

UNC DSC Contract Management Committee Minutes
Wednesday 19 September 2018
at Xoserve, Lansdowne Gate, 65 New Road, Solihull, B92 OED

Attendees			
Chris Shanley (Chair)	(CS)	Joint Office	Non-Voting
Karen Visgarda (Secretary)	(KV)	Joint Office	Non-Voting
Shipper User Representatives			
Lorna Lewin*	(LL)	Orsted Sales	Voting (1)
Kirsty Dudley*	(KD)	E.ON	Voting (2) – Alternate for Mark Bellman
Steve Mulinganie	(SM)	Gazprom Energy	Voting (1) Vote
Transporter Representatives			
Phil Lucas	(PL)	National Grid NTS	Voting (2) – Alternate for Bev Viney
Sally Hardman	(SH)	SGN	DNO – Voting (1)
Joanna Ferguson	(JF)	Northern Gas Networks	DNO – Voting (1)
John Cooper*	(JC)	BUUK	iGT – Voting (2) – Alternate for Victoria Parker
CDSP Contract Management Representatives			
Steve Nunnington	(SN)	Xoserve	Non-Voting
Michele Downs	(MD)	Xoserve	Non-Voting
Michael Orsler	(MO)	Xoserve	Non-Voting
Observers			
Alex Stuart	(AS)	Xoserve	Non-Voting
Andy Miller	(AM)	Xoserve	Non-Voting
Chris Warner	(CW)	Cadent	Non-Voting
Edward Fyfe	(EF)	SGN	Non-Voting
Emma Lyndon	(EL)	Xoserve	Non-Voting
Emma Smith	(ES)	Xoserve	Non-Voting
Heather Coughlan*	(HC)	Wales & West Utilities	Non-Voting
Helen Chandler	(HC)	Northern Gas Networks	Non-Voting
Leanne Jackson	(LJ)	Xoserve	Non-Voting
Oorlagh Chapman*	(OC)	Centrica	Non-Voting
Shiv Singh	(SS)	Cadent	Non-Voting

Apologies			
Beverley Viney	(BV)	National Grid NTS	Voting
Mark Bellman	(MB)	ScottishPower	Voting
Victoria Parker	(VP)	ESP	Voting

1. Introduction

1.1. Apologies for absence

See table above.

1.2. Alternates

Kirsty Dudley for Mark Bellman

John Cooper for Victoria Parker

Phil Lucas for Beverley Viney

1.3. Confirm Voting rights

For those in attendance:

Representative	Classification	Vote Count
Shipper		
<i>Kirsty Dudley* (Alternate for Mark Bellman)</i>	<i>Shipper Class A</i>	2 votes
<i>Lorna Lewin*</i>	<i>Shipper Class B</i>	1 vote
<i>Steve Mulinganie</i>	<i>Shipper Class B</i>	1 vote
Transporter		
<i>Sally Hardman</i>	<i>DNO</i>	1 vote
<i>Joanna Ferguson</i>	<i>DNO</i>	1 vote
<i>Phil Lucas (Alternate for Beverley Viney)</i>	<i>NTS</i>	2 votes
<i>John Cooper* (Alternate for Victoria Parker)</i>	<i>IGT</i>	2 votes

1.4. Approval of Minutes (15 August 2018)

The minutes from the previous meeting were approved.

2. Business Continuity Plan

This is a standard agenda item; no update was due to be provided at this month's meeting.

3. Contract Assurance Audit

This is a standard agenda item; no update was due to be provided at this month's meeting.

4. Monthly Contract Management Report (KPIs)

4.1. KPI reports

Mike Orsler (MO) gave an overview of the KPI summary report provided for the meeting, and explained that from a finance perspective, all was on track. He explained that the Small and Medium Shipper training workshops were held at Xoserve over the last month and 6 organisations had attended, covering a range of subjects such as Change of Supply and the Reads process.

MO said that the Release 3 customer awareness day was also held in early September, which was well attended both in person and via the WebEx, and feedback provided following the event was positive.

He further noted that Xoserve had seen a change in Class 3, which had seen 45k supply points move into Class 4 and that this was due to Shipper activity. Steve Mulinganie (SM) said the he wanted to know specific details regarding this matter and the exact reasons for this movement. MO agreed to investigate this matter further and report back at the next meeting.

New Action 0901: Xoserve (MO) to provide information regarding the Class 3 movement into Class 4 and the reasons for this.

