

UNC DSC Contract Management Committee Minutes

10:30 Wednesday 17 May 2017

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

Attendees

Bob Fletcher (Chair)	(BF)	Joint Office	Non-Voting
Helen Bennett (Secretary)	(HB)	Joint Office	Non-Voting

Shipper User Representatives

Colette Baldwin	(CB)	E.ON	Class A - Voting
Steve Mulinganie*	(SM)	Gazprom	Class B – Voting and alternate for Lorna Lewin

Transporter Representatives

Sue Hilbourne	(SH)	SGN	DNO - Voting
Joanna Ferguson	(JF)	Northern Gas Networks	DNO - Voting
Beverley Viney	(BV)	National Grid NTS	NTS - Voting
Sean McGoldrick	(SMc)	National Grid NTS	NTS - Voting

CDSP Change Management Representatives

Dave Addison	(DA)	Xoserve	Non-Voting
Dave Turpin	(DT)	Xoserve	Non-Voting
Matt Smith	(MS)	Xoserve	Non-Voting

Observers

Clare Cantle-Jones*	(CCJ)	SSE	Non-Voting
Paul Sewell	(PS)	Npower	Non-Voting

Apologies

Lorna Lewin

Copies of all papers are available at: Copies of all papers are available at: <http://www.gasgovernance.co.uk/DSC-Contract/170517>

1. Introduction

BF welcomed all to the meeting, confirmed that, for the meeting to be quorate, it required at least 3 Shipper Representatives and 3 DNO Representatives, NTS Representatives or iGT Representatives to be present and a minimum of 7 votes.

BF advised the Committee members present that Lorna Lewin has nominated SM as her Alternate for the meeting.

Although there was no iGT Representation present, BF confirmed the meeting is declared quorate.

1.1. Apologies for absence

See above table

1.2. Alternates

1.3. Confirm Voting Rights

1.4. Approval of minutes (18 April 2017)

The minutes from the previous meeting (18 April 2017) were approved.

1.5. Terms of Reference

BF noted that Action 0402 is outstanding, DT to draft a document for use as TOR including reference to General Terms D section 4.1.5 and include a note that both the DSC Change and Contract Committees are Sub Committees of Network Code.

DT confirmed this should be carried forward to the next meeting.

2. Business Continuity Plan

This will be a quarterly update which is currently expected in June.

There was then a discussion around the Disaster Recovery arrangements prompted by a query from CB who asked if the Peterborough outage planned this weekend is still going ahead? Adding that there is a level of nervousness due to its close proximity to Project Nexus Implementation Date of 01 June 2017 and the implementation of the Non-Effective Days.

DT confirmed that this activity is planned annually and is standard practice. The confidence is high and no issues were anticipated. In addition, this impacts legacy systems only and these were being turned off on 01 June. This test would not impact the Kettering data site which would remain operational through the testing.

SM added in support of CB that it is not a prudent cause of action for it to go ahead at this time and that if something were to go wrong, he does not understand why the outage would be going ahead at this time.

DT concluded that there are many parts to the Peterborough site outage, of which the legacy system used by Xoserve is just one part of that, it is DTs understanding this will go ahead regardless.

In response to a further question raised by CB, DT confirmed that there are two systems sites, Peterborough and Kettering which are legacy systems. The new UK Link system will not be impacted as it is not hosted at these 2 locations. The system testing is for the whole Peterborough site of which legacy UK Link systems form a part and the down time is not within the control of Xoserve.

DT assured the committee that Xoserve have done everything they can to ensure there is no impact from the outage, it is a well understood, tried and tested process that is run (annually) on legacy system.

3. Information Security Arrangements

DT confirmed this update will generally be delivered alongside the Business Continuity update, item 2 on the agenda, though it is a separate update.

4. Contract Assurance Audit

DT confirmed this will be reported on a quarterly basis, the first of which will be next month, June 2017.

4.1. Agree Scope

Not discussed.

5. Monthly Contract Management Report (KPIs)

MS presented the March KPIs in old format – all P1's achieved this month –

Referring to the slight drop in % for Gemini performance in the last 2 months, CB asked if there are any concerns with accuracy.

DT will investigate to see if there is a trend and will provide a communication to Members.

