Change Management Committee

9th June 2021
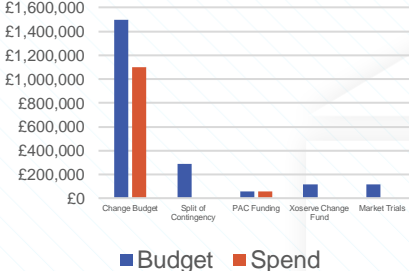
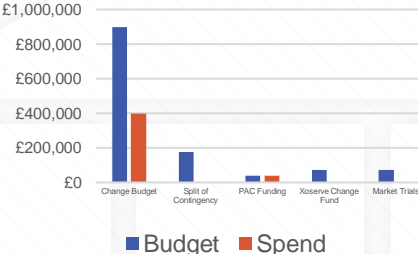# SECTION 2: DSC CHANGE BUDGET & HORIZON PLANNING

2.1 – DSC Change Budget 21/22 YTD
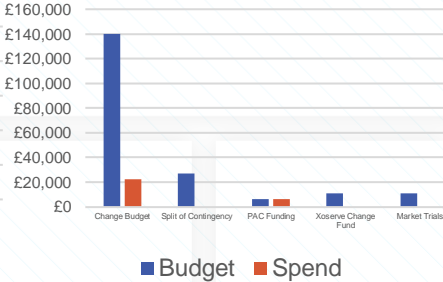
Budget v Committed Spend BP21/22

Shipper Committed Spend v Approved Budget

DN Committed Spend v Approved Budget

IGT Committed Spend v Approved Budget

NTS Committed Spend v Approved Budget
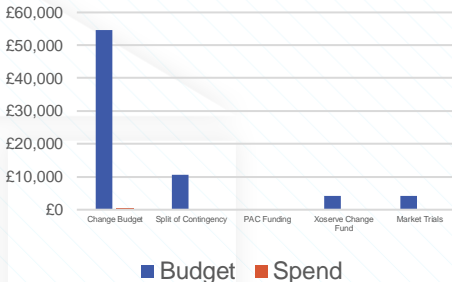
Total Committed Spend v Approved Budget
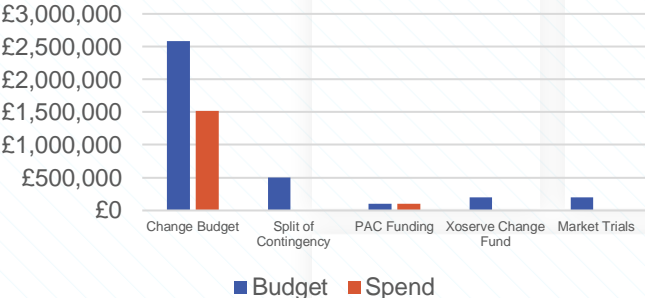
Variance

- Total **available** funds decreased by £326k as result of Nov-21 BER replacing HLSO costs, XRN 5038 being CCR-d a zero cost and solution option 1 being approved for XRN 5188. See finance tracker '21-22 changes from last month' tab for detail

- Link to Change Budget

XRN 5321 - PAC ring-fenced budget reapportionment

Recommendation for approval

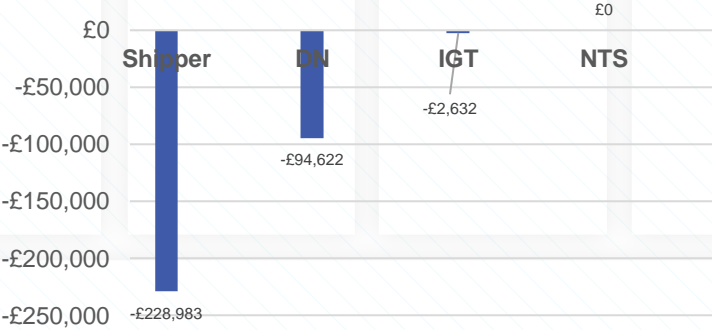- It was noted in the February 2021 ChMC that NTS does not have representation at the Performance Assurance Committee (PAC)

- As such the NTS constituency group should not pay a % share of the ringfenced PAC budget - a 2.1% share (£2,108) for FY 21/22 was approved in BP21

- On committee request (May ChMC) we have reapportioned the £2,108 based % weighting rather than a 3-way split between Shipper, DN and IGT as previously suggested

- In monetary terms this would represent an extra £1,242 for shippers, £749 for DNs and £116 for IGTs constituencies

	Shipper	DN	IGT
Current PAC Funding 21/22	£57,731	£34,754	£5,406
New PAC Funding 21/22	**£58,973**	**£35,503**	**£5,522**
Difference	£1,242	£749	£116

We are seeking committee approval to reapportion the costs as per the table

Change Development & Delivery Pipeline (DSC Change / Minor Release Budget)

Change Development

Stage	Value
Pre-capture	19
Initial Review	4
Capture	23

(axis: 0, 5, 10, 15, 20, 25)

Delivery Pipeline

In Delivery
	Value
MiR10	2
Standalone	9
Nov 21	6
Jun 21	1
CSSC	4

Awaiting Delivery
	Value
Standalone	2
Ready for delivery	3
Nov 21	1

(axis: 0, 1, 2, 3, 4, 5, 6, 7, 8, 9, 10)
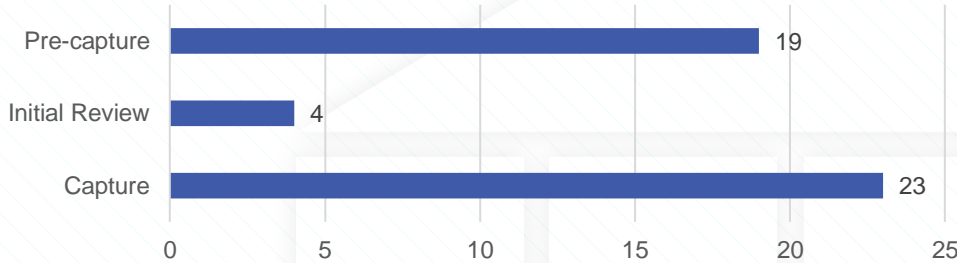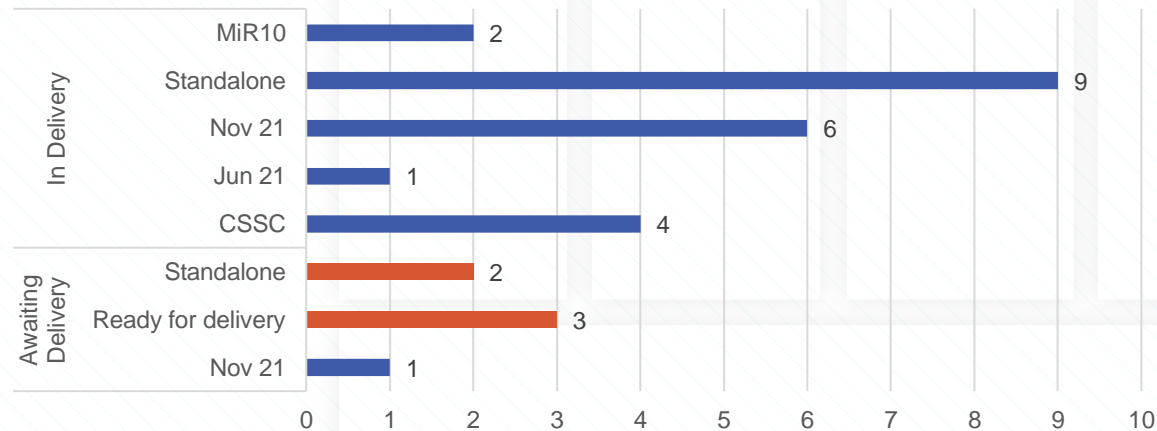
Changes From Last Period

