DSC Change Proposal Document

Customers to fill out all of the information in the sections coloured

Xoserve to fill out all of the information in the sections coloured

# A1: General Details

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Change Reference: | XRN 4977 | | | |
| Change Title: | Amendments to DSC Change Management Guidelines | | | |
| Date Raised: | 01/07/2019 | | | |
| Sponsor Representative Details: | Organisation: | Xoserve | | |
| Name: | Emma Smith | | |
| Email: | [Emma.Smith@Xoserve.com](mailto:Emma.Smith@Xoserve.com) | | |
| Telephone: | 01216232386 | | |
| Xoserve Representative Details: | Name: | Emma Smith | | |
| Email: | [Emma.Smith@Xoserve.com](mailto:Emma.Smith@Xoserve.com) | | |
| Telephone: | [Emma.Smith@Xoserve.com](mailto:Emma.Smith@Xoserve.com) | | |
| Business Owner: | N/A | | |
| Change Status: | Proposal | | With DSG | Out for Review |
| Voting | | Approved | Rejected |

# A2: Impacted Parties

|  |  |  |
| --- | --- | --- |
| Customer Class(es): | Shipper | Distribution Network Operator |
| NG Transmission | IGT |
| All | Other <Please provide details here> |
| Justification for Customer Class(es) selection | All of the ticket impacted parties are associated with the Change Management Guidelines. | |

# A3: Proposer Requirements / Final (redlined) Change

|  |  |  |
| --- | --- | --- |
| Problem Statement: | DSC Governance group requested a wider review of the proposed amendments to the DSC Change Management Procedures to support the process changes to the Change Proposal change lifecycle (please note the process changes have been implemented with the approval of DSC Change Management Committee).  Amendments have been made to section 4.6 only.  The procedures have been amended to include:   * the initial review stage * provision of solution options (where possible) along with costs/complexity/impact * The use of EQR to provide costs for individual change in addition to the EQR that is issued for a UK Link change release delivery for production of a BER   Text that no longer supports the change proposal process has been removed.  If you wish to discuss any of the amendment directly please contact Emma Smith (information above)  DSC Governance group reviewed and recommended changes to the management of Change Proposals, following approval at DSC Change Management Committee of the recommendations the DSC Change Management Guidelines are required to be amended to reflect the improved process.  Xoserve sent the guidelines for consultation in June 2019’s Change Pack; one approval responses was received.  In addition, following further discussions with customers, DSC Change Management Committee, in July, supported making a further change to the DSC Change Management Procedures Document, to reflect the responsibilities on Xoserve to make Change Proposals available on our website, and to maintain these throughout the duration of the change lifecycle.  To reflect this, an additional statement has been added to Section 4.10. This can be found in an updated version of the Procedures Document which can be found in this [link](https://www.xoserve.com/media/6945/cdsp-service-document.pdf); | |
| Change Description: | See above | |
| Proposed Release: | N/A – nothing to be implemented | |
| Proposed Consultation Period: | 10 Working Days | 15 Working Days |
| 20 Working Days | Other (none required as consultation was sought in June’s Change Pack) |

# A4: Benefits and Justification – N/A

|  |  |
| --- | --- |
| Benefit Description: | Ensuring the Change Management Guidelines |
| *What, if any, are the tangible benefits of introducing this change? What, if any, are the intangible benefits of introducing this change?* |
| 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.* |

# A5: Final Delivery Sub-Group (DSG) Recommendations – Removed (see Section C for DSG recommendations)

# A6: Service Lines and Funding – N/A as no funding is required

|  |  |  |  |
| --- | --- | --- | --- |
| Service Line(s) Impacted - New or existing |  | | |
| Level of Impact | Major/ Minor/ Unclear/ None | | |
| If None please give justification |  | | |
| Impacts on UK Link Manual/ Data Permissions Matrix |  | | |
| Level of Impact | Major/ Minor/ Unclear/ None | | |
| If None please give justification |  | | |
| Funding Classes  : | Customer Classes/ Funding | Delivery of Change | On-going Budget Amendment |
| Shipper | XX % | XX % |
| National Grid Transmission | XX % | XX % |
| Distribution Network Operator | XX % | XX % |
| IGT | XX % | XX % |
| Other <please specify> | XX % | XX % |
| ROM or funding details: |  | | |
| Funding Comments: |  | | |

# A7: ChMC Recommendation – 10th July

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Change Status: | Approve | Reject | | Defer |
| Industry Consultation: | 10 Working Days | | 15 Working Days | |
| 20 Working Days | | Other [None] – deferred due to include the amendments for the Change Proposal process from the Joint Office. | |
| Expected date of receipt for responses (to Xoserve) | XX/XX/XXXX | | | |

|  |  |  |
| --- | --- | --- |
| DSC Consultation Issue: | Yes | No |
| Date Issued: | 14/06/2019 | |
| Comms Ref(s): | 2346.9 – ES – PO | |
| Number of Responses: | One approval | |

# A8: DSC Voting Outcome – N/A as there is no solution or release to be approved

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Solution Voting: | Shipper | | | Please select. |
| National Grid Transmission | | | Please select. |
| Distribution Network Operator | | | Please select. |
| IGT | | | Please select. |
| Meeting Date: | Click here to enter a date. | | | |
| Release Date: | Release: Feb / Jun / Nov XX or Adhoc DD/MM/YYYY or NA | | | |
| Overall Outcome: | No | Yes | If [Yes] please specify <Release> | |