Joanna Ferguson (JF) wanted to know how the IX performance fed through to the KPI reporting structure. She said there had been some IX issues and she had raised a P2 incident. She also added that this area should also encompass the Transporters as well. Kirsty Dudley (KD) said E.ON had also experienced similar problems with regards to the decommissioning of IX. Both MO and Michele Downs (MD) agreed they would look into this matter and discuss further offline with JF, to investigate if a KPI report change was required. *(A status and update regarding the IX replacement is detailed in section 10.2 below).*

KD added that there needed to be a 'Lessons Learnt' exercise undertaken and a report completed on the findings and processes. MO agreed to produce the 'Lessons Learnt' document. Steve Nunnington (SN) said that the matrix and issue areas would also be reviewed during this process.

New Action 0902: Xoserve (MO) to produce the Lessons Learnt document regarding the IX and report back findings in relation to the IX issue.

4.2. Issue Management Update

P1 P2 Incidents

Michele Downs (MD) overviewed the P1 P2 incidents report and noted that the recent IX issue had also been included and that as far as Xoserve had originally thought, only 4 Shippers had been impacted, which clearly was not correct. MO said he would also investigate the impact to the Transporters as well.

Issues Register

MD overviewed the live and closed areas within the Issues Register, and drew attention to the issues that had now been resolved and subsequently closed.

AQ Issues

MD explained that presently there were 13 defects which were affecting AQ's, however there were only 4 not yet allocated for a release and that these would be issued during the next week. She said that activities to resolve the AQ issues were being focused on, as these needed to be resolved before the 01 December 2018. She said she would send a report split by LDZ to give greater clarity.

She said that two change requests had been raised to cover;

- The calculation of consumption in the LDZ
- The need for a tool to be created to re-calculate the AQ.

MD reiterated that priority was being given to the 13 defects to enable a speedy resolution, and she stated that if these were not all resolved in an expedient manner, then the AQ's would not be corrected. MD further explained that extra resource had been allocated to the 13 defects and the AQ issues and she agreed to replicate the UIG Taskforce reporting to ensure members are fully updated.

SM said that the invoicing issues must also be investigated and resolved and that he had major concerns as to whether the system was 'fit for purpose' as there seemed to be numerous and regular issues still arising. MD said that she appreciated the on-going frustration and that this was being investigated and that a high-level Executive Summary report would be issued by the end of next week.

A lengthy general discussion then took place in relation to the issues and both SM and KD said that the Industry as a whole were frustrated at this lack of performance of the system with the recurring areas of failure, especially from a Business Process perspective. SN said that Xoserve were looking at the areas of failure and that these were being addressed. SM said that the status and resolution programme needed to be communicated and a detailed narrative was required in order to inform the Industry of the present progress to date. MO re-iterated that Xoserve would produce a summary with associated timelines for circulation.

New Action 0903: Xoserve (MO) to produce a summary document of the status of the system issues and resolution progress.

4.3. KVI Framework Update

Key Value Indicators

MD provided an update on the Key Value Indicators (KVIs) and presented the findings in two schematics.