- MOD to be implemented — 3
- In Delivery — 4
- Awaiting Delivery — 2
- Implemented — 4
- New - Pre-capture — 2
- New - Initial Review — 1
- New - Capture — 1
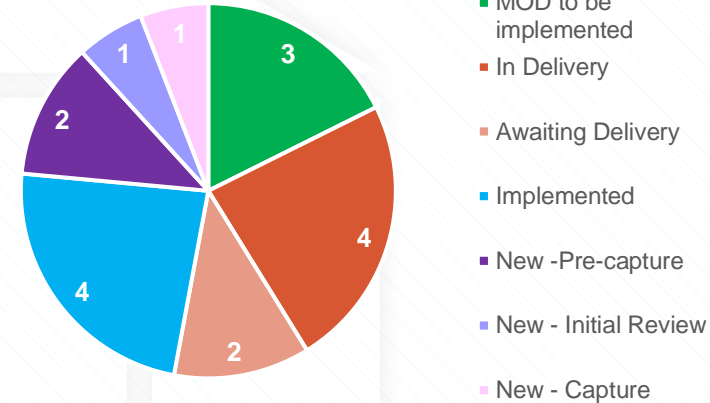
* Pre-capture may contain changes that won't require delivery / funding

Microsoft Excel Worksheet

2020-2022 DSC Change / MiR Pipeline

	2021	2022

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec

Minor Releases

- MiR 9 ⭐ CCR
- Scope ⭐ MiR 10
- Scope ⭐ MiR 11 ⭐ CCR
- Scope ⭐ MiR 12 ⭐ CCR

Major Releases

- June 2021 ⭐ (DBTI + PIS/Closedown) ⭐ CCR
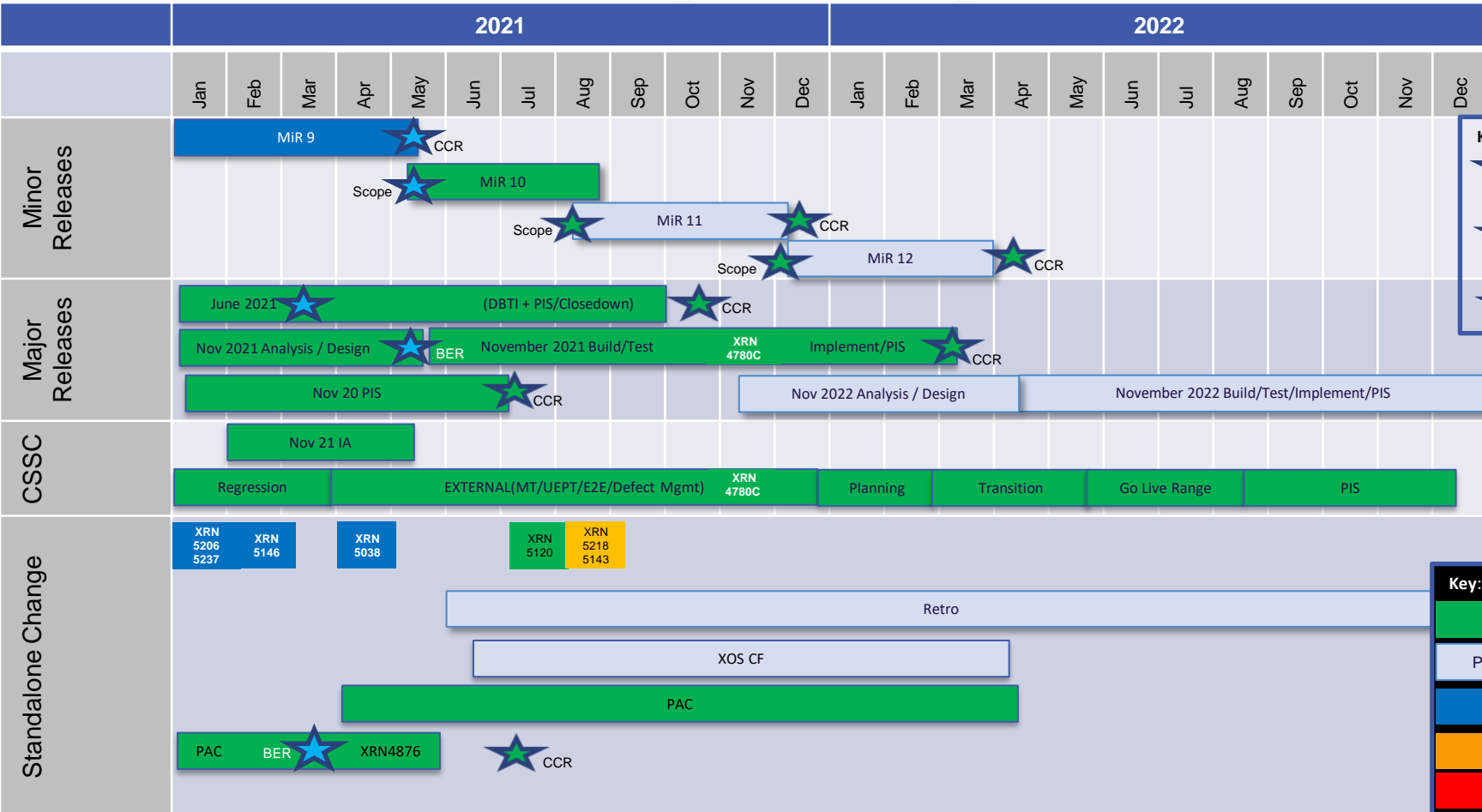- Nov 2021 Analysis / Design ⭐ BER — November 2021 Build/Test — XRN 4780C Implement/PIS ⭐ CCR
- Nov 20 PIS ⭐ CCR
- Nov 2022 Analysis / Design — November 2022 Build/Test/Implement/PIS

CSSC

- Nov 21 IA
- Regression — EXTERNAL(MT/UEPT/E2E/Defect Mgmt) — XRN 4780C — Planning — Transition — Go Live Range — PIS

Standalone Change

- XRN 5206 5237 | XRN 5146
- XRN 5038
- XRN 5120 | XRN 5218 5143
- Retro
- XOS CF
- PAC
- PAC | BER ⭐ XRN4876 ⭐ CCR

Key:

- ⭐ Approval on track
- ⭐ Approved
- ⭐ Approval at risk

Key:

- On Track
- Potential Activity
- Complete
- Potential risk to plan
- Plan At Risk

SECTION 3: CAPTURE

3.1 New Change Proposals – Initial Review

XRN / Title	Voting				DSC Service Area
	Shipper	DNO	IGT	NTS	
XRN5365 - Request impact assessment on aligning Major Releases to the REC Release Schedule (Thursday release and 3 Major Releases per year)	Y	Y	Y	Y	N/A
XRN5368 - Gemini Change Programme Sustain	Y	Y		Y	Service Area 14 - Gemini Services

XRN5365 - Request impact assessment on aligning Major Releases to the REC Release Schedule (Thursday release and 3 Major Releases per year)

Voting Parties

Customer Class	Voting Party?
Shipper	Y
Distribution Network Operators (DNOs)	Y
National Grid Transmission	Y
IGT's	Y

DSC Service Area:	N/A
Link to Change Proposal	Link to CP

Change Type	Regulatory
Priority Score	High

Sponsor Representative	Xoserve

Change Details

Problem Statement

The Retail Energy Code Manager have provided a view they are proposing to align delivery of Retail Energy Code to other market sector delivery implementation day of a Thursday. At present all CDSP change delivery is implemented over a weekend due to the impacts of making changes during peak system activity and processing days. These impacts were informed to DSC Change Management Committee when this was assessed previously, with the main impacts being file processing with little system downtime, and the risk associated with having to roll back the system and it's related code, if implementation were not successful. At the time DSC customers approved to continue with a weekend implementation.