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

Version Control

# Document

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Version | Status | Date | Author(s) | Remarks |
| 1 | Proposal | 01/07/2019 | Xoserve | CP Raised |
| 2 | Proposal | 17/07/2019 | Xoserve | Updated with ChMC outcome from 10th July Meeting |
| 3 | Proposal | 30/07/2019 | Xoserve | Updated with revised version of the Guidelines Document |

# Template

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Version | Status | Date | Author(s) | Remarks |
| 3.0 | Superseded | 17/07/2018 | Emma Smith | Template approved at ChMC on 11th July 2018 |
| 4.0 | Superseded | 07/09/2018 | Emma Smith | Minor wording amendments and additional customer group impact within Appendix 1 |
| 5.0 | Superseded | 10/12/2018 | Heather Spensley | Template moved to new Word template as part of Corporate Identity changes. |
| 6.0 | Approved | 12/12/2018 | Simon Harris | Cosmetic changes made. Approved at ChMC on the 12th December 2018. |
| 6.1 | In Draft | 26/03/2019 | Richard Johnson/ Alison Cross | The following minor changes were made:   * Inclusion of an All ‘Impacted Parties’ option in A2 * Justification section added to section A2 * Change Description replaced with Problem Statement in section A3 * Remove ‘X’ in Release information (sections A3, A5, A7, C1 and G8) * Updated Service Line and UK Link impacts and funding section (A6) to include further detail * Amended questions 3 and 4 in section B * Added Service Line/UK link Assessment in section D * Removed Section A5 |
| 6.2 | For approval | 14/05/2019 | Alison Cross | Following review at DSC Governance review group re-added Change Description text box |
| 7.0 | Approved | 13/06/2019 | Richard Johnson | DSC Governance Review Group changes to the template approved at Change Management Committee on 12th June 2019 |

**Appendix 1**

**Change Prioritisation Variables 35%**

Xoserve uses the following variables set for each and every change within the Xoserve Change Register, to derive the indicative benefit prioritisation score, which will be used in conjunction with the perceived delivery effort to aid conversations at the DSC ChMC and DSC Delivery Sub Groups to prioritise changes into all future minor and major releases.

|  |  |
| --- | --- |
| **Change Driver Type** | CMA Order  MOD / Ofgem  EU Legislation  License Condition  BEIS  ChMC endorsed Change Proposal  SPAA Change Proposal  Additional or 3rd Party Service Request  Other*(please provide details below)* |
| **Please select the customer group(s) who would be impacted if the change is not delivered** | Shipper Impact iGT Impact Network Impact Xoserve Impact National Grid Transmission Impact |
| **Associated Change reference Number(s)** | N/A |
| **Associated MOD Number(s)** | N/A |
| **Perceived delivery effort** | 0 – 30  30 – 60  60 – 100  100+ days |
| **Does the project involve the processing of personal data?**  *‘Any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier’ – includes MPRNS.* | Yes *(If yes please answer the next question)*  No |
| **A Data Protection Impact Assessment (DPIA) will be required if the delivery of the change involves the processing of personal data in any of the following scenarios:** | New technology  Vulnerable customer data  Theft of Gas  Mass data  Xoserve employee data  Fundamental changes to Xoserve business  Other*(please provide details below)*  *(If any of the above boxes have been selected then please contact The Data Protection Officer (Sally Hall) to complete the DPIA.* |
| **Change Beneficiary**  *How many market participant or segments stand to benefit from the introduction of the change?* | Multiple Market Participants  Multiple Market Group  All industry UK Gas Market participants  Xoserve Only  One Market Group  One Market Participant |
| **Primary Impacted DSC Service Area** | Service Area 23: Internal |
| **Number of Service Areas Impacted** | All  Five to Twenty  Two to Five  One |
| **Change Improvement Scale?**  *How much work would be reduced for the customer if the change is implemented?* | High  Medium  Low |
| **Are any of the following at risk if the change is not delivered?** | |
| Safety of Supply at risk Customer(s) incurring financial loss  Customer Switching at risk | |
| **Are any of the following required if the change is delivered?** | |
| Customer System Changes Required  Customer Testing Likely Required  Customer Training Required | |
| **Known Impact to Systems / Processes** | |
| **Primary Application impacted** | BW  ISU  CMS  AMT  EFT  IX  Gemini  Birst  Other *(please provide details below)* |
| **Business Process Impact** | AQ SPA RGMA  Reads Portal Invoicing  ☐ Other *(please provide details below)* |
| **Are there any known impacts to external services and/or systems as a result of delivery of this change?** | Yes *(please provide details below)*  No |
| **Please select customer group(s) who would be impacted if the change is not delivered.** | Shipper impact  Network impact  iGT impact  Xoserve impact  National Grid Transmission Impact |
| **Workaround currently in operation?** | |
| **Is there a Workaround in operation?** | Yes  No |
| **If yes who is accountable for the workaround?** | Xoserve  External Customer  Both Xoserve and External Customer |
| **What is the Frequency of the workaround?** |  |
| **What is the lifespan for the workaround?** |  |
| **What is the number of resource effort hours required to service workaround?** |  |
| **What is the Complexity of the workaround?** | Low *(easy, repetitive, quick task, very little risk of human error)*  Medium *(moderate difficult, requires some form of offline calculation, possible risk of human error in determining outcome)*  High *(complicate task, time consuming, requires specialist resources, high risk of human error in determining outcome)* |
| **Change Prioritisation Score** | 35% |

**Document Control**

**Version History**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Version** | **Status** | **Date** | **Author(s)** | **Summary of Changes** |
| 1 | Final | 02/07/19 | Elliott Williams | Appendix completed |