SM raised a concern and asked if the Committee can get more up to date reporting seeing as March KPI performance is being reported in May. MS advised that he cannot provide anything until it goes through the internal exec team, this is why it is out of sync with this meeting.

Members agreed that they would need to work out how to improve KPI current reporting and should reports be accepted at very short notice.

DT will look to provide performance in a timelier manner.

It was confirmed that the new Dashboard Reporting will be presented at the next meeting in June 2017.

6. Financial Information

SH advised that they have just received invoices which are earlier to what was expected. DT stated that the Invoicing team advise that they communicated a new invoicing timeline and that the May invoice would be an exceptional invoice, with the possibility of some cross over. However, they would recommunicate the invoicing timeline so that parties were aware.

New Action 0501: DT to arrange for the recirculation invoicing timeline to invoicing teams.

New Action 0502: DT to check if April invoice payments have been received.

6.1. Cost Allocation Model and Methodology

Not covered.

6.2. CDSP Budget

MS confirmed that next month, the new Budget Tracking reporting will be provided and that trend analysis will be provided as part of this report.

6.3. Annual Charging Statement

Not covered.

6.4. Invoicing

Not covered.

7. Governance of future central systems delivery

DT suggested that this is very close to the proximity of Project Nexus delivery, and there is very little to add from the last meeting, this is to be picked back up at the next meeting planned for 14 June 2017.

This has been added to the agenda for that meeting.

8. Review of Outstanding Actions

15/03/17-05: Data Protection Questionnaire - To check if the scope had been extended following Xoserve's last audit.

Update: DT advised there is a statement in a presentation referring to ISO27001 that is only Transporter focussed activities whereas ISO27001 is companywide the wording in this statement is being amended, however, DT wanted to reassure the Members that this will not have an effect on ISO27001 compliance and that accreditation is at Company level (whole of Xoserve).

CB felt compliance of ISO27001 needs demonstrating and that she understands there is an audit requirement. DT will feed comments back to audit team and request update at next meeting. **Closed**

New action 0503: DT to arrange update on ISO27001 compliance audit process from the Audit Team

15/03/17-06: *Data Protection Questionnaire* - Dates & requirements for workshop to be discussed agreed and fed back to Xoserve.

Update: Awaiting feedback. **Carried Forward**

15/02/17-01: *I&C Phone Lines & Domestic M No. Helpline* - A review of the current Terms of Use regarding extending the use of the Data Enquiry Service accounts to parties outside of the contracting Organisation.

Update: CB sought confirmation that this action is to summarise the original approach of monitoring and investigation. DT confirmed this will be reviewed at June 2017 meeting.

Carried Forward

15/02/17-03: *I&C Phone Lines & Domestic M No. Helpline* - DT is to look into devising a note to go out to all Shippers from Xoserve's Communications team regarding the suspicions discussed. Slides are to be sent out with the Minutes.

Update: Review at June meeting. **Carried Forward**

15/02/17-04: *Feedback on Xoserve Services DSC* - A summary of changes to the table of services are to be provided with track changes as well as a one pager recommendation of why changes have been made.

Update: DT confirmed the document needs to be published. Will be published prior to PNID in line with modification 0614. To be reviewed at the June 2017 meeting. **Carried Forward**

18/01/17-03: *Xoserve Performance Report* - BV and JF are to provide DT with the key change updates that they want to see on a dashboard.

Update: Superseded by Action update 0405 and 0406. **Closed**

0301: Joint Office to provide a formal response to explain why Committee meetings cannot be resourced the day before UNC Panel meetings.

Update: Diary entries have been made for the next 6 months, as follows:

14 June 2017

19 July 2017

16 August 2017

20 September 2017

18 October 2017

15 November 2017

Contract Management Committee meetings will be held the day before Panel. However, BF confirmed 5 days' notice to provide material for Contract meeting and that timing is tight when items are referred from Change Management Committee meeting. In addition, with reporting being provided at very short notice, it might be relevant to reconsider the meeting dates at some point in time following experience of the process, as a number of important papers are likely to be submitted at short notice which is not conducive to good governance.

Closed

0401: DT to update the Quality Statement and circulate to the group to review allowing 5 days for the review before publication on the Xoserve website.

