

**DSC Change Proposal**

**Change Reference Number: XRN4753**

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Xoserve to fill out all of the information in this colour

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| **Section A1: General Details** | | |
| **Change Title** | CMS – Increase information provided in .QCL response file | |
| **Date Raised** | 03/08/2018 | |
| **Sponsor Organisation** | Brookfield Utilities | |
| **Sponsor Name** | John Cooper | |
| **Sponsor Contact Details** | John.cooper@bu-uk.co.uk / 01359 302450 | |
| **Xoserve Contact Name** | Paul Orsler | |
| **Xoserve Contact Details** | [Paul.orsler@xoserve.com](mailto:Paul.orsler@xoserve.com) / 0121 623 2060 | |
| **Change Status** | **Proposal** / With DSG / Out for Consultation / Voting / Approved or Rejected | |
| **Section A2: Impacted Parties** | | |
| **Customer Class(es)** | Shipper  National Grid Transmission  Distribution Network Operator  IGT | |
| **[Section A3: Proposer Requirements / Final (redlined) Change](C:\\Users\\Rebecca.perkins\\AppData\\Local\\Microsoft\\Windows\\Temporary Internet Files\\Content.Outlook\\EXD06YFG\\Change_Proposal_Template v2.0.docx" \o "WHAT – What is the required change? WHY – Why is the change needed? WHEN – Detail when the solution should be started/implemented.  )** | | |
| File Affected: .QCL file (response file from Contact Management Service)   1. Ensure following items are included, and made Mandatory within any QCL files issued by Xoserve (either by email or IX network) 2. Meter Point Reference Number – 3. Resolution Text (i.e. Rejection Reason) 4. QMP File Name (where Contact has been raised with CMS via QMP file) | | |
| **Proposed Release** | **TBC** | |
| **Proposed Consultation Period** | 10 Working Days  20 Working Days  30 Working days  Other: | |
| **[Section A4: Benefits and Justification](C:\\Users\\Rebecca.perkins\\AppData\\Local\\Microsoft\\Windows\\Temporary Internet Files\\Content.Outlook\\EXD06YFG\\Change_Proposal_Template v2.0.docx" \o "Benefit Description: What, if any, are the intangible and tangible benefits of the change?Benefit Realisation:When are the benefits of the change likely to be realised? Benefit Dependencies:Detail any dependencies that are outside the scope.)** | | |
| **Benefit Description**  *What, if any, are the tangible benefits of introducing this change?*  *What, if any, are the intangible benefits of introducing this change?* | | * Customers familiar with the Contact Management Service (CMS) will be aware that all Contacts raised are assigned a unique reference known as a Contact Reference Number * When Contacts are resolved (either Accepted or Rejected), an email containing a .QCL file is issued to the raising User * Additionally, a .QCL file is issued via IX to each organisation, detailing all Contacts that have been resolved (Accepted or Rejected) for their organisation each day * Current version of the file can be found attached;      * This response contains each of the Contacts resolved by Contact Reference Number, however limited information is not provided to inform the User of the MPRN and reasons for rejecting a Contact within .QCL files * Customers have fed back that it would be beneficial to include additional data items within the QCL file, namely;   + **MPRN –** which is currently depicted as ‘Optional’ within the file   + **Resolution text / Rejection Reasons –** also depicted as ‘Optional’ within the file   + **Associated QMP file details (i.e. file name)** * These items have been identified as being able to better assist Customers to process any Contacts that have failed to successfully update UK Link systems   This will allow customers to work through rejections in a more efficient manner and speed up the resolution of Contacts, which in turn will support maintenance of accurate and timely data being recorded in UK Link systems against Supply Meter Points. |
| **Benefit Realisation**  *When are the benefits of the change likely to be realised?* | |  |
| **Benefit Dependencies**  *Please detail any dependencies that would be outside the scope of the change, this could be reliance on another delivery, reliance on some other event that the projects has not got direct control of.* | |  |
| **Section A5: Final Delivery Sub Group Recommendations** | | |
| For information this has initially been presented to DSG on Monday 20th August. Attendees provided their support for the proposal, agreeing that there were benefits to improving the amount of information that can be provided in response to a CMS Contact. Following DSG it was agreed that a Change Proposal should be raised to take this forward. | | |
| **Final DSG Recommendation** | Approve / Reject / Defer | |
| **DSG Recommended Release** | Release X: Feb / Jun / Nov XX or Adhoc DD/MM/YYYY | |
| **Section A6: Funding** | | |
| **Funding Classes** | Shipper XX%  National Grid Transmission XX%  Distribution Network Operator XX%  IGT XX% | |
| **Service Line(s)** | Service Area 2  Shippers =DS-CS SA2 – 01, DS-CS SA2 – 03  GTs and iGTs = ASGT-CS SA2-01 / ASiGT NC SA2-01 | |
| **ROM or funding details** |  | |
| **Funding Comments** |  | |
| **Section A7: CHMC Recommendation** | | |
| **Change Status** | Approve – Issue to DSG  Defer – Issue to Consultation  Reject | |
| **Industry Consultation** | 10 Working Days  20 Working Days  30 Working days  Other: | |
| **Expected date of receipt for responses (to Xoserve)** | XX/XX/XXXX | |
| **DSC Consultation** | | |
| **Issued** | Yes  No | |
| **Date Issued** |  | |
| **Comms Ref(s)** |  | |
| **Number of Responses** |  | |
| **Section A8: DSC Voting Outcome** | | |
| **Solution Voting** | Shipper Approve / Reject / NA / Abstain  National Grid Transmission Approve / Reject / NA / Abstain  Distribution Network Operator Approve / Reject / NA / Abstain  IGT Approve / Reject / NA / Abstain | |
| **Meeting Date** | XX/XX/XXXX | |
| **Release Date** | Release X: Feb / Jun / Nov XX or Adhoc DD/MM/YYYY or NA | |
| **Overall Outcome** | Approved for Release X / Rejected | |

**Please send the completed forms to:** [**mailto:box.xoserve.portfoliooffice@xoserve.com**](mailto:box.xoserve.portfoliooffice@xoserve.com)

**Document Version History**

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| **Version** | **Status** | **Date** | **Author(s)** | **Summary of Changes** |
| 0.1 | Going to ICAF | 03/09/2018 | Paul Orsler |  |

**Template Version History**

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| **Version** | **Status** | **Date** | **Author(s)** | **Summary of Changes** |
| 3.0 | Approved | 17/04/2018 | Emma Smith | Template approved at ChMC on 11th July |