

DSC Contract Management Committee Minutes
Wednesday 14 March 2018
at Lansdowne Gate, 65 New Road, Solihull, B92 OED

Bob Fletcher (Chair)	(BF)	Joint Office	Non-Voting
Helen Bennett (Secretary)	(HB)	Joint Office	Non-Voting
Shipper User Representatives			
Kirsty Dudley*	(KD)	E.ON	Voting
Steve Mulinganie*	(SM)	Gazprom	Voting + Alternate for Lorna Lewin (total 2 votes)
Robert Cameron Higgs*	(RCH)	Flow energy	Voting (2 votes)
Transporter Representatives			
Chris Warner	(CW)	Joint Office	Alternate for Hilary Chapman (total 1 vote)
Joanna Ferguson	(JF)	Northern Gas Networks	DNO – Voting
Beverley Viney	(BV)	National Grid NTS	NTS – Voting + Alternate for Phil Lucas (total 2 votes)
John Cooper*	(GH)	BU-UK	iGT – Voting
Victoria Parker*	(VP)	ESP	iGT - Voting
CDSP Contract Management Representatives			
Dave Turpin	(DT)	Xoserve	Non-Voting
Ellie Rogers (item 9.2)	(ER)	Xoserve	Non-Voting
Emma Smith	(Esm)	Xoserve	Non-Voting
Michael Orsler	(MO)	Xoserve	Non-Voting
Michele Downes (item 5.3)	(MD)	Xoserve	Non-Voting
Observers			
David Mitchell*	(DM)	SGN	Non-Voting
Shiv Singh	(SS)	Cadent	Non-Voting
Apologies			
Becky Brand	(BB)	CNG	Non-Voting
Debbie Brace	(DB)	National Grid NTS	Non-Voting
Graham Wood	(GW)	British Gas	Voting
Hilary Chapman	(HC)	SGN	Voting
Lorna Lewin	(LL)	Orsted	Voting
Phil Lucas	(PL)	National Grid NTS	Voting

Copies of all papers are available at <https://www.gasgovernance.co.uk/dsc-Contract/140318>

1. Introduction

1.1. Apologies for absence

See above table.

1.2. Alternates

It was agreed that Steve Mulinganie was Alternate for Lorna Lewin; Beverley Viney was Alternate for Phil Lucas and Chris Warner was Alternate for Hilary Chapman.

For information, the appointed alternates of the committee are as follows:

Representative	Vote Count	Alternate
Kirsty Dudley	1 vote	Alex Travell
Graham Wood	1 vote	Andrew Margan
Steve Mulinganie	1 vote	Alexander Mann
Lorna Lewin	1 vote	James Crosland or Oliver Xing (do not email)
Rob Cameron-Higgs	2 votes (3.3.2 (a) applies)	TBC
Hilary Chapman	1 vote	Chris Warner
Joanna Ferguson	1 vote	Richard Pomroy
Beverley Viney	1 vote	Phil Lucas or Debbie Brace
Phil Lucas	1 vote	Beverley Viney or Debbie Brace
John Cooper	1 vote	Victoria Parker
Victoria Parker	1 vote	John Cooper

1.3. Approval of Minutes (14 February 2018)

The minutes from the previous meeting were accepted.

2. Business Continuity Plan

No update was provided this month.

3. Information Security Arrangements

Dave Turpin (DT) talked the Committee through the Information Security report, which is not for publication, and highlighted 2 incidents to the Committee.

4. Contract Assurance Audit

No update was provided this month.

5. Monthly Contract Management Report (KPIs)

5.1. KPI reports

Michael Orsler (MO) talked the Committee through an onscreen review of the Summary for the March 2018 KPI Report.

For further detail please see the KPI reports and 3rd Party invoicing which can be found here: <https://www.gasgovernance.co.uk/dsc-Contract/140318>.

5.2. Summary position of aggregate UIG flows

DT advised the Committee that in terms of an update for the current position of aggregate UIG flows, the Industry are awaiting a decision on the remaining UIG Modifications 0642, 0642A and 0643.

5.3. Approval of KVI framework

Michele Downes (MD) provided a presentation on the KVI Framework which covered the following areas:

MD went through the summary of each of the KVIs covering the measure, how the data is captured, whether it is new or existing, the reporting frequency and the proposed weighting.

