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: | XRN4852 | | | |
| Change Title: | Amendments to the DSC Change Management Procedures – aligning the procedures to the change process | | | |
| Date Raised: | 01/02/2019 | | | |
| Sponsor Representative Details: | Organisation: | Eon | | |
| Name: | Kirsty Dudley | | |
| Email: | [Kirsty.Dudley@eonenergy.com](mailto:Kirsty.Dudley@eonenergy.com) | | |
| Telephone: | N/A | | |
| Xoserve Representative Details: | Name: | Emma Smith | | |
| Email: | Emma.Smith@Xoserve.com | | |
| Telephone: | 07596933903 | | |
| Change Status: | Proposal | | With DSG | Out for Review |
| Voting | | Approved | Rejected |

# A2: Impacted Parties

|  |  |  |
| --- | --- | --- |
| Customer Class(es): | Shipper | Distribution Network Operator |
| NG Transmission | IGT |
| Other | <If [Other] please provide details here> |

# A3: Proposer Requirements / Final (redlined) Change

|  |  |  |
| --- | --- | --- |
| Change Description: | The current live Change Managements procedures in the DSC contract do not align to the change process implemented following an end to end review and therefore require updating.  Provide a first draft for review in March 2019 ChMC meeting with an aim to get approval for April 2019 meeting. | |
| Proposed Release: | Release X: Feb/Jun/Nov XX or **Adhoc** 04/2019 | |
| Proposed Consultation Period: | 10 Working Days | 20 Working Days |
| 30 Working Days | Other Not Required |

# A4: Benefits and Justification

|  |  |
| --- | --- |
| Benefit Description: | The procedures form part of a legally binding contract and therefore are required to align to the improved process |
| *What, if any, are the tangible benefits of introducing this change? What, if any, are the intangible benefits of introducing this change?* |
| Benefit Realisation: | immediately |
| *When are the benefits of the change likely to be realised?* |
| Benefit Dependencies: | Approval of amended procedures |
| *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

|  |  |  |  |
| --- | --- | --- | --- |
| Final DSG Recommendation: | *Until a final decision is achieved, please refer to section C of the form.* | | |
| Approve | Reject | Defer |
| DSG Recommended Release: | Release X: Feb/Jun/Nov XX or Adhoc DD/MM/YYYY | | |

# A6: Funding

|  |  |  |
| --- | --- | --- |
| Funding Classes: | Shipper | XX % |
| National Grid Transmission | XX % |
| Distribution Network Operator | XX % |
| IGT | XX % |
| Other <please specify> | XX % |
| Service Line(s) |  | |
| ROM or funding details: |  | |
| Funding Comments: | No DSC Service Areas apply to this change as it is an administrative change only. | |

# A7: ChMC Recommendation – 13th February 2019

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Change Status: | Approve - approved to proceed to drafting, and will be presented at ChMC for an agreement before sign off at Contract Management Committee. | | Reject | Defer |
| Industry Consultation: | 10 Working Days | 20 Working Days | | |
| 30 Working Days | Other [Specify Here] | | |
| Expected date of receipt for responses (to Xoserve) | XX/XX/XXXX | | | |

|  |  |  |
| --- | --- | --- |
| DSC Consultation Issue: | Yes | No |
| Date Issued: | Click here to enter a date. | |
| Comms Ref(s): |  | |
| Number of Responses: |  | |

# A8: DSC Voting Outcome

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 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 X: 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)

Appendix 1

# Change Prioritisation Variables

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 Details

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Change Driver Type: | CMA Order | | | MOD / Ofgem | | |
| EU Legislation | | | License Condition | | |
| BEIS | | | ChMC endorsed Change Proposal | | |
| SPAA Change Proposal | | | Additional / 3rd Party Service Request | | |
| Other | | | <If [Other] please provide details here> | | |
| Customer group(s) impacted if the change is not delivered: | Shipper | | IGT | | | Network |
| Xoserve | | NG Transmission | | | NTS |
| Other | | <If [Other] please provide details here> | | | |
| Associated Change Ref Number(s): | N/A | | Associated MOD Number(s): | | | N/A |
| Perceived delivery effort (days): | 0-30 | | | 30-60 | | |
| 60-100 | | | 100+ | | |
| Does the change 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 selected please answer the next question) | | |
| No | | |
| A Data Protection Impact Assessment (DPIA) will be required if the change involves the processing of personal data in any of the following scenarios: | New Technology | | | Theft of Gas | | |
| Mass Data | | | Xoserve Employee Data | | |
| Vulnerable Customer Data | | | Fundamental changes to Xoserve | | |
| Other | | | <If [Other] please provide details here> | | |
| (If any of the above boxes have been selected then please contact The Data Protection Officer (Kevin Eltoft-Prest) to complete the DPIA. | | | | | |
| Change Beneficiary:  *How many market participant or segments stand to benefit this change?* | Multiple Market Participants | | | | Multiple Market Group | |
| All 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: | One | | | | Two to Five | |
| Five to Twenty | | | | All  **None (Xoserve internal initiative)** | |
| Improvement Scale? | 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 | | | | | |
| Primary Application impacted: | BW | | ISU | | | CMS |
| AMT | | EFT | | | IX |
| Gemini | | Birst | | | API |
| Other | | DSC Documentation | | | |
| Business Process Impacted: | AQ | | SPA | | | RGMA |
| Reads | | Portal | | | Invoicing |
| Other | | ChMC process | | | |
| Any known impacts to external services and/or systems as a result of this change? | Yes | <If [Yes] please provide details here> | | | | |
| No |

## Workaround Details

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Workaround in operation? | Yes | If [No] please do not continue completing the [Workaround Details] section | | |
| No |
| Who is accountable for the workaround? | Xoserve | | External Customer | Both |
| 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)* | | |

## Prioritisation Score

|  |  |
| --- | --- |
| Change Prioritisation Score: | 38% |

Version Control

# Document

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Version | Status | Date | Author(s) | Remarks |
| 1 | For Approval | 01/02/2019 | Xoserve | CP Raised |
| 2 | Approved | 15/02/2019 | Xoserve | Result from ChMC on 13th February added |
| 2.1 | For Approval | 18/02/2019 | Xoserve | Appendix added |

# 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. |