Update: Covered in previous agenda item. **Closed**

0402: Terms of Reference: Draft a document for use as TOR including reference to General Terms D section 4.1.5 and including a note that both the DSC Change and Contract Committees are Sub Committees of Network Code.

Update: Apologies from DT. **Carried forward**

0403: To confirm correct distribution list with DT and share with committee members.

Update: Full list of Contract Managers provided. Awaiting a full list of Change Managers. Refer action to Change Committee meeting. **Closed**

Post meeting update: This will be discussed at the next Change Management Committee meeting

Discussion re: Open distribution lists

The Joint Office publish minutes on its website which are available to all contract managers.

SM suggested that communications sent via the distribution list should be visible. If all Contract Managers are happy then it should be fine to use open distribution lists. DT confirmed that Xoserve also use closed distribution lists.

JF asked if Joint Office and Xoserve can start to list the distribution list that is being used within their emails at the start of an email.

New Action JO to consider and respond at the next meeting.

There then followed a discussion based around blind distribution lists from the point of view that recipients do not know who in the company have also received the message. SM added that the default should be open distribution lists unless the content within the email is confidential.

DT confirmed that Xoserve will look to move to issuing all communications to an open distribution list.

BF reminded the Committee about company security regarding personal emails and the threat of SPAM and phishing emails. The Joint Office is not prepared at this time to issue open emails on its widest distribution lists. However, it would consider open distributions lists where the email is to a specific audience that have given permission e.g. DSC Contract Managers.

SH added that another point to consider is that the Contract Managers are representing wider organisations and should they be asking the industry for agenda items.

The approach on how communications for the Contract Management Committee meetings shall be managed going forward is to be clarified at the next meeting in June.

Post meeting update: This topic has been added to the agenda for the 14 June 2017 Contract Management Committee meeting.

New Action 0504: Open Distribution Lists: Xoserve (DT) is to consider the relevance and recorded membership of their distribution lists. Each company is to be identified and list of registered email addresses is to be identified by company and circulated to the relevant Contract Manager for confirmation that the email address is still relevant.

New Action 0505: Open Distribution Lists: Contract Managers to review distribution lists that Xoserve hold to make sure they hold the correct/relevant employees.

New Action 0506: Open Distribution Lists: Xoserve (DT) to write out to each organisation for confirmation that they are satisfied with the usage of open distribution lists for its communications.

New Action 0507: *Open Distribution Lists:* Full list of Contract Managers provided. Awaiting a full list of Change Managers. Refer action to Change Committee meeting.

Post meeting update: This is covered in Action 0404 in the Change Management Committee Meeting Action Table.

0404: *Business Continuity Plan:* DT to seek confirmation of which Committees require updates.

Update: Clarification not yet sought. **Carried Forward**

0405: *Format of Monthly Contract Reporting:* MS to provide draft March KPIs under the current format at the next meeting.

Update: **Closed**

0406: *Format of Monthly Contract Reporting:* MS to provide draft April KPIs using the new dashboard format at the next meeting, where possible.

Update: To be covered at the next meeting in June 2017. **Carried forward**

0407: *Financial Information:* DT to confirm the generation of invoices.

Update: Covered earlier. **Closed**

9. Items referred from DSC Change Management Committee

BV asked if for future agendas the reason for referral from other meetings can be included

080317-01: *COR4079 – Reports required under UNC TPD V16.1 in legacy systems - A discussion is to be had at the DSC Contract Manager's Meeting on the controls Xoserve are putting in place around areas of the business that send out sensitive reports/info. (referred from DSC Change Management Meeting 18 April 2017)*

DT advised that this agenda item could be an overlap between what is reported through the Performance Assurance Committee (PAC) and what is reported via this meeting.

There was confusion as to what the update was for this item? It could be outstanding developments for post Nexus, and it was confirmed that there will be no performance reports until post Nexus once the reporting functionality had been delivered, however this would be backdated to Nexus implementation.

It is likely that this item refers to item 11 on the agenda.

The Performance Assurance Framework Administrator (PAFA) has not yet been appointed, therefore there have been no decisions on prioritisation of PAC activities, this should be a discussion between PAFA and PAC following appointment.

Following appointment at the end of June, controls and activity priorities should be agreed with the PAFA. It was mentioned that the PAC should be the initial contact and that the Contract Management Committee need to be satisfied controls are in place in terms of budget and reporting.