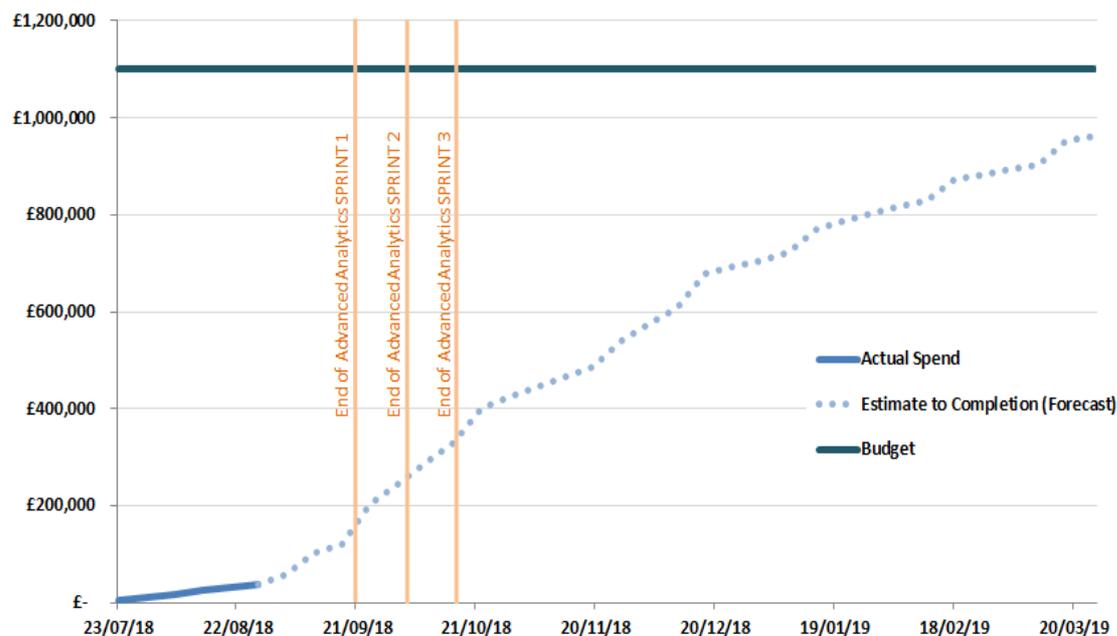
She confirmed that the Issue Resolution rate was presently good at 95.4%, with the Service Delivery at 98.1% and the Change Management at 82.2%. Customer Data Security saw 3 low level incidents and 1 prevented breach and the Relationship Management was only 23.5%. She added that she would be adding a narrative into the Relationship Management section of the schematic to provide greater clarity.

A general discussion then took place regarding the wording options within the survey in relation to the 'trust' wording that fed into the Relationship Management measure and JF said she felt there were insufficient wording options in this section to accurately record the viewpoints. MD agreed to look at this and propose wording changes. MO said there would be a formal review of the Change Management Survey in October and this would form part of it.

4.4. UIG Updates

UIG Taskforce

Alex Stuart (AS) and Leanne Jackson (LJ) provided an update on the status and financial overview of the UIG Taskforce, as detailed below:



AS said that the DSC ChMC in July approved a BER of £1.1m for XRN 4695 to enable Xoserve to lead on the investigation to the causes and contributors to levels and volatility of UIG. Included within this £1.1m exists the £350k reserved as a placeholder for UIG-related activities in Xoserve’s approved 2018 Business Plan (BP18).

He said that Xoserve’s financial Q1 forecast process had provided an initial indication of a forecast overspend against BP18, driven predominantly by UIG work (XRN4695) necessitating c.£750k. He said however, uncertainty within the Q1 forecast of BP18 change initiatives that had not yet started was currently offsetting this overspend.

AS said that Xoserve would continue to monitor this position through its Q2 forecast process (running now until end of October) and would take a view during this process as to whether any additional funding was required during the 18/19 financial year. He said Xoserve would liaise with the DSC CoMC in November to initiate any charging statement amendments that may be required.

Xoserve recommend that Shippers liaise with their internal finance teams to notify them of this current estimate, should any accruals need to be adjusted.

AS said that presently they were progressing to Sprint 3 and that on Monday 24 September 2018 there was a joint meeting taking place with Xoserve and the Data Business Analytical Department to discuss progress in the form of a Workshop. He said that a detailed briefing update would then be supplied on Thursday 27 September 2018 with an Executive Summary and briefing update.

