Change Proposal for Changes to DSC Service Documents (for changes that do not require funding or resources to implement)

Xoserve Requestor to fill in sections coloured

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

# General Details

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| Change Reference: | XRN 5381 |
| Change Title: | Amendments to Service Description Table V18 |
|  Date Raised: | 24/06/2021 |
| Requestor Details: | Name: | Ange Clarke |
| Email: | Angela.Clarke@xoserve.com |
| Telephone: | 0121 229 2050 |
| Business Owner: | Jayne McGlone |
| Change Requested | [x]  Amendment to DSC Service Description Table | [ ] Amendment to CDSP Service Document |
|

 Proposer Requirements

|  |  |
| --- | --- |
| Amendment to CDSP Service Document | (*state the title of the document and summary of the proposed changes below*) |
| Amendment to DSC Service Description Table

|  |
| --- |
| [ ]  Introduction of new lines |
| [ ]  Deletion of existing lines |
| [ ]  To merge existing lines |
| [x]  Cosmetic changes |
| [ ] Amendment to DSC Document |

 | Service Description Table V18 has been amended to align the service lines to the new Process Journeys that came into effect on 1st April 2021. They now reflect the changes to the Service Areas as detailed within the charge base Appointment Table as per CDSP Service Document Budget and Charging Methodology version 5.In addition, the service lines contained within Column B Service Reference with effect from 01/04/21 have been re-numbered as it was found that there were some duplications within the previous version.Each service line is now mapped to the new Service area based on their Customer JourneyThe Specific Services sections are not impacted by this change*Amended Service Description Table below:*  |
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#  Presented at ChMC for information

|  |  |
| --- | --- |
| Date | 07/07/2021 |

#  CoMC Voting Outcome

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| --- | --- |
| Voting Outcome: | [ ]  Amendment to CDSP Document |
| [x]  Amendment to DSC Service Table  |
| Comments |  |
| Meeting Date: | Click here to enter a date. |
| Overall Outcome: | [ ]  No | [ ]  Yes |

Please send the completed forms to: box.xoserve.portfoliooffice@xoserve.com

Version Control

# Document

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| --- | --- | --- | --- | --- |
| Version | Status | Date | Author(s) | Remarks |
|  |  |  |  |  |

# Template

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| Version | Status | Date | Author | Remarks |
| 0.1  | Draft | 13/05/2020 | Angela Clarke | Template created based on DSC Change Proposal Document doc v7 |
| 0.2 | Sent for review | 15/06/2020 | Angela Clarke | Amended to make it clear that any changes are presented at ChMC for information only |
| 1 | Approved | 25/06/2020 | Angela Clarke | Final version approved by Sam Lattimer  |
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