9.1. XRN4250: Citizens Advice Bureau (CAB) Continued Access to DES

DT advised Members that the CAB were historically provided with DES accounts and there has been a request to setup new accounts, this service has been provided for free, the cost would be around circa £60 per month which would be smeared across other DES Users. The usage has been capped at 50 accounts.

CB asked what happens if that is significantly exceeded as CAB tends to operate based on individual locations and not group sharing, DT confirmed that this would come back to members for approval.

CB enquired if CAB would get access to the telephone service as well? DT advised that might be easier option as DES is for more complicated queries.

Decision recorded that the Contract Management Committee Members unanimously approved this process.

9.2. Amendments to the UK Link Manual

Discussion took place at the 11 May Change Managers Committee Meeting regarding whether approval of the UK Link Manual should sit with Distribution Workgroup (DWG) or the Change/Contract Management Committees (as appropriate depending on the document).

BF confirmed that DWG would assess documents and any decision or recommendation would be made at Panel and not DWG.

BF advised the Members that an element of this came about at the last DWG, the obligation in Code is to have a UK Link Manual by 01 June which has now been deferred to 31 July 2017.

The Committee agreed that if there is a modification raised it should be assessed and discussed in a workgroup and that when appropriate Change Management Committee views should be sought. The point was made that the Change Management Committee is not approving the documents, but are their views are being sought.

SM asked why there is a modification (0613 Revised UK Link Manual CDSP Data Services Document) for a change to be incorporated in to the UK Link Manual when previously this has not been done in this situation.

DA advised the Committee that the reason why the modification had been raised was to make sure it is communicated as wide an audience as it could be.

DA stated that technical documents have been circulated to the Change Management Committee Members and that some documents are not termed as technical and are more governance, those are being published and can be circulated to Contract Management Committee Members.

DT wondered how all the differing views from Change Management Committee, Contract Management Committee and the Distribution Workgroup get consolidated?

SMc stated that modifications are raised to change the UNC, the UK Link Manual is not part of UNC as it is a CDSP Service document.

SH added that if there is no legal text requirement then there should be no modification raised.

SMc stated that it should be the Change and Contract Committee meetings that manage the change to the UK Link Manual, not the Modification process.

A discussion took place around the timeline, in that if the Contract Management Committee review documentation to approve changes, the next Contract Management Committee meeting is the day before next Panel and would therefore be timed out to provide comments to the UNC workgroup. Whereas if governance was brought back into the DSC Committees, the UK Link Manual could be reviewed and approved during the June/July meetings which would allow more time for comments.

BF advised that a report needs to be presented to the June 2017 Panel and the final workgroup meeting is planned for 05 June. SM felt there is a problem whereby the attendees at workgroup are very different to the Contract Management Committee and views may be different.

BF summarised that the views of the Contract Management Committee Members is that it favours that the UK Link Manual document should be approved via DSC Committees (Change or Contract) as appropriate and that the Modification 0613 should be withdrawn by the proposer.

DA confirmed the suggested way forward is that everything other than the Framework

Document and Terms and conditions should go to Change Committee.

DA stated that in the interim (prior to discussion with CW re: modification being withdrawn) he will publish documents within the Workgroup Meeting and asked that the Members should not be alarmed by that. DA will liaise with Chris Warner regarding the withdrawal of modification 0613.

BF suggested that the legal status of the modification and Code impacts are reviewed before the modification is withdrawn to ensure the governance situation is clear and achievable.

10. DSC – Credit Committee membership

BF asked Members to note that the membership for the Credit Management Committee was established this Committee and that the Credit Management Committee will be inviting an iGT member as currently there is no iGT representative.

The current EBCC membership moved over to the DSC Credit Management Committee, however the membership of EBCC changed recently and permission is being sought to allow the new EBCC members to be invited to join the DSC Credit Management Committee.

There was then discussion between the Members regarding the DSC Credit Committee is a Sub Committee of the Contract Management Committee which currently has an 18-month standing. The view of the Contract Management Committee is that the nomination process should rerun for 01 October 2018, therefore it is appropriate to invite new EBCC members and iGT representatives to become Members of the DSC Credit Management Committee.