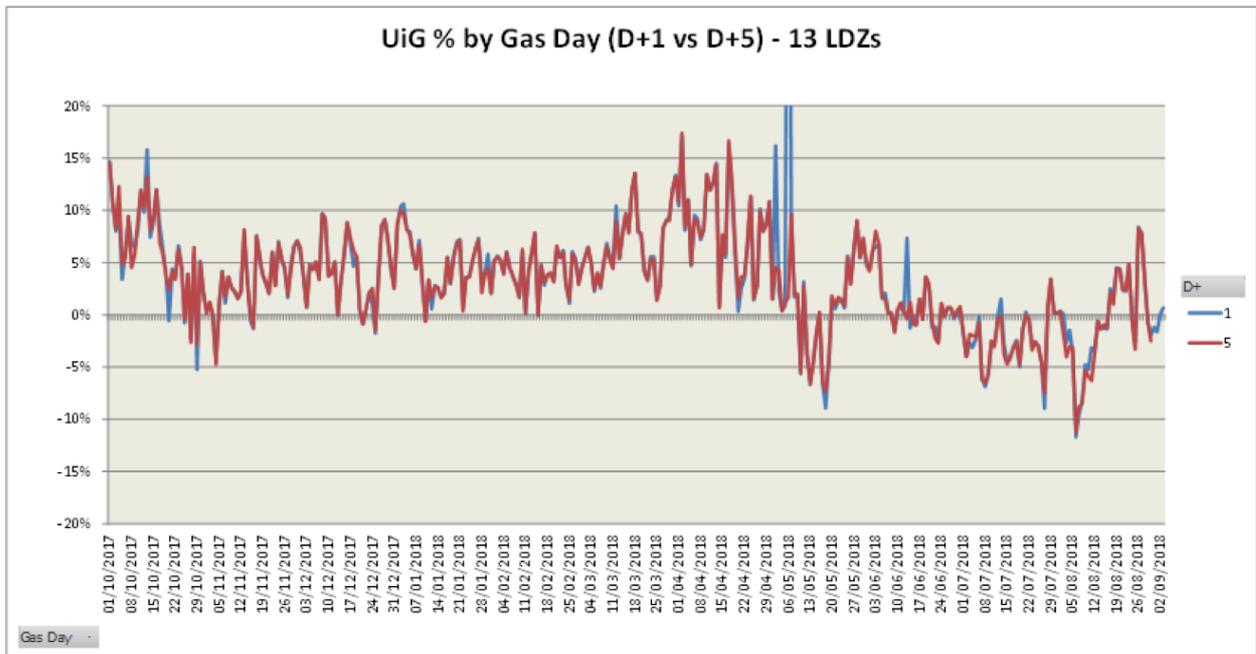
KD said that a more detailed update would also be required to provide information on how and when aspects of the UIG Taskforce project will be delivered, especially in relation to the reports, outcomes and analysis, specifically as the Industry was funding the project as a whole. SM added that an Executive paper was required to justify the cost of the project and to provide evidence of the progress and status to date.

LJ said that all these aspects were being taken into consideration and she welcomed any feedback and suggestions.

AS added that the assumption was to progress to Sprint 3 with a call to see how it was progressing and if further Sprints were likely to be required, then these would be scheduled, in due course.

UIG Updates

Emma Smith (ES) provided an update on UIG Resolution and she confirmed that Pot 1 was now completed, she then overviewed the results for Pot 2. ES then overviewed the Latest UIG Volatility schematic, as detailed below:



4.5. Information Security Arrangements including Dashboard Update

MO provided an update on the Information Security Arrangements and explained that a new Chief of Security Officer had now started and that a full and detailed paper was presently being produced on the security releases.

SM said he wanted more information in relation to the patch that was discussed at the last meeting in the context of its non-deployment, and the fact there had been some indecision with regards to it being deployed or not. He said that the final decision had been not to deploy the patch, and yet, this was not communicated in sufficient depth or in the appropriate timeline.

MO reiterated his comments from the last meeting and said if the patch had been deployed it would have been deployed to all, however it was not a critical patch and that the Industry had requested it. He also reiterated that a clear criteria as to when patches should be deployed had now been developed. MO said that these aspects would be included in the paper that was currently being produced and SN apologised that this was not yet available. MO then overviewed the latest dashboard content and no questions were raised.

5. Financial Information

5.1. Cost Allocation Model and Methodology

This is a standard agenda item; no update was due to be provided at this month's meeting.

5.2. CDSP Budget (no update)

This is a standard agenda item; no update was due to be provided at this month's meeting.

5.3. Annual Charging Statement

This is a standard agenda item; no update was due to be provided at this month's meeting.

5.4. Invoicing

Invoicing values were included in the KPI reporting, see item 4.1 above.

6. CSS Update

No minutes were taken due to the confidential nature of this item.

Emma Lydon (EL) provided an overview and status of the Ofgem Switching Programme and answered brief questions regarding the governance aspects of the programme itself.

7. Review of Outstanding Action(s)

0402: E.ON (KD) to work with Xoserve (MO/ER) and the SPAA representatives on the framework for the SPAA, to agree what information would be released to Siemens and any changes required to the SPAA schedules going forward.

Update: KD requested that this action was carried forward. **Carried Forward.**

0801: Xoserve (EB) to consider the timing of the review for 2019 Quarter 3 and to provide an update from the November 2018 review in the form of a Lessons Learnt document.

Update: MO requested that this action was carried forward. **Carried forward**

0802: Xoserve (MD) to provide a plan and options for improving the UIG and Batch job process and an impact assessment to move the Batch jobs to reduce the number of failures.