The Retail Energy Code Manager have provided a view they are proposing to utilise all 3 major releases in a year (Feb, June, Nov) for delivery of REC change, under current DSC funding arrangements customers fund 2 major releases per year, therefore need to understand impacts of increasing to 3 including costs to inform the investments made by our customers in each Business Planning exercise.

Change Description

A detailed, deep dive assessment is being requested of Xoserve and it's Service Provider, to identify the impacts of moving to a Thursday implementation for the delivery of DSC Change Proposals (DSC Change could include UNC modifications, REC change or other cross-regulatory impacting changes). The detailed, deep dive assessment needs to provide an understanding of:
- full impact assessment to systems/resource/processing/support, including specifically an assessment regarding cost impacts and justification for these
- Options available

See CP for full description

XRNXRN5368 - Gemini Change Programme Sustain

Voting Parties

Customer Class	Voting Party?
Shipper	X
Distribution Network Operators (DNOs)	X
National Grid Transmission	X
IGT's	

DSC Service Area:	Service Area 14 - Gemini Services
Link to Change Proposal	Link to CP

Change Type	Non Regulatory
Priority Score	

Sponsor Representative	National Grid

Change Details

Problem Statement

The Gemini IT system underpins the commercial gas transmission regime and accounts for all capacity and energy transactions. It is owned by NGG with technical support provided by Xoserve under the Data Services Contract.
 NG have a commitment to our customers and Ofgem to maintain compliance with the UNC and ensure that Gemini meets the needs of its users. Gemini Re-Platforming addressed the ageing hardware and brings the software versions back in support. Gemini Systems Enhancements is delivering improvements to the meet customer pain points.
The next series of sustain improvements is to align with the longer-term roadmap of adapting/improving Gemini based on the needs of a changing industry to meet customer expectations.

Change Description

The purpose of this Change Proposal is to request Xoserve to deliver the below work streams as described in BP21 roadmap:
- Single Sign-on Solution
- Enhanced API platform
- Batch Processing Review
- Test Automation
- Workflow Automation Feasibility and Analysis
- BP22 Mobilisation
- SiteMinder upgrade

Please see the CP for the full description

3.2 XRN5120 - MAP to UK Link Comparison Service
Progress Update and ChMC Decision Requested

Overview:	XRN5120 states a requirement to provide a monthly MAP Comparison Service – this Service and associated costs were approved by ChMC. Xoserve are unable to commit to providing the Service on a monthly basis, and instead are proposing to offer an adhoc, interim service to MAP customers for the remainder of 2021
Purpose	• Provide ChMC with an update on the progress of XNR5120 since it gained BER approval on 9th December 2020 • Explain rationale as to why Xoserve recommend that this XRN should be withdrawn, with all previously approved DSC Change Budget funds being returned to Shipper constituents

Progress Update and continued activities with MAPs

- 'Lift and shift' of previous adhoc service, to make this a monthly activity was discussed and agreed as the preferred solution option for this change

- Architecture that underpins the adhoc service due to become unsupported inline with the CDSP's ongoing UK Link Roadmap enhancements

- The timelines for this coincides with the period (12 months) that were originally proposed – therefore a new solution would be needed in order to continue to provide the adhoc service on a monthly basis to MAPs

- Discussions with MAPs directly has confirmed that this service remains beneficial however this is not a service that they will utilise on a monthly basis (due to factors such as portfolio size, resource, priority)

- With XRN5188 (interim loads of MAP Id) being progressed, MAPs advised that they would be unlikely to accommodate both activities (Interim loads and UK Link Comparison) in the same month

- We are now proposing to perform a set of agreed adhoc service runs - in the months of June (*confirmed*), September & December – MAPs have provided their support for this approach

- This activity will assist preparing data to support XRN5188 interim data loads, whilst providing outputs to MAPs on a more regular basis during the remainder of 2021

- In addition, MAP Portfolio reporting is being progressed (in line with CoMC direction with respect to data permissions) – this is being moved forward as a high priority request and will enable an enduring service to MAPs in the near future

ChMC Decision

Xoserve recommendation
- Approve to support withdrawal of XRN5120

Rationale
- Withdrawal of XRN5120 will see **£75,000** returned to Shipper constituents
- An interim Comparison Service is being offered to MAPs and with be supported by Xoserve over the course of 2021 – in line with MAP customer requirements
- Future enhanced services are being considered for MAP customers - these likely to progress under commercial agreements rather than DSC Change funded

Alternative to withdrawal of XRN – *Not recommended
- Xoserve solution option and BER to be revisited - re-establish costs for building and mobilising the Comparison Service for MAP customers

SECTION 4. DESIGN & DELIVERY

Design Change Pack

- XRN4117.3 IX Refresh Project

- XRN5122 Gemini System Enhancements

- XRN5251 – Exit Zone Change

- XRN5341 MOD0745 Mandatory Setting of Auction Bid Parameters

XRN4117.3 IX Refresh Project

Functional Changes					
	Solution & Implementation Summary outcome				Comments
Change Pack ref: [2827.1 - RT – PO](#) **Release:** Adhoc immediately once approved **Voting:** Shipper, DNO, IGT, NTS **Funding:** N/A	Organisation	Approve	Defer	Reject	
	Scottish Power	X			No comment

XRN5122 Gemini System Enhancements - Delivery

Functional Changes					
Change Pack ref: 2827.2 - RT – PO **Release:** Adhoc TBC **Voting:** Shipper, DNO, NTS **Funding:** 100% NTS Service Area 20 UK Link Gemini System Services	Solution & Implementation Summary outcome				Comments
	Organisation	Approve	Defer	Reject	
	SSE	X			This will improve the process for password resets.
	Scottish Power	X			Improvement to password re-set process and better for shift workers.