General points to note were:

- Some members shared their concern at the high weighting on Relationship Management and felt that the excess weighting should be shared across the other KVI's
- JF said that Issue Resolution has been the biggest frustration, and a higher focus would be beneficial for now, suggesting the weighting could have some amendment to it
- It was agreed that Issue Resolution and Service Delivery would be set at 20% and the rest to be at 15%-10%/15% (taking into account the new KVI)
- BV mentioned that two of the key areas that National Grid NTS wanted to be considered are not part of the KVIs:
 - National Grid NTS requested Financial Management and No Surprises
 - It was originally intended that KVIs would be set for each constituency.
- **Issue Resolution**
 - There was a general discussion around this KVI with members agreeing that getting it right first time and without the customer having to chase their query, keeping them fully informed is also key.
 - SLAs – it was agreed to take the days to respond out and include a line about mutually agreeing the SLA with the customer when it is raised.
 - MD explained that she is expecting everything query related contact from a customer (except those out of scope) to go through this route.
 - MD explained that internally, a tool will be used to record, collate etc all contact but that is not implementable in the near future. There will be a set of interim measures and long-term measures. Initially the interim measure will be to tell everybody in the business if they have an enquiry it has to go through this process.
 - When asked, MD explained that the task is to change everybody's behaviour in Xoserve so that if they get an enquiry from a customer, this process has to be followed and an acknowledgement is processed back to the customer people's behaviour and demonstrate improvements for the customer and their experience.
 - **Amendments to be made:**
It was agreed that the following amendments would be made:
 - Leave the days to respond in and add a line to say the resolution date will be mutually agreed between Xoserve and the customer.
 - **Measure**
 - Some Committee members agreed this seems to be a good measure to start with, although some suggested a possible 9/10, therefore, 90% was agreed.
 - A slight re-wording required; where an issue is identified that affects other customers, notification to the relevant customers will be within [1] business day to bring this more in line with the National Grid NTS requirement of having 'no surprises'.
- **Change Management**
 - **Measure**
 - Members agreed to move the target from 85% to 90%
 - **Xoserve's Commitment**
 - An amendment to the Benefit Realisation was suggested, replacing benefit realisation with Delivered to the Customers Expectation.
 - MD explained that feedback has been received in this area, some customers are worried about the amount of feedback Xoserve are requesting. MD confirmed that, for this KVI, feedback will be asked for after each change implementation.
- **Relationship Management**

MD explained that this KVI is about Adding value to Xoserve customers experience.

- **Measure**

- Some members agreed that 75% seems low, but it was accepted that the ICS survey sets the benchmark on this, 80% was suggested as it is expected that Xoserve should be looking to stretch themselves. The aspiration for Xoserve should be to reach a very high level of trust from their customers.
 - SM thinks at least 95% of Xoserve's customers should be trusting them and that should be the aspiration
 - RCH suggested the target is split into:
 1. Do organisations trust Xoserve.
 2. Do you trust them to deliver in every instance.
 - MD agreed to split the KVI into two and set 95% as the target line.

- **Data Services**

This KVI was originally called Data Quality but has now been changed to Data Services.

- **Measure**
 - JF suggested that understanding the different customer types will enable Xoserve to do better in this area.
 - JF, SM and BV all offered to prepare something for Xoserve to help to upskill Xoserve staff to gain a better understanding of the differences between all businesses.
 - VP suggested this could be done at the up and coming Customer Industry day
 - It was suggested the measure for this KVI be changed from 85% to 90%

- **Customer Data Security**

Feedback suggests the 10% reduction seems quite low and the expectation should be zero data breaches

- **Measure**
 - Some Committee members suggested that this could be based around the definitions shown by Emma Smith (ES).

- **Service Delivery**

- **Measure**
 - 98% was accepted by the Committee
 - MD explained that under the ASA originally there were approximately 40 KPI's but now under the DSC there are 108 KPI's as these have been aligned to each service line. Currently looking at mapping these back to simplify the reporting, although 108 will continue to be monitored. This will be presented at a future CoMC meeting.

It was agreed that a further KVI to cover Financial Reporting will be added to the current set of 6 KVI's.

MD explained that the Balance Score Card goes live on 1 April and this set of KVIs will feed in to this. Committee members expressed their concern of the timescale, considering it is mid-March and implementation is 1 April, the Industry needs time to embed the new processes/communication.

In light of the tight timescales, a revised timescale was discussed and agreed as follows:

- Updated slides will be issued on 16 March 2018
- Acceptance of the slides requested by 23 March 2018
- A briefing note will be issued by end of 23 March 2018
- Trial for 1 month starting from 01 April
- Formal Approval at the April 2018 DSC Contract Management Committee
- Implementation from 1 May.

New Action 0301: MD to update the KVI slide pack and issue out by end of this week with a view to receiving email approval from DSC Contract Management Committee members by 23 March 2018.

Post meeting update:

The updated KVI Framework has been published here: <https://www.gasgovernance.co.uk/dsc-Contract/140318>

6. Financial Information

6.1. Cost allocation model and methodology

No update provided this month.