Update: MD confirmed the batch process had now been reduced to 2 hours and so was now hitting the maintenance window and KD asked if this could maybe have been resolved a lot sooner and MD said that perhaps it could have been and as such, she was going to refer this matter to the Issues Management Team. She then said this action could be closed. **Closed**

0803: Xoserve (MD) to produce a Communications Strategy for notification of incidents with timelines for resolution, with an indication of importance and the potential customer impact.

Update: MD requested this action was carried forward. **Carried forward**

0804: Xoserve (MO/PBi) to set out what occurred in relation to the patch and why, and to produce a proposal/process for future incidents.

Update: MO requested that this action should be carried forward. **Carried forward**

0805: Xoserve (PB) to consider the timing and duration of the consultation of the Business Principles (BP19) document for 2019 and the forthcoming meeting dates.

Update: MO said that this action could now be closed as everyone had now been contacted via email about this matter. **Closed**

0806: Xoserve (MO) to raise at the DSC Change Management Committee with an extraordinary Change Proposal issued together with a high-level overview of what the invoicing changes will be and to confirm if the invoices are DSC and not transportation, and confirmation for multiple email addresses to be used.

Update: MO said that regarding the invoice changes a communication had now been sent to the Contract Managers regarding they system capabilities and no changes were being made as to how the invoicing process was presently undertaken, and that any required changes would be discussed post implementation. He said this action could now be closed. **Closed**

8. Key Committee Updates

8.1. DSC Change Management Committee

ES provided an update from the DSC Change Management Committee held on 12 September 2018 advising that 4 new change proposals were approved, 3 change proposals had their Solution and Delivery options approved and 3 CCRs were approved.

She then gave a Release update, as detailed below:

Release 2

- Post Implementation Support period has been extended to 02 November 2018, however expect to close down sooner.

Release 3

- Delivery split into the 2 delivery tracks
- Track 1 – 13 changes
- Track 2 – Cadent Billing change
- Both tracks are on plan and therefore shown GREEN (for delivery)
- Market trials have commenced

Future release June 2019

- Further discussion around scope of June 2019 release, expect to approved scope on the 10 October 2018 at the Change Management Committee

ES also highlighted that updates had been provided on the CSS consequential change project and XRN4695 UIG Taskforce.

8.2. PAC/PAFA

ES provided an update from the Performance Assurance Committee (PAC) meeting that was held on 11 September 2018, and the key meeting points discussed are as detailed below:

- The PAC discussed PAC Issues 009 and 010 – “Data quality and issues with the submission of readings result in higher levels and fluctuations in (UIG) Unidentified Gas” and “Product Class 2 and 3 failure to submit meter readings” respectively and concluded that these issues need further attention and focus from the PAC to resolve.
- Ofgem feel there should be stronger obligations on Shippers to submit meter readings and would like to see the use of Product Classes 2 and 3 in a consistent manner as this has not yet been demonstrated.
- Ofgem will be exploring PAC Issues 009 and 010 with the CDSP to gain a better understanding of the issues and the progress that has been made, before determining how it should be resolved.
- The PAFA presented analysis and the draft for two new risks relating to the incorrect use of Site Specific and standard Correction Factors and the consequential impact on consumption calculations and therefore Gas Settlement.
- The PAC identified an additional third risk for sites consuming below 732,000 kWh that are using a Site Specific Correction Factor rather than the standard Correction Factor.
- The PAC fully explored the impacts of the use Correction Factors on Settlement accuracy and reference was made to a report published by Dave Lander.
- A Modification Panel update was provided for *Modification 647 - Opening Class 1 reads to Competition*, and the PAC will consider performance monitoring reporting for the PARR to be included in the modification.
- A Modification Panel update was provided for *Modification 657S - Adding AQ reporting to the PARR Schedule reporting suite*. The modification will be presented to the Modification Panel on 20 September 2018.
- A Modification Panel update was provided for *Modification 660S - Amendment to PARR permissions to allow PAC to update with UNCC approval*, stating that this will be considered by the Distribution Workgroup on 27 September 2018.

- The PAC discussed Ofgem's decision to not implement Modification 619/A/B and will undertake GAP analysis when considering Modifications 0647, 0664 and 0665.
- The next PRIDE in Gas Model workshop will take place on 26 September 2018.
- The PAFA will present the methodology behind the risk model at next month's PAC meeting.
- Due to the number of agenda items, this meeting is being continued on 26 September 2018 alongside the PRIDE in Gas Model workshop.
- The next PAC meeting will take place on 9 October 2018.