XRN5251 – Exit Zone Change

Functional Changes					
Change Pack ref: 2827.3 - RT – PO **Release:** Adhoc TBC **Voting:** NTS, Shipper **Funding:** 100% NTS Service Area 14 Gemini Services	Solution & Implementation Summary outcome				Comments
	Organisation	Approve	Defer	Reject	
					No Reps received

XRN5341 MOD0745 Mandatory Setting of Auction Bid Parameters

Functional Changes					
Change Pack ref: 2827.4 - RT – PO **Release:** Adhoc 19/09/2021 **Voting:** NTS, Shipper, DNO **Funding:** 100% NTS Service Area 14 Gemini Services	Solution & Implementation Summary outcome				Comments
	Organisation	Approve	Defer	Reject	
	SSE	X			We agree that this should reduce errors.
	Scottish Power	X			No Comment

Notice of Delivery of Modification 0728B Change (related to XRN5341)

Functional Changes					
Change Pack ref: [2832 - RT – PO](#)	Solution & Implementation Summary outcome				Comments
Release: Adhoc 19/09/2021 **Voting:** NTS, Shipper **Funding:** 100% NTS Service Area 14 Gemini Services	Organisation	Approve	Defer	Reject	
	EDF	Approve date and Alternative proposed			Partial alternative solution proposed - Rather than creating a whole new record (U68) for one data item and forcing file structure changes to a large number of files, re-purpose existing data item in U71 record NTS_OPTIONAL_RATE given it is no longer being used and call this DISCOUNT_PERCENTAGE. Recognise that this field is NUM(10,4) and not just a NUM(3) but that just means 100% would be sent as 100.0000 This is also mandatory item therefore in most cases this will be set to 0.0000 as change already suggests for a MPRN that is not under these arrangements. On another note as TRF is being amended, will TMC hierarchy also need to be changed for Faster Switching? If so where/how will this change be picked up?

Standalone Change Documents for Approval (BER, CCR, EQR)

- CCR for XRN5153 iConversion Phase 2
  - Voting NTS & DNO

Microsoft Word Document

Gemini Horizon Plan

Microsoft Edge
PDF Document

XRN5110 – Nov 20 Release - Status Update

	Overall Project RAG Status		
	Schedule	**Risks and Issues**	**Cost**
RAG Status	🟩	🟨	🟩

	Status Justification	
Schedule	November 20 Release delivered, final activity for Historical Cleanse XRN4897/99 is on-going, due to be completed to schedule • Historical Cleanse commenced on the 27th March and due to complete by 4th June • CCR to be submitted to July ChMC **Decision in June ChMC:** • None	 ● Complete ● On Track ● At Risk ● Overdue ● Not Baselined
Risks and Issues	**Risk**: UK Link may be non GDPR compliant following Historical Cleanse due to missing unknown scenarios Please Note: First usage has been completed and no new scenarios have been identified, risk closed **Issue:** XRN4897/99 Historical Cleanse Change Request needs to be completed to exit Post Implementation Support **Return To Green:** Completion of historical cleanse	
Cost	Forecast to complete delivery against approved BER	
Scope	**XRN4897** - Resolution of deleted Contact Details (contained within the S66 records) at a Change of Shipper event **XRN4899** - Treatment of Priority Service Register Data and Contact Details on Change of Supplier Event **XRN4801** - Additional Information in DES **XRN4871b** - Rachet Regime Changes **XRN5014** - Facilitating HyDeploy2 Live Pilot **Descoped - XRN4931** Submission of a Space in Mandatory Data on Multiple SPA Files **Descoped - XRN4941** MOD 692 – Auto Updates to Read Frequency **Descoped - XRN4992** Supplier of Last Resort Charge Types **Moved to CSSC - XRN4870c** MAP ID	

XRN5253 June 21 Major Release - Status Update

	Overall Project RAG Status		
	Schedule	**Risks and Issues**	**Cost**
RAG Status			
	Status Justification		
Schedule	• Testing phase progressing to plan • System, user and regression testing completed to plan in May • Performance testing commenced to plan and due to finish by 11th June • Go-live will take place on Saturday 26th June • Post implementation support period agreed based on 1st usage timelines for MOD0700 (see next slide) **Decision In June ChMC** • None		
Risks and Issues	None applicable		
Cost	Forecast costs on track to complete within approved BER		
Scope	**XRN5093** - MOD0711 – Update of AUG Table to reflect new EUC bands **Descoped - XRN4992** - MOD0687 – Creation of new charge to recover last resort supply payments – Descoped at Extraordinary ChMC on 26th October 2020 **Descoped - XRN4941** - MOD0692 - Auto updates to meter read frequency – Descoped at ChMC on 11th November 2020		

Post Implementation Support (PIS) Period

The below timeline details the PIS periods required for this Release based on 1st usage timings

PIS w/c	26/06/2021	28/06/2021	05/07/2021	12/07/2021	19/07/2021	26/07/2021	02/08/2021	09/08/2021	16/08/2021	23/08/2021	30/08/2021	06/09/2021	13/09/2021	20/09/2021	27/09/2021	04/10/2021	11/10/2021	18/10/2021	25/10/2021	01/11/2021	08/11/2021	15/11/2021	22/11/2021	29/11/2021	06/12/2021	13/12/2021	20/12/2021	27/12/2021	03/01/2022	10/01/2022	17/01/2022	24/01/2022	31/01/2022	07/02/2022	14/02/2022	21/02/2022	28/02/2022	07/03/2022	14/03/2022	21/03/2022	28/03/2022
PIS Period	Implementation	PIS Period 1 (28/06-09/07)													PIS Period 2 (27/09-22/10)							PIS Period 3 (15/11-03/12)								ChMC Approval of CCR											Closedown
Internal Monitoring Checks		PIS 1 Activities: Technical Implementation & Quality Checks													Key PIS 2 Activities: EUC Load monitoring and AQ Review Checks							Key PIS 3 Activities: Commodity closeout checks; Smear ORD interface and supporting information monitoring																			
Customer Impacts															Shipper Customers will receive Unidentified Gas (UIG) allocations in Gemini using the new larger matrix of 60 UIG Factors from Gas Day **1st October 2021 onwards**. UIG Weighting Factors will be used in the UIG Reconciliation process on the Amendment Invoice for Billing Month October 2021 onwards.																									

NOTE: The 3 PIS Periods have been put in place to align to 1st usage

XRN5289 – November 21 Major Release - Status Update

Overall Project RAG Status		
Schedule	**Risks and Issues**	**Cost**

RAG Status			

Status Justification

Schedule	- Finalising design phase governance and admin - BER approved 12th May - Delivery scope approved 12th May - High level delivery plan is approved - Detailed delivery plan is currently in approval - Build has commenced - Implementation approach is in review and will be shared in July ChMC **Decision in June ChMC:** - None	

Gantt chart showing:
- DESIGN STAGE PLAN: 01 February 2021 08:00 - 06 July 2021 17:00
- BUILD STAGE PLAN: 26 April 2021 08:00 - 03 September 2021
- TEST STAGE PLAN: 10 May 2021 08:00 - 19 November 2021 17:00
- IMPLEMENTATI... 20 September
- PIS STAGE PLAN: 09 November 2021 08:00 - 11 March 2022
- CLOSEDOWN STAGE PLAN: 17 January 2022 08:00 - 07
- Go Live: 05 November 2021 08:00 - 08 November 2021 17:00

Legend: ● Complete ● On Track ● At Risk ● Overdue ● Not Baselined

Risks and Issues	RISK:XRN5142 - Unknown volumes for data cleanse Mitigation - Regular touch points with DCC to understand the expected volume and plan cleanse accordingly
Cost	Forecast to complete design against approved EQR Forecast to complete delivery against approved BER
Scope	**XRN4941 -** MOD0692 - Auto updates to meter read frequency **XRN5007 -** Enhancement to reconciliation process where prevailing volume is zero **XRN5072 -** Application and derivation of TTZ indicator and calculation of volume and energy – all classes **XRN5142 -** New allowable values for DCC Service Flag in DXI File from DCC **XRN5180 -** Inner tolerance validation for replacement reads and read insertions **Descoped - XRN5091 -** Deferral of creation of Class change reads at transfer of ownership **Descoped - XRN5186 -** MOD0701 – Aligning capacity booking under the UNC and arrangements set out in relevant NExAs **Descoped - XRN5187 -** MOD0696 – Addressing inequalities between capacity booking under the UNC and arrangements set out in the relevant NExAs