6.2. CDSP Budget

No update provided this month.

6.3. Annual Charging Statement

It was advised that Nick Stace (NS) is working on the individual breakdowns.

JF informed Xoserve that she is awaiting Specific Services costs and needs these before a purchase order can be raised.

6.4. Invoicing

This item was covered under the KPI update.

7. Review of Outstanding Action(s)

0804: *New data enquiry service and helpline service* – Xoserve to provide a presentation on the actions taken for suspicious use and provide recommendations.

Update: DT advised there are guidance documents as to how the call handling works on the Data Centre.

SM suggested it is a long time since Xoserve brought up this subject and asked if the issue was still ongoing.

DT advised there are some issues with some customers using Brokers, however, during a recent ISO audit, (carried out last month), the audit results showed this process is working well.

Presentation will be issued and the proposal is to close the action. **Closed**

0201: Committee members to provide any feedback on the GDPR dashboard to MO (Xoserve).

Update: Nothing received. **Closed**

0202: CW (Cadent) to review provisions of UNC TPD Section V Para 5 in the context of this request. It was also suggested that general advice be developed to handle future requests.

Update: All agreed this has been provided. **Closed**

8. Key Committee Updates

8.1. DSC Change Management Committee

Emma Smith (ES) provided an update from the DSC Change Management Committee held on 07 March 2018. Highlighting that the DSC Change Management Committee have managed to close off all of the outstanding historical backlog Change Proposals from Project Nexus, they are all either allowed in to one of the planned releases or closed down as no longer required. This simplifies the process going forward and Xoserve are now dealing with all change as BAU.

8.2. PAC/PAFA

An update from the Performance Assurance Committee (PAC) meeting held on 05 March 2018 was provided in advance of the meeting and can be found here:

<https://www.gasgovernance.co.uk/dsc-Contract/140318>

ES advised the Committee that there are lots of discussion in this meeting around Meter Read performance and a Modification has now been raised around this subject.

8.3. General Data Protection Regulation (GDPR)

ES provided an update explaining that the last meeting that was due to be held did not take place and the next meeting is scheduled to take place 20 March 2018.

This project is tracking green at the moment, and there are a lot of questions coming in. Xoserve are receiving a lot of messages around other people's contracts and are currently working with Dentons to assess the DSC Contract to ensure it is compliant with GDPR. Good feedback is coming from the industry as a result of this work.

9. Any Other Business

9.1. Maintenance of a Capacity Plan

ES highlighted a communication was sent out to Industry on 9 March 2018 with the intention of receiving an understanding from customers to see if there are any changes that Xoserve need to be aware of. The closing date for replies is 2 April 2018.

9.2. SPAA Schedule 25 report

Ellie Rogers (ER) joined the meeting explaining that the intention is to seek approval from DSC Contract Management Committee members on the approach for contracting for this service.

ER provided an update which can be found here: <https://www.gasgovernance.co.uk/dsc-Contract/140318>.

JF expressed her concern that there is no permission within the UNC to release the data to the SPAA. Discussion then ensued as to what discussions have taken place with regards to permissions within UNC to provide the information to the SPAA. MO advised that, within the terms of the contract, the data supplied is only for Siemens.

JF suggested that, as the data sits with the Shippers, this needs to be more explicitly approved by Shippers, therefore, it was agreed by the Committee members present, that a formal proposal should be presented to the DSC Contract Management Committee meeting in April.

10. Diary Planning

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

Time / Date	Venue	Workgroup Programme
11:00, Wednesday 18 April 2018	Lansdowne Gate, 65 New Road, Solihull B91 3DL	Standard Agenda
11:00, Wednesday 16 May 2018	Lansdowne Gate, 65 New Road, Solihull B91 3DL	Standard Agenda

Action Table (as at 14 March 2018)

Action Ref	Meeting Date	Minute Ref	Action	Owner	Status Update
0804	16/08/17	7.0	<i>New data enquiry service and helpline service – Xoserve to provide a presentation on the actions taken for suspicious use and provide recommendations.</i>	Xoserve (DT)	Closed
0201	14/02/18	8.3	Committee members to provide any feedback on the GDPR dashboard to MO (Xoserve).	All	Closed
0202	14/02/18	10.3	CW (Cadent) to review provisions of UNC TPD Section V Para 5 in the context of this request. It was also suggested that general advice be developed to handle future requests.	Cadent (CW)	Closed
0301	14/03/18	5.3	MD to update the KVI slide pack and issue out by end of this week with a view to receiving approval from DSC Contract Management Committee members by 23 March 2018. Post meeting update: <i>The updated KVI Framework has been published here:</i> https://www.gasgovernance.co.uk/dsc-Contract/140318	Xoserve (MD)	Closed