed by Flash Validators (page 3)

Section 3: Completed by Supplier of Change / UAT Testing Team (page 4)

Section 4: Completed by Impact Assessment Approvers (page 5)

Section 5: Completed by Development Team

Section 6: Completed by SIT Team

Section 7: Completed by UAT Team

Please submit this form to: .box.xoserve.UKLinkProgramme

Guidance notes in blue are to be deleted before submission

Section 1: To be completed by the IA requestor:

UK Link Programme Impact Assessment Form	
Impact Assessment ID:	**UKLP IADBI273V2**
XRN log Number (if applicable):	**Assigned by UK Link Programme management Office (PMO)**
Change Title:	*PSR requirements – Vulnerable Customer data requirements*

XM1 Owner	Steve Nunnington
Fast Track IA (Y/N):	*(Guidance note: XM2 approval is required to fast track IA)*
Date Raised:	*11/11/16*
Raised By:	Tahera Choudhury
Originator:	OFGEM
Source of Change:	*- Requirement clarification (For CR249)*
Date Approval Required By:	*ASAP*
Portfolio Impact (Yes/No):	*No*
Portfolio Impact Details:	*N/A*
Required in Legacy (Yes/No):	*No*
Priority (1-Critical, 2-High, 3-Medium, 4 - Low):	*High*
Requested Implementation By Date:	*1st June 2017 or no later than 3 months after Nexus go live*

UK Link Programme Impact Assessment Form

Change Description:

Ofgem within their PSR consultation have mandated the following data requirements to be in place to assist customers in vulnerable situations;

- Aligned vulnerable customer needs codes between Gas and electricity
- Mapping of existing vulnerable customer needs code to new vulnerable customer needs code

The final decision can be found here;
https://www.ofgem.gov.uk/system/files/docs/2016/10/decision_to_modify_gas_and_electricity_supply_electricity_distribution_and_gas_transporter_licences_for_psr_arrangements.pdf

In order to meet the Ofgem requirements the following steps will need to be completed;

- Add / amend, additional values (Needs codes) to the 'as is' tables which hold the data for the following records: a. S84 (SPECIAL_CONDITIONS) – CONDITION_TYPE (CNF, CNC, CFR, CNR) b. E24 (CONTACT) – SPECIAL_NEED_TYPES – (EWS file to EMWS) c. B39 (CONTACT_UPDATES_TO_EMW) - SPECIAL_NEED_TYPES (EDL and EQL) and related iGT files – IDL & IQL.
- Please attribute new numbers to the new needs code retaining the 2 character format – the numbering formation can be found on the mapping of codes spreadsheet attached.
- After implementation of the new needs code – old needs codes should not be accepted in the above files (unless the 2 character format is retained).
- Any reference to the term 'SPECIAL_CONDITIONS' should be replaced by 'priority services', should this be imbedded within systems.
- Mapping of data from existing needs codes to new needs category codes (the details are as attached within the spreadsheet).
- Legacy needs codes should be in use until the new needs codes are implemented.

TC mapping of codes 111116.xlsx

A further change to the above is being considered within SPAA governance, it is possible that the following requirements may also be required (for clarity the above requirements also apply)

- A new data field / indicator is required to demonstrate explicit consent has been obtained. Conditions should be made within systems that if the indictor is 'N' (No consent has been obtained); that all related special conditions data is not shared.
- A new data field is also required for 'additional contact details' related to Priority Needs Condition Notes.
- A new data item is required for 'effective end date' – will be used for new data entries
- A new data item is required for language

The mapping rules associated to this change are attached here;

SSE mapping 170317.xlsx

This is an Ofgem lead initiative, their final consultation requires the new needs codes to be in use from 1st June 2017 or 3 months are PNID (the number of effort days and change prioritisation will determine the appropriate implementation timescale), this will be reiterated through licence condition changes to Transporter licences.

We would also like the definite number of days effort required to complete this CR post Nexus implementation meeting the critical 3 months PNID deadline.

For information – A formal Change Order has been raised by Northern Gas.

Systems understood to be impacted are; AMT / SAP ISU / SAP BW.