9. Disclosure of Information

9.1. Process for review and development

Data Services Contract

Contract Management Committee – Consent for Disclosure of Information

Andy Miller (AM) introduced and provided an overview of the Consent for Disclosure of Information document and he explained that the UNC and iGT UNC modifications 0649S and 115 Update to UNC were to formalise the Data Permissions Matrix, and transferred authority for approval of disclosure of information matters from the UNC and iGT UNC to the Data Services Contract (DSC) Contract Management Committee (CoMC) for services to be provided by Xoserve. He said the change was to introduce a faster approval processes for non-contentious disclosure of information decisions. The modification process may still be used where the CoMC does not consider it has the authority to approve a disclosure of information request.

He then outlined the process by which Xoserve would submit disclosure of information requests to the CoMC and how the approval or not would be recorded. (For more information, 9.1 Disclosure of Information for process, review and development, please view the document via the link <http://www.gasgovernance.co.uk/dsc-Contract/190918>)

Phil Lucas (PL) enquired whether any of this process could make it contentious and AM considered that it would not as these new arrangements have been created by a modification.. JF said that a Code Modification could still be raised if required and AM agreed.

AM advised that the next agenda item was a Request Report and this would help illustrate the Disclosure of Information process.

9.2. Disclosure request

Request Report

DSC CoMC Consent for Disclosure of Information

Supplier request for access to non-portfolio data to improve the reliability of switching

AM advised that the permissions for the disclosure of data to Suppliers was proceeding under UNC Modification 0663S and iGT UNC Modification 114 - Extending the data comprised under the definition of Supply Point Premises Data. However, in the expected event that modifications 0649S and 115 were implemented 0663S would be withdrawn and the consent for disclosure would be raised through the CoMC. AM advised that 0663S and 114 have completed their workgroup development phase. In order to make services available to Suppliers as soon as possible the Request Report was being submitted to CoMC for approval subject to the implementation of modifications 0649S and 115.

AM then provided an overview of the Request Report and explained the decision details as below:

The CoMC is requested to determine whether the following proposal to disclose information to Suppliers should proceed under CoMC direction or not.

The GT and iGTs representatives at CoMC are requested to determine whether a Confidentiality Agreement is required – see section 4.

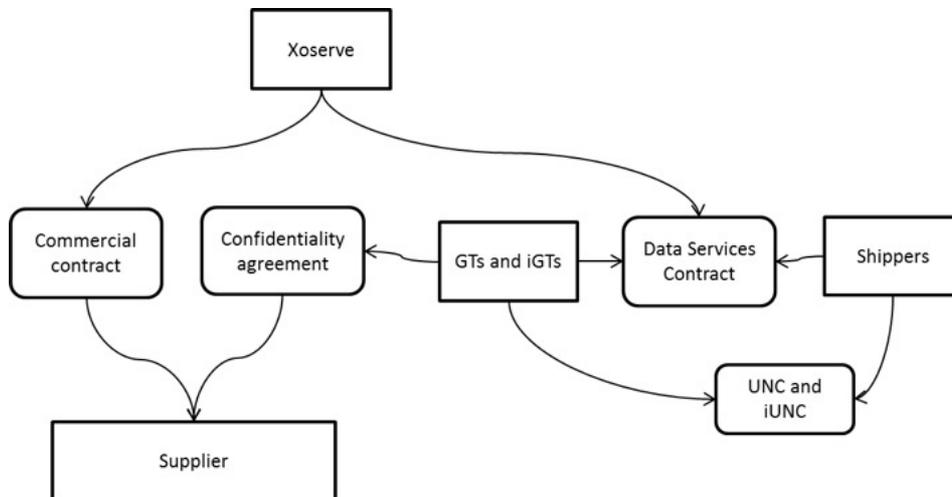
CoMC is requested approve or not this request. Note that approval is subject to the implementation of UNC modification 0649S Update to UNC to formalise the Data Enquiry Service Permissions Matrix, and iGT UNC modification 115 Update to IGT UNC to formalise the Data Permissions Matrix.

AM explained that under the gas and electricity governance the Joint Market Intelligence Service (MIS) Development Group (JMDG) was convened to take forward the development of MIS services to meet the Ofgem Switching Programme for improved reliability of switching. He said that following an industry consultation the JMDG was working through a number of use cases to identify industry change that will have a positive impact on reliability of switching. JMDG recommendations are submitted to the MIS Programme Board (MPB) for approval and sponsorship.