XRN5371 - Minor Release Drop 10 - Status Update

	Overall Project RAG Status		
	Schedule	**Risks and Issues**	**Cost**
RAG Status			
	Status Justification		
Schedule	Scope approved during May ChMC • Currently in Design phase • XRN5246: Solution Change pack to be issued in June • Implementation date agreed for 4th September with a contingency date of 2nd October 2021 **Decision in June ChMC:** • None		
Risks and Issues	None applicable		
Cost	On track to complete within approved spend		
Scope	**XRN5309 -** FSG Automation of FSR Process **XRN5188 -** MAP ID Data Upload to UK Link **XRN5246 -** Confirmation File Performance improvements		

XRN5294 – Minor Release Drop 9 - Status Update

	Overall Project RAG Status		
	Schedule	**Risks and Issues**	**Cost**
RAG Status			
	Status Justification		

Schedule	CCR approved at May ChMC	Costs for drop 9 by change:

	Total	NTS 1.7%	DN 16%	IGT 0.3%	Shipper 82%
XRN5080	£44,012.10	£748.21	£7,041.94	£132.04	£36,089.91
XRN5135	£86,018.50	£1,462.31	£13,762.96	£258.05	£70,535.10

Risks and Issues	None applicable
Cost	Completed within approved spend
Scope	**XRN5080** - Failure to Supply Gas (FSG-GSOP1) – System Changes **XRN5135** - DNO and NTS Invoice to Shippers and DNs VAT Compliance

0

XRN5218 Provision of Class 1 Daily Reads Service - May28th 2021

Overall Project Health	ProjectTrend	Last Updated
🚩	→ **Stable**	28/05/2021

Project Status

Overall Project status is **AMBER** due to the delay in the contractual novation discussions between other parties. Earliest target "Go Live" date suggested has moved from 1st August 2021 to a proposed date of 1st September 2021.

Capability 1.0: Contract novations are being assessed to understand if 1st September 2021 can be met. Large number of artefacts have not been shared, contract changes need to be made between DN's and Service providers before we can review new contracts.

Capability 2.0-5.0: Majority of workshops completed where we understand the design, all of these are dependant upon operational questions being answered by 1 Service Provider and their agreement to deliver activities suggested within our timelines required. Until these questions are answers Xoserve/Correla cannot confirm their new "to be" operational processes.

Project Management: Current plan has been updated to reflect he new target implimation date of 1st September 2021. A list of outstanding activies with agreed lead times also needs to be generated and agreed between all parties to understand if 1st Steptember 2021 is achievable.

Number of Capabilities needing attention
5

Total HIGH Issues
0

Total HIGH Risks
0

Key

🚩★▷		On Track/ No Issues
⚠★▷		Needs Attention/ At Risk
🚨★▷		Blocked/ Late
🏴★▷		Complete/ Delivered

Capability	Delivery Status	Level of Risk (Last / This)	Start	Finish	2021
					J / F / M / A / M / J / J / A / S
CAP-1.0: Ability to hold contractual agreements with suppliers of service	⚠	gauges	Dec-20	**Sep-21**	Contractual requirements; Draft and deliver agreements; ★ Effective date (tbc)
CAP-2.0: Ability to invoice/ charge for service	🚩	gauges	Jan-21	**Sep-21**	Design; Develop; Implement ★
CAP-3.0: Ability to manage supplier relations	🚩	gauges	Feb-21	**Jul-21**	Design; Implement ★
CAP-4.0: Ability to capture & store supplier performance	🚩	gauges	Apr-21	**Aug-21**	Design; Develop; Implement ★
CAP-5.0: Ability to produce & send relevant reporting	🚩	gauges	Feb-21	**Jul-21**	Design; Develop; Implement ★
Project Management	🚩	gauges		Project Review	★★★★ ★★★★ ★★★★ ★★★★ ★★★★ ★★★★ ★★★★
				Project Board	★ ★ ★ ★ ★ ★ ★ ★ ★ ★ ★ ★ ★ ★

CMS Rebuild Update

May Updates for June's ChMC

Jo Williams

CMS Rebuild - Progress to date

Summary of progress to date

- Of the five options provided, we have now shortlisted two options

- With the remaining options, we are seeking additional clarifications and working with suppliers to obtain these

- Additional activities are continuing on certain processes such as the Must Reads, ToG and GSR, which the team are targeting to communicate these to the wider audience at the end of May

- We are conscious that we were due to attend CoMC in May to provide the preferred solution, however we are currently undertaking additional due diligence to ensure the chosen solution meets all requirements and can adapt for future changes

- Following a session held with a customer rep, it has clarified that there is not duplication with the SDEP tool and the cross communication function requirement. Therefore the cross communication functionality remains in scope and the focus group shall continue to refine the requirements

Next Steps

- Identify the preferred solution and present to CoMC

- Approval of processes to remain in scope of CMS

- Cross Communication workshop to be scheduled for the focus group

- Finalising the Must Reads, ToG and GSR high level requirements

Key Milestones	Due
Capture Exit	30/06/2021

SECTION 6: ANY OTHER BUSINESS

6.1 Revised Customer Change KVI Questions – June 2021 (for information)

Customer Change KVI -Background

- Xoserve have issued quarterly Customer Change Surveys to DSC customers to allow for us to assess performance in the delivery of change

- Since the creation of Correla, Xoserve's delivery partner, there is still a need for us to ask our customers what we do well and where we can make improvements

- Therefore we have changed the structure of the questions to accommodate the fact that Correla are our Delivery partner of change to ensure that we continue to receive feedback and improve the change journey.

- With this in mind the new structure to the survey can be seen on the next page of this presentation

Customer Change KVI – Proposed structure

- **Thinking of Xoserve as your Central Data Service Provider….**

- I trust Xoserve to provide timely and fit for purpose information to enable me to manage new changes that impact my organisation
- Xoserve presents a range of solution options for each change to enable choice
- I trust Xoserve to identify solutions that benefit the whole industry where possible
- Xoserve supports me to fully engage in the change process should I choose to

- **Thinking of Correla, delivering change on behalf of Xoserve…..**

- I trust Correla to deliver changes to agreed costs, timescales and quality
- Costs associated with changes that Correla deliver are clear
- I trust Correla to deliver right first time implementation for gas Industry Changes that affect my organisation

- **Finally, thinking of Xoserve and Correla delivering change collaboratively…….**

- Xoserve and Correla reacts quickly and effectively to gas industry changes that affect my organisation

Customer Change KVI – Recommendations & next steps

- Xoserve Recommendation:
- We are seeking approval to adopt the recommended amendments to the structure of the Customer Change KVI because:
  - Allows for Xoserve to monitor the part of the journey we are accountable and responsible for
  - Allows us to monitor customer sentiment with regards to our delivery partner, Correla
  - Allows us to get an understanding with regards to customer sentiment around the collaboration and partnership of Xoserve and Correla in the delivery of change

- Next Steps:
  - Survey to be created with the new format and sent to Contract Managers prior to seeking approval at June's Contract Management Committee Meeting

Project 1Stop

Megan Troth

Background

- The new iteration of the Xoserve website was developed in November 2018

- Since this implementation, based on customer feedback, we have been looking to identify various ways in which we can improve the change pages and the overall customer journey, particularly in relation to change (DSC / investment)

- **Project 1Stop** is underway so that we can further understand of our customer's needs, address pain points, and create an overall more positive experience when navigating through Xoserve change information

- The project will identify improvements, and articulate them as 'user stories' with delivery options to realise stated benefits presented – should there be any costs associated with any given user story ChMC will be consulted

Objectives

- Less customer time required to consolidate change information from various places on xoserve.com

- Increased ease of access, with information targeted to specific customer groups (e.g. easy-to-digest information for new market entrants)

- Consistent, aligned and up-to-date information suitable for 'light or heavy touch' usage

Next Steps

- Survey to be issued to gain customer sentiment on website improvement requirements

- A complete view of user stories to be collated, based on the outputs of the survey, and presented to Governance Sub-Committee / ChMC

- Where appropriate, a provision of mock-up pages, created for customers to review how all improvements will look (review sessions may also be held with customer groups)

What do we need from you?

- As this project progresses, we are constantly looking to evolve the change function of the website in line with customer requirements

- We are asking all customers to keep an eye out for the upcoming survey as we welcome all feedback which may help us in our development

- Any ideas you may have for the website, or if you would like to discuss the project further, please do not hesitate to contact the change team at uklink@xoserve.com

APPENDIX

Outages

Change Request Number	Impacted System	Outage Duration					Committee Notified Date
		Start Date	Start Time	End Date	End Time	Brief Description	
CHG0031138	CMS	17/07/2021	00:00	17/07/2021	07:00	**CMS Disaster Recovery Test 2021** This is an annual activity to confirm CMS (Contact Management Service) services can be migrated to a secondary data centre location should there be a catastrophic failure within the primary data centre. During this phase of the test CMS services will failover from the primary site to the secondary site. NOTE: This activity will run during the normal CMS maintenance window so no extended outage is expected however if we experience issues when the system is released there may be an extended outage until 11:00 as we revert the system back	New Outage 09/06/2021
CHG0031138	CMS	18/07/2021	00:00	18/07/2021	07:00	**CMS Disaster Recovery Test 2021** During this phase of the test CMS services will failback from the secondary site to the primary site. NOTE: This activity will run during the normal CMS maintenance window so no extended outage is expected however if we experience issues when the system is released there may be an extended outage until 11:00 as we revert the system back	New Outage 09/06/2021

The "Outage Table" header spans the table.

Portfolio POAP

Microsoft Edge PDF Document

CSSC Programme Dashboard

June 2021

Programme Update

Programme Health – RAG

	Previous	Current
Overall Programme Status	Previous	Current
Programme Plan	Previous	Current
Risk Profile	Previous	Current
Resources	Previous	Current

Return to Green Plan

The programme remains at a Green status. The wider Switching Programme is reporting an Amber-Green status with the Amber portion being related to the planning activities around Transition

Xoserve have successfully entered UEPT. Preparation continues for Transition, Business Change and Service Management activities.

The inaugural Switching Programme Post Implementation Working Group was conducted on 26/05.

Executive Summary

Key Programme Updates
- To date, all Xoserve key internal and external milestones have been met
- **Transition:** Live Rehearsal Cycle 1 continues to plan along with preparations for LR Cycle 2, which is more reflective of Transition. Artefact reviews continue with the Switching Programme, alongside internal workshops. CR-D071 (Treatment of Inflights during Transition) has now been approved
- **Internal & External Testing:** All testing activities are on track with planning
- **Data Migration:** REL cycle 4 data work has completed and has been delivered 1 week early. A request has been received for Cycle 5 (non-rel) Analysis reports due for delivery on July. Work on track
- **Business Change:** Internal knowledge transfer sessions continue. Target Operating Model activities are on track
- **Service Management:** Xoserve had raised a CR to align Service Management Response SLAs. This is currently under industry impact analysis.

Upcoming Activities & Milestones (Next Month)

- **Live Rehearsal:** Continue Cycle 1
- **Internal Test:** Progress CR testing and any relevant regression tests
- **DES:& Secondary APIs** Continue development and system test activities.
- **Transition:** Continue Live Rehearsal & Transition planning
- **MAP C:** Change Packs approved, delivery continues to plan
- **REC:** Continue REC schedule review as per Ofgem timelines
- **Business Change:** Continue awareness and knowledge transfer session

Green Workstream Updates

RAG Previous MONTH	RAG Current MONTH	WORK STREAM	SUMMARY
🟩	🟩	**DES & Secondary API**	Overall Green: Delivery on track for E2E
🟩	🟩	**Testing**	The overall status remains Green. Successful entry into UEPT, at the point of writing this, no significant defects have been seen Planning complete for all upcoming for OT.
🟩	🟩	**Service Management**	Internal Service Management activities continue to feed into OT and internal OAT A CR has been raised (CR-072) and discussed at Change Advisory Workgroup (CAT) to align Switching Programme SLAs to match Xoserve's existing response times. Currently undergoing impact assessment.
🟩	🟩	**Batch**	The overall status is green, with testing support underway for UEPT/E2E activities
🟩	🟩	**Gemini**	The overall status is green
🟩	🟩	**Reporting**	An internal CR will be raised to incorporate the impact of one newly identified report that will need changes.
🟩	🟩	**UK Link**	Status continues to be Green with work underway to impact assess, deliver and test Switching Programme changes raised through the last few months

Green Workstream Updates

| RAG Previous MONTH	RAG Current MONTH	WORK STREAM	SUMMARY
		REC	REC consultation continues with Xoserve actively engaged in relevant RDUG meetings as well as reviewing REC schedules
		Data Migration	REL cycle 4 data work has completed and has been delivered 1 week early. A request has been received for Cycle 5 (non-rel) Analysis reports due for delivery on July.
		Environments	Workstream continues to be Green with all activities continuing to track to plan for all upcoming activities. Awaiting confirmation from DCC and REC around the need for enduring environments post Go-live
		MAP C (XRN-4780C)	Delivery continues, with a plan to incorporate delivery governance into the November 21 major release
		SoLR (XRN-5144)	Industry discussion continue with Ofgem

Key Programme Risks (1/3)

RTC	RAG	Workstream	Description	Mitigation Strategy	Latest Update	Resolution Date
65184		Programme	There is a risk that supplier resources working on the programme will be diverted to support BAU activities and service provision because of the COVID-19 situation in India affecting significant numbers of people either directly or their friends and family leading to potential delays in CR and defect delivery, reduced support for environment provision and maintenance, delays to data migration and testing support.	Work with suppliers to understand pinch points within delivery teams and prioritise resource allocations accordingly to reduce impact	Suppliers continue to provide regular reports no impact to the programme currently.	31/05/21
65244		Transition & Cutover	There is a risk that the Xoserve DMLR Cycle 2 schedule will have to be changed at very short notice As the SI as not following the transition runbook for LR testing, and are planning to review / revise the plan as LR Cycle 1 progresses leading to very short notice changes, with potential resource conflicts and additional work to bring transition runbook into line	Request DMLR Cycle 2 stage 1 plan at the end of cycle 1 stage 1	Xoserve to request that the cycle 2 stage 1 plan is issued shortly after the end of cycle 1 stage 1, rather than waiting until the whole cycle has completed	25/06/21
65175		Transition & Cutover	There is a risk that the overall Transition timeline may change because the Transition test stage 1 plan exceeds the 6 week limit leading to additional time required for transition as activity durations are confirmed in Transition testing and transferred to the Runbook	Liaise with the SI to close gaps and ensure plans are aligned to agreed Transition timelines	A revised plan was shared on 04/05. A review of this plan indicated several Microsoft project plan issues. A third review is planned once Darren issues a revised plan (ETA18/05)	08/11/21
55513		Programme	There is a risk that in the Programme participants might interpret business rules differently because business rules underpinning the CSS Interfaces have not been published alongside the interface document as well as discrepancies between business rules defined within REC and captured in ABACUS. Leading to significant process mismatches at a later stage (i.e. SIT, UEPT) and potential rework and timeline slippages.	Xoserve to publish design assumptions as part of the RAID reporting to the SI to ensure visibility of Xoserve design assumptions around business rules and processes.	Continues to be monitored until Tranche 1 of E2E is complete	01/08/21
55549		Programme	There is a risk that that the approval of the CSS Physical Design does not take into consideration the complete E2E impacts of the Switching Programme because the CSS design is solely focused on the core CSS and primary interactions with CSS. Leading to an inaccurate critical path being followed for the Programme and subsequent downstream delays to the delivery timeline.	1. Raise with Ofgem to identify owner/RACI 2. E2E CSS design needs to be in place involving all components/systems/interactions which needs to be form the architectural baseline that the Programme is governed against.	Continues to be monitored until Tranche 1 of E2E is complete	01/08/21

Key Programme Risks (2/3)

RTC	RAG	Workstream	Description	Mitigation Strategy	Latest Update	Resolution Date
61894		Service Management	There is a risk that the CSS proposed SLA's do not align to current service model/SLA's because DCC/Ofgem are proposing a new set of SLA's for all parties regardless of existing arrangements, leading to target operating model changes and potential contractual changes with 3rd party suppliers (considerable increase in operational cost)	Our working assumption is that existing SLAs will prevail however, there are ongoing discussions taking place with DCC to understand their expectation. REC review - no such SLA's imposed on us currently.	CR-D072 received for IA in respect of SLAs. To be reviewed and sent back by 20/5	31/06/21
65156		Transition & Cutover	There is risk that the change freeze scope could impact Transition because the scope of Programme Change Freeze from 03/01/22 is not clearly defined leading to impacts during actual Transition	Work with the SI to collectively define the scope of Change Freeze	Update at the SI Transition Group from Ofgem is that a view will be tabled at the next SI Transition Group	26/07/21
64002		Programme	There is a risk that ongoing pipeline of customer driven and regulatory change within the industry could impact the CSSC and wider Switching Programme delivery because of technical conflict with the design of other changes and demand on resources across Xoserve and the customer teams involved in Switching Programme delivery leading to additional regression testing activity, CRs raised to modify solutions already developed and tested by the programme, delays to the overall Switching Programme, and therefore unplanned costs for Xoserve.	1. Discuss the potential for change moratoria with Ofgem that could restrict the volume of change being made and in particular mitigate some of this risk in relation to coding impacts 2. Investigate the availability of and if necessary invest in tooling to support more enhanced branching and merging in terms of development to mitigate the technical impact of any non-CSSC changes. 3. Work with the SI to monitor for any potential impact on programme resources, including customer resources, that may result from change initiatives running in parallel with critical path Switching Programme phases.	Update at the SI Transition Group is that this is a risk that will be need to be accepted. Will be marked accepted once the corresponding Switching Programme risk is accepted by Ofgem	30/06/22
61894		Service Management	There is a risk that the CSS proposed SLA's do not align to current service model/SLA's because DCC/Ofgem are proposing a new set of SLA's for all parties regardless of existing arrangements, leading to target operating model changes and potential contractual changes with 3rd party suppliers (considerable increase in operational cost)	Our working assumption is that existing SLAs will prevail however, there are ongoing discussions taking place with DCC to understand their expectation. REC review - no such SLA's imposed on us currently.	CR-D072 received for IA in respect of SLAs. To be reviewed and sent back by 20/5	31/06/21

RTC	RAG	Workstream	Description	Mitigation Strategy	Latest Update	Resolution Date
64158		Programme	There is a risk that that the Operational Choreography CR that is in progress may be approved because it might be deemed necessary by the central programme leading to further plan considerations (at both the central and individual PUI's plans) and cost implications to Xoserve	This has been raised with SI/DCC & Ofgem. This is being tracked collectively via the MAD log actions. Should this CR be approved, this action will be addressed with central bodies	Awaiting update/confirm from Ofgem	04/06/21
64171		Transition and Cutover	There is a risk that the SoLR process might kick off during the transition period because of a supplier going out of business at that time leading to Landmark needing to cater to additional volumes and also the potential for additional requirements for PUIs to undertake to ensure Transition timelines are maintained	Raise the risk with Ofgem and SI to understand what non-functional considerations have been applied to enable Landmark to manage the increased volumes Raise with the SI to include a transition test scenario if relevant to mitigate this possibility	Update at the SI Transition Group is that this is a risk that will be need to be accepted. Will be marked accepted once the corresponding Switching Programme risk is accepted by Ofgem	28/05/21
65176		Transition and Cutover	There is a risk that the Runbook may not be properly tested because schedules to be used across test phases (DM LR / Transition testing) are being developed separately leading to potential for discrepancies and for insights from one activity being missed by the other	Liaise with the SI to ensure that all plans are aligned. Request early sight of plans to ensure adequate review in advance	Risk raised with SI in light of LR plan issue, showing a change in sequencing for DM LR	28/05/21