11. PAC Interactions

Regarding the earlier discussion, CB asked about the interactions between PAC and DSC Committees for additional reporting requirements and commented that data or requests for from the PAFA might be needed, there is not yet a clear understanding on how this will work going forward, who should receive the requests. Should this be DSC Contract Managers as they would be in a position to notify the relevant parties in their organisations.

The Contract Management Committee agreed that an understanding of how PAFA and DSC Committees are going to work together going forward is needed.

New Action 0508: Xoserve (DT) to set out a process for PAFA communications with DSC Committees.

12. Next Steps

Not covered.

13. Any Other Business

13.1. Workshop Request - Disclosure Agreements

MS talked through a slide from Legal Team regarding a potential workshop required to discuss Disclosure Agreements.

Discussion took place around the questions proposed in the slide re: transparency/ no control over information shared with organisations that is controlled but if organisation passes that information on further, control is lost.

Communications to go out to all Contract Managers and not just Members.

13.2 SPAA Change Requests

CB promoted discussion around requests for work coming in to Xoserve from suppliers or SPAA there is no route for SPAA changes that impact UKLink.

Suppliers cannot access services directly and SPAA only covers part of the market.

Any request that comes in to Xoserve has to go through the Change Management Committee.

JF added that historically Transporters sponsored SPAA changes and that an appropriate route is definitely needed as this should be a Shipper.

It was discussed that a change to central systems, will need to be agreed at SPAA conditionally on Xoserve being able to deliver, this change will be taken to the Change Management Committee who will then raise and fund the change request.

The Committee discussed what would happen if a change is rejected at the Change Management Committee.

If it is approved via the SPAA Change Board, the Change Management Committee could allocate a lower priority to what SPAA requires. However, this would be subject to the change not being directed or licence driven.

It was noted that SPAA could enter into a third-party services agreement with the CDSP to ensure no core system changes could be funded by SPAA.

13.3 PAF Updates

MS discussed the process around Xoserve completing PAF updates, there is a problem with the process which has a consequence in that PAF updates will not be available on Day 1 of UKLink, there will be a Change Request raised for Release 2.

This has been communicated through the appropriate Nexus governance process.

MS confirmed to the Committee that PAF update requests should still be sent using the same route.

14. Diary Planning

Further details of planned meetings are available at: www.gasgovernance.co.uk/Diary

Meetings will take place as follows:

Time / Date	Venue	Programme
10:30, Wednesday 14 June 2017	Lansdowne Gate, 65 New Road, Solihull B91 3DL	TBC
10:30, Wednesday 19 July 2017	Lansdowne Gate, 65 New Road, Solihull B91 3DL	TBC
10:30, Wednesday 16 August 2017	Lansdowne Gate, 65 New Road, Solihull B91 3DL	TBC
10:30, Wednesday 20 September 2017	Lansdowne Gate, 65 New Road, Solihull B91 3DL	TBC
10:30, Wednesday 18 October 2017	Lansdowne Gate, 65 New Road, Solihull B91 3DL	TBC
10:30, Wednesday 15 November 2017	Lansdowne Gate, 65 New Road, Solihull B91 3DL	TBC

Action Table (as at 17 May 2017)					
Action Ref	Meeting Date	Minute Ref	Action	Owner	Status Update
15/03/17-01	15/03/17		DSC Service Description Table To send AM the details of the 2 amendments to be made to Licence ref SA1602 and SA1604	JF	Closed
15/03/17-02	15/03/17		DSC Service Description Table To make changes with effect from 01/04/2017 and publish in the Contract Managers area of Joint Office website.	AM	Closed
15/03/17-03	15/03/17		Annual Pricing Statements To check it there is an ability to hold different rates for each Network. Are there triggers to check the prices now and can we add an annual checkpoint to the process.	DT	Closed
15/03/17-04	15/03/17		Financial Performance DSC customers have to agree to receive more than one invoice a month. If this doesn't suit your organisation please email the network support.box	Industry	Closed
15/03/17-05	15/03/17		Data Protection Questionnaire To check If the scope had been extended following Xoserve's last audit.	EM	Closed
15/03/17-06	15/03/17		Data Protection Questionnaire Dates & requirements for workshop to be discussed agreed and fed back to Xoserve.	All	Carried Forward
15/03/17-07	15/03/17		Industry Governance Arrangements To confirm when this will be presented at PNSG and feedback the groups concerns.	DT	Closed
15/02/17-01	15/02/17		I&C Phone Lines & Domestic M No. Helpline A review of the current Terms of Use regarding extending the use of the Data Enquiry Service accounts to parties outside of the contracting	Xoserve	Carried Forward