UK Link Programme Impact Assessment Form
Reason for Change / Justification: Ofgem are driving an initiative that is looking at improvements to the Priority Services Register (PSR) and part of this relates to Vulnerable customers. The industry already communicates data around the vulnerability of end consumers via the CNF and CNC files to Shippers and EDL / EQL to Transporters and the EWS file to EMWS. Suppliers and Transporters license conditions ensure that vulnerable customer data is recorded. The Ofgem Solution implementation is currently under review at 1st June 2017 or 3 months after PNID. To advise Ofgem accordingly it is critical this change request is prioritised and requirements are understood and communicated to the Industry.
Requirement relevant to the Request: *N/A*
Impacted System(s): *All SAP associated systems*

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1.1 Flash Validation Form

Section 2: To be completed by the TL flash validator

UK Link Programme Flash Validation Form	
Reviewer	Emma Smith
Flash Validation Approved/Rejected	***Approve*** / *Reject to proceed*
Comments/Notes	The following checklist should be completed for each flash validation:

Is the IA is an existing Source rule/Requirement - Yes = Solution Design Gap (SDG) / No – change	No
Is the IA is already in design scope (Covered by existing FS/CRD/BPDD/Arch design doc)	No
Is there is a confirmed industry requirement for the change	Yes
Is the scope of the IA already covered by an approved 'position' for an industry change – E.g. A change allocated to a future release	Yes
Does this change contravene Agency Contractual obligations and is not supported by the required governance (E.g Modifications)	No
The IA is judged to be a defect rather than a Change	No
Does the increased risk profile outweigh the benefits of delivery	Possibly yes
Is the IA judged to be deliverable within current release timescales (Recommendation to defer to future release)	No
Does the IA contravene a confirmed Programme scope 'position' E.g. Agreement that no more industry Changes will be accepted into the current release	Yes
Has the Commercial team confirmed and approved.	No
OUTCOME	***Proceed as Change*** / *Proceed as SDG / Reject / Escalate*

Date Accepted/Rejected:	Accepted 17th January 2017

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1.2 Impact Assessment Response Form

A following section is to be completed by the impact assessors to whom the UK Link (or Portfolio) Programme Management Office has distributed the IA to.

Section 3: To be completed by the impact assessors:

UK Link Programme – Impact Assessment Response Form			
Team Area Responding:	*Joint review group or other work stream*		
Planned Impact Analysis Completion Date:	*(10 day SLA in place)*		
Impact Analysis Completion Date:			
Impact Analysis Summary:			
Artefacts/Modules Impacted:			
Costs:	*(Please provide a breakdown of the costs in the table below)*		
	Hardware (£)		
	Software (£)		
	Programme (£)		
Resource Requirements:			
Schedule Impacts:			
Contract / Schedules Impacted:	*(Please attach the changed schedules)*		
Other Workstream / Delivery Towers Impacted:			
Benefits Impacted:			
Proposed Implementation Date:			
Risks/Issues/Dependencies:			
Regression Testing Recommendation/Details:			

1.3 Impact Assessment Approvals Form

A following section is to be completed by the programme/portfolio approvers as well as the Wipro and impacted Xoserve delivery leads.

Section 4: Completed by Impact Assessment Approvals

UK Link Programme – Change Request Approvals Form		
Accepted (Yes/No / Deferred for Future Release):		
If deferred, at what stage of the process was this decision made?		
Rejected	*(Please state reason for rejection from the options below)* • *No impact to Uk Link* • *Invalid CR - Already in Scope* • *Covered by another CR* • *Deferred to future release* • *Referral to CRB* • *Other – Please describe*	
Date Approval (Accepted/Rejected):	*(Please state date DD/MM/YY)*	
Programme Director Approver(s):	Name	
	Title	
	Date	
	Signature	
Planned Delivery Date:		
Agreed Contractual Amendments:		
Delivery Lead Agreement (Xoserve):	Name	
	Title	
	Date	
	Signature	
Delivery Lead Agreement (Wipro):	Name	
	Title	
	Date	
	Signature	

1.4 Changes to deliver Impact Assessment

A following section is to be completed by the development team supplying the changes noting all changes made to implement this Impact Assessment.

Section 5: Completed by Development Team

UK Link Programme – Changes to deliver Impact Assessment Form	
Application Changes	*(list all changes made in applications)*
Infrastructure Changes	*(list all changes made in applications)*
Configuration Changes	*(list all changes made in applications)*
Approved By	*(managers approval of above information)*

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1.5 System Integration Testing to deliver Impact Assessment

A following section is to be completed by the SIT team showing the testing that has been carried out to ensure the change works as required.

Section 6: Completed by SIT Team

UK Link Programme – Form	
Testing Executed	*(reference to HPQC or other documents detailing the testing)*
Any areas unable to test	*(list any areas unable to test due to constrates of the environment)*
Approved By	*(managers approval of above information)*

1.6   User Acceptance Testing to deliver Impact Assessment

A following section is to be completed by the UAT team showing the process affected, the regression testing and user acceptance testing to be preformed

Section 6: Completed by UAT Team

UK Link Programme	
Processes Impacted	*(processes impacted and description of impact)*
User Acceptance Testing	*(user acceptance testing for the full CR)*
Regression Testing	*(regression testing for the full CR)*
Approved By	*(managers approval of above information)*