High Level Plan
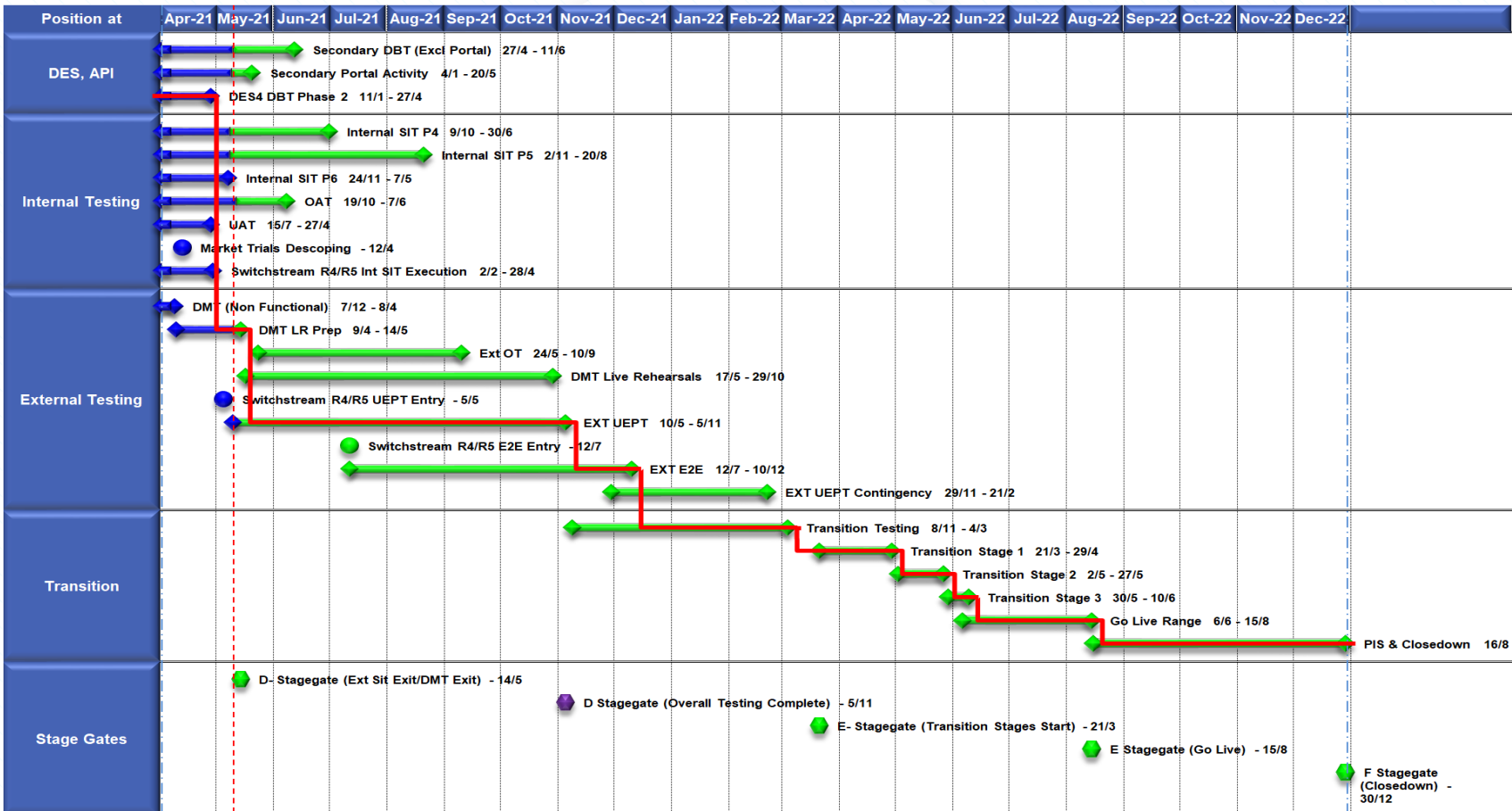
Switching Programme CR Position – CRs impacting Xoserve

CR Name	CR Ref	High Level Cost IA Cost	Date Raised	Status
Programme Plan Re-Baseline	CR-D002	£0.00	07/11/2019	Approved - Complete
Updates to the CSS Physical Interface Design (PhID).	CR-D008	£17,250.00	22/01/2020	Approved - Internal CR Created
CSS_Exception_Handling_Strategy_v0.2	CR-D014	£0.00	26/02/2020	Approved - Internal CR Created
Provide_CSS_RegistrationID_to_PUI_and_LPs	CR-D016	£12,643.00	07/08/2020	Approved - Internal CR Created
Licence Exempt Network Customer Identifier – ABACUS Data Model update	CR-E51	£0.00	29/10/2019	Approved - Complete
Amendments to the DMS artefact suite	CR-D019	£6,500.00	16/03/2020	Approved - Internal CR Created
Migration of Terminated Gas RMPS	CR-D022	£0.00	10/06/2020	Approved - Internal CR Created
Amendments to the NC-0079 for REL (Retail Energy Location) Data Migration and Reconciliation	CR-D024	£20,000.00	06/07/2020	Approved - Internal CR Created
DMS - PHID Alignment Parties	CR-D026	£0.00	06/07/2020	Approved - Internal CR Created
Request For a New or Upgraded DMT Environment	CR-D027	£256,009.00	07/08/2020	Approved - Internal CR Created
Enable TLS connection pooling for all directly connected parties to CSS]	CR-D028	£2,500.00	13/07/2020	Approved - Internal CR Created
Message Header Format for PKI Certificate Identification]	CR-D029	£2,500.00	13/07/2020	Approved - Internal CR Created
SIT Functional Test Re Plan Enabling Parallel Testing	CR-D030	£56,000.00	20/07/2020	Approved - Internal CR Created
DM_Validation Catalogue_Shipper_Effective_Date_Change_	CR-D032	£0.00	03/08/2020	Approved - Internal CR Created
Compression During Data Migration	CR-D034	£500.00	09/09/2020	Approved - Internal CR Created

Switching Programme CR Position – CRs impacting Xoserve

CR Name	CR Ref	High Level Cost IA Cost	Date Raised	Status
Compression During Data Migration	CR-D034	£500.00	09/09/2020	Approved - Internal CR Created
Uplift to the CSS Interface Specifications	CR-D038	£70,000.00	07/10/2020	Approved - Internal CR Created
Uplift to Business Data Validation Rules	CR-D039	£20,000.00	25/09/2020	Approved - Internal CR Created
Programme Plan Re-Baseline	CR-D042	£14,913,000.00	28/09/2020	Approved - Internal CR Created
Changes to Support Energy Company Data	CR-D059	£25,500.00	25/01/2021	Awaiting Decision
Operational Choreography Detection 0.5	CR-D060	£308,205.00	25/01/2021	Awaiting Decision
Operational Choreography Rectification 0.3	CR-D061	£0.00	25/01/2021	Awaiting Decision
Amendment of Data Migration Solution to Protect Programme Timescales - Removal of Transition Stage 1 Delta files	CR-D062	£83,490.00	25/02/2021	Approved - Internal CR Created
Uplift to the CSS Business Data Validation Rules Doc	CR-D067		19/03/2021	Approved - Internal CR Created
REL Dissemination to iDNO and DNO	CR-D069		15/03/2021	Pending PIA
Change to Management of In-Flight Switches Approach	CR-D071	£0.00	15/03/2021	Pending SI Response
Increase Cadence of Data cuts	CR-D080	£24,600.00	10/05/2021	Pending SI Response
Re-align Switching Programme Response SLAs with Xoserve response SLAs	CR-D072	£0.00	07/05/2021	Complete

Switching Programme CR Position – Pending Xoserve Impact Assessment

CR Name	CR Ref	High Level Cost	IA Cost	Date Raised	Status
Amend the Transition Testing Milestones TR210 & TR220 for PUI Production Data Cuts v0.4	CR-D078			14/05/2021	Pending PIA
Engagement for Early E2E Testing v0.2	CR-D082			14/05/2021	Pending PIA
Amendment to Assumptions as a result of analysis undertaken during CP1 v0.4]	CR-D083			24/05/2021	Pending PIA

CR Name	CR Ref	Date Raised	Status
Non_Mandatory_MPAS_Metered_Indicator_v0.4	CR-D001	27/01/2020	Complete - No Xoserve Impact
REC Manager Procurement Timelines	CR-D003	02/12/2019	Complete - No Xoserve Impact
MPAS Related MPAN Disconnection	CR-D004		Withdrawn
Introduction of Validation Message to Logical Mode	CR-D005	25/11/2019	Withdrawn
Modification of Related MPAN Cleanse Checkpoint Milestones	CR-D006	27/11/2019	Complete - No Xoserve Impact
ABACUS Corrections and Re-alignments	CR-D007	04/12/2019	Complete - No Xoserve Impact
ECOES REL API Webmethod	CR-D009	17/12/2019	Complete - No Xoserve Impact
CSSIA Uplift to Implement IG Recommendations	CR-