			Organisation.		
15/02/17-03	15/02/17		I&C Phone Lines & Domestic M No. Helpline DT is to look into devising a note to go out to all Shippers from Xoserve's Communications team regarding the suspicions discussed. Slides are to be sent out with the Minutes.	DT	Carried Forward
15/02/17-04	15/02/17		Feedback on Xoserve Services DSC A summary of changes to the table of services are to be provided with track changes as well as a one pager recommendation of why changes have been made.	DT/A. Miller	Carried Forward
15/02/17-05	15/02/17		AOB FGO Go-live DT to circulate the internal engagement plan ahead of the next meeting in order to discuss at the next meeting.	DT	Closed
18/01/17-03	18/01/17		Xoserve Performance Report BV and JF are to provide DT with the key change updates that they want to see on a dashboard.	BV/JF	Closed
14/12/16-01	14/12/16		Access to information for Price Comparison Websites and Third Party Intermediaries DT to find out from our data protection lawyers on the order from the CMA and the letter by ICO to see whether there are any data protection issues by giving DES access to PCW.	DT	Closed
0301	21/03/17	3.0	Joint Office to provide a formal response to explain why Committee meetings cannot be resourced the day before UNC Panel meetings.	Chair (RH)	Closed
0302	21/03/17	3.0	Date proposal to be communicated to both Committee members.	Chair (RH)	Closed
0303	21/03/17	3.0	CB to provide matrix detailing all date options.	Shipper Member (CB)	Closed
0304	21/03/17		Setup T-con for Credit meeting	Chair	Closed

				(RH)	
0401	18/04/17	1.4	DT to update the Quality Statement and circulate to the group to review allowing 5 days for the review before publication on the Xoserve website.	DT	Closed
0402	18/04/17	1.5	Draft a document for use as TOR including reference to General Terms D section 4.1.5 and including a note that both the DSC Change and Contract Committees are Sub Committees of Network Code.	DT	Carried forward
0403	18/04/17	1.6	To confirm correct distribution list with DT and share with committee members.	RH	Closed
0404	18/04/17	3.0	To seek confirmation of which Committees require updates.	DT	Carried Forward
0405	18/04/17	6.0	To provide draft March KPIs under the current format at the next meeting	MS	Closed
0406	18/04/17	6.0	To provide draft April KPIs using the new dashboard format at the next meeting, where possible.	MS	Carried Forward
0407	18/04/17	7.0	To confirm the generation of invoices.	DT	Closed
0408	18/04/17	From Action 0301	To ask if iGT Panel t-con can be held earlier to avoid a clash.	KN	Closed
0501	17/05/17	6.0	<i>Financial Information:</i> To recirculate invoicing timeline	DT	Pending
0502	17/05/17	6.0	<i>Financial Information:</i> To check if National Grid NTS (SM) April Invoice payment has been received	DT	Pending
0503	17/05/17	From Action 15/03/17-05	<i>ISO27001:</i> To arrange update on ISO270001 from the Audit Team	DT	Pending
0504	17/05/17	From Action 0403	<i>Open Distribution Lists:</i> To circulate email address lists to the group to confirm the list is up to date.	DT	Pending
0505	17/05/17	From Action 0403	<i>Open Distribution Lists:</i> Contract managers to review distribution lists that Xoserve hold to make sure they hold the correct users	All	Pending
0506	17/05/17	From Action 0403	<i>Open Distribution Lists:</i> to write out to each organisation for confirmation that they are satisfied with the usage of open distribution lists	Xoserve	Pending

0507	17/05/17	From Action 0403	Full list of Contract Managers provided. Awaiting a full list of Change Managers. Refer action to Change Committee meeting.	Joint Office	Closed
0508	17/05/17	11.0	<i>PAC Interactions:</i> Xoserve to share with Contract how it envisages dealing with adhoc requests that come out of PAFA	Xoserve (DT)	Pending