AM said that the JMDG developed a use case to extend gas data available to Suppliers for switching purposes. This was approved by MPB and UNC modification 0663S Extending the data comprised under the definition of Supply Point Premises Data (TPD V5.18.1), and iGT UNC modification 114 Extending the data available to Suppliers under K24.3(l). These modifications have been developed and a final dataset agreed. The modifications will be withdrawn in the event of implementation of 0649S and 115.

AM then provided an overview of the Data items, which were the following: Annual Quantity, Formula Year Annual Quantity, Supply Meter Point system offtake quantity, Formula Year Supply Meter Point system offtake quantity, Meter status, Isolation status, Meter Asset Manager short code, Latest Meter Reading, Meter Reading date, Meter Reading type, Automated meter reading (AMR) indicator, and Automated meter reading (AMR) service provider identity.

He added that these had all previously been discussed with the 0663 Workgroup. He then overviewed the Privacy Impact Assessment criteria and the Commercial Model, as detailed below:



SM said that he wanted to know the exact content of the arrangements, as at the moment these were not specifically defined and they were not annexed anywhere else, or available to view. He added he was not comfortable with the wording from a confidentiality perspective and that he needed to see the commercial agreement to ensure that these were no lesser terms than under the present UNC Code arrangements.

AM said that these were subject to the standard confidential agreements, and that they set out the permitted purpose, as defined by the Transporters and that the model was a standard model, that had been used previously with the suppliers. JF said that these were written into the Legal Text for the PCWs and the MAMs. AM said that he would produce a 'boiler plate' document setting out the terms and what these covered, and he would add the requirement to provide the commercial terms to the Request Report template, although to begin with these terms would only be provided to CoMC Contract Managers and not placed in the public domain.

New Action 0904: Xoserve (AM) to produce a summary document of the boiler plate terms used in the Disclosure of Information contracts.

SM was concerned that Supplier access to data was unlimited. AM advised that this permission request was accompanied by the specific method of delivery – application programme interface (API). This method allowed Xoserve to record every supply meter point data accessed by a Supplier and it was a condition of the contract that Xoserve would audit Supplier use to ensure the Supplier was able to demonstrate consumer consent. AM re-iterated that Suppliers would not be able to access this dataset by any other means.

AM reiterated that the purpose of engagement prior to 0649S and 115 implementation was to obtain a decision at the soonest possible time, and if accepted, to be able to offer services to Suppliers.

The CoMC was requested to approve the Request Report, subject to the implementation of modifications 0649S and 115. The CoMC provided support for the Request Report but agreed that the Disclosure Request be returned for final approval once the two Modifications had been approved.

A brief general discussion took place regarding the Major Energy Users (MEUs) in respect of requesting a report rather than the current use the Data Enquiry Service. JF said she thought the only issue could be if the shipper withdrew permission for the use of the data. AM said that in principle, this would be monitored by working with the MEU's. He said he would work with the MEU's to produce a document and circulate this for feedback in the form of a request template format.

New Action 0905: Xoserve (AM) to work with the MEUs to produce a document regarding the proposal to have a data report, in a request report format.**10. Any Other Business****10.1 M Number Service Update**

MO requested this matter was carried forward to the next meeting.

10.2 IX Project Update

MO provided an update on the IX Project and the present activities and status as below:

September

- Continue to liaise with customers to receive outstanding site surveys.
- Continue to install 1st batch of circuit installations and connectivity testing.
- Prepare 2nd batch of customers for circuit installations.
- Carry out service provider's server / hardware baselining activities.
- Carry out service provider's network connectivity activities.

October

- Installation of 2nd batch of circuits
- Further planning and checking of site access requirements
- Continue to carry out service provider's server / hardware baselining activities.
- Continue to carry out service provider's network connectivity activities.
- Install routers and servers, and execute IX service for the Pilot customer.

He added that the proof of concept and the end of the project were going to be discussed next week and a 'road map' was going to be produced of the next 6 months activities.

