

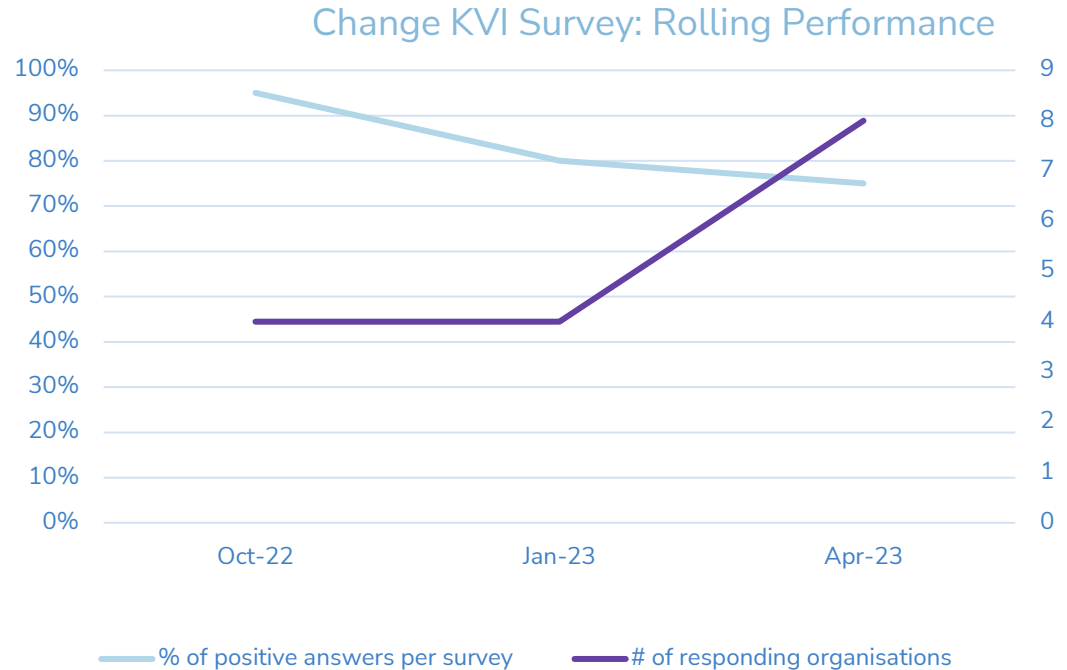


## KVI Update

# Q4 KVI Change Management Survey Results

## KVI Change Management Survey – January 2023

- Score decreased from 8.0 to 7.5 from last survey
- YTD Scorecard for 22/23 has decreased from 8.8 to 8.3 however this is still above the target score of 8
- Number of participants – Increased from 4 to 8



Note – October KVI covered 2 Quarters.

# Overview of 2022/2023 KVI Feedback

'You said' Key Feedback Themes	'We did'
Website updates and clarity within the change process	<ul style="list-style-type: none"><li>• Website change pages have been updated more consistently to clearly display all the related documents within a Documents table</li><li>• Clear Change Proposal 'parent' and 'child' Change Proposal approach</li><li>• New HLSO template provides more information and background detail, and points to any existing training on the subject matter to help customers understand current process</li></ul>
ChMC and Change Pack Processes	<ul style="list-style-type: none"><li>• Representation Matrix has been updated, also providing full representation details and Xoserve responses to help customers have informed decision making at ChMC voting</li><li>• Continuously updating the ChMC presentation and evolving to suit Customer needs</li><li>• Funding splits are more transparent, clearly agreed at High Level Solution Option stage with a separate vote to the preferred Solution option</li></ul>
Delivering projects to agreed timescales	<ul style="list-style-type: none"><li>• Customer Requirement Documents are published and confirmed as part of the Solution Change Pack allowing the scope of a change to be more clearly understood by all parties</li><li>• We will continue to ensure we deliver all agreed changes to the relevant implementation date as agreed in the BER</li><li>• Now producing Change Pipeline slides and REC updates for ChMC</li></ul>
ChMC procedure and Governance	<ul style="list-style-type: none"><li>• Provided an updated ChMC User Guide refresh for better signposting on decisions and processes</li><li>• Continuing to review change documents to ensure they are fit for purpose</li><li>• New HLSO template is more informative helping customers to make informed decisions</li><li>• Scheduling pre-meets with Customers and providing a pre-ChMC note prior to the meeting for key updates and flagging information</li></ul>

## Further Notes

- All improvements made as a result of previous feedback are still evolving and we look to continue this throughout the next year
- Please feel free to contact us at [uklink@xoserve.com](mailto:uklink@xoserve.com) with any queries
- The next KVI Survey for Q1 is due to be issued on 10<sup>th</sup> July 2023
- For your awareness these are the statements we will seek feedback on, if you have any thoughts on these please do get in touch:
  1. Xoserve effectively engages with me and the industry to support the development of regulatory change.
  2. Xoserve provides the information and support I need to interact with the change process effectively.
  3. Xoserve develop and deliver changes to agreed timescales.
  4. Xoserve develop and deliver changes that are aligned to cost estimates.