10.3 UNC Elections Representative Appointments – DSC Committees

Chris Shanley (CS) provided an update on the status of the DSC Committees and members as detailed below:

2018-19 UNC User Representatives
DSC Change Management Committee

Shipper Class A- James Rigby, npower, Kirsty Dudley, EON

Shipper Class B - Alison Neild, Gazprom, Lorna Lewin, Orsted

Shipper Class C - Shaheeni Vekaria, Plus Shipping/Utility Warehouse, (UNC General D Annex D-2 2.2.8b applies - 2 votes)

DSC Contract Management Committee

Shipper Class A - Kirsty Dudley, EON, Mark Bellman, Scottish Power, Oorlagh Chapman, Centrica/British Gas, (UNC General D Annex D-2 2.2.9a applies)

Shipper Class B - Lorna Lewin, Orsted, Steve Mulinganie, Gazprom (UNC General D Annex D-2 2.2.9b applies - 2 Votes)

The additional vote has been allocated after an independently-observed draw.

Shipper Class C - No representatives

DSC Credit Committee

Adam Lane, Centrica/British Gas, Sallyann Blackett, E.ON

DSC Committee Vacancies

CS highlighted that although the elections had finished, Shippers could still apply to fill the vacancies on the various committees and any interested parties should contact the Joint Office for details.

10.4 UIG Taskforce contacts

See section 4.4. above.

11. Diary Planning

Further details of planned meetings are available at: <https://www.gasgovernance.co.uk/events-calendar/month>

Meetings will take place as follows:

Time / Date	Venue	Workgroup Programme
11.00 Wednesday 17 October 2018	Lansdowne Gate, 65 New Road, Solihull B91 3DL	Standard Agenda items, and any other matters arising.
11.00 Wednesday 14 November 2018	Lansdowne Gate, 65 New Road, Solihull B91 3DL	Standard Agenda items, and any other matters arising.
11.00 Wednesday 19 December 2018	Lansdowne Gate, 65 New Road, Solihull B91 3DL	Standard Agenda items, and any other matters arising.

Action Table (as at 19 September 2018)

Action Ref	Meeting Date	Minute Ref	Action	Owner	Status Update
0402	18/04/18	9.1	E.ON (KD) to work with Xoserve (MO/ER) and the SPAA representatives on the framework for the SPAA, to agree what information would be released to Siemens and any changes required to the SPAA schedules going forward.	E.ON (KD) & Xoserve (MO/ER)	Carried Forward
0801	15/08/18	2	Xoserve (EB) to consider the timing of the review for 2019 Quarter 3 and to provide an update from the November 2018 review in the form of a Lessons Learnt document.	Xoserve (EB)	Carried Forward
0802	15/08/18	4.2	Xoserve (MD) to provide a plan and options for improving the UIG and Batch job process and an impact assessment to move the Batch jobs to reduce the number of failures.	Xoserve (MD)	Closed
0803	15/08/18	4.2	Xoserve (MD) to produce a Communications Strategy for notification of incidents with timelines for resolution, with an indication of importance and the potential customer impact.	Xoserve (MD)	Carried Forward
0804	15/08/18	4.5	Xoserve (MO/PBi) to set out what occurred in relation to the patch and why, and to produce a proposal/process for future incidents.	Xoserve (MO/PBi)	Carried Forward
0805	15/08/18	5.1	Xoserve (PB) to consider the timing and duration of the consultation of the Business Principles (BP19) document for 2019 and the forthcoming meeting dates.	Xoserve (PB)	Closed
0806	15/08/18	9.1	Xoserve (MO) to raise at the DSC Change Management Committee with an extraordinary Change Proposal issued together with a high-level overview of what the invoicing changes will be and to confirm if the invoices are DSC and not transportation, and confirmation for multiple email addresses to be used	Xoserve (MO)	Closed
0901	19/09/18	4.1	Xoserve (MO) to provide information regarding the Class 3 movement into Class 4 and the reasons for this.	Xoserve (MO)	Pending

0902	19/09/18	4.1	Xoserve (MO) to produce the Lessons Learnt document regarding the IX and report back findings in relation to the IX issue.	Xoserve (MO)	Pending
0903	19/09/18	4.2	Xoserve (MO) to produce a summary document of the status of the system issues and resolution progress.	Xoserve (MO)	Pending
0904	19/09/18	9.2	Xoserve (AM) to produce a summary document of the boiler plate terms used in the Disclosure of Information contracts.	Xoserve (AM)	Pending
0905	19/09/18	9.2	Xoserve (AM) to work with the MEUs to produce a document regarding the proposal to have a data report, in a request report format.	Xoserve (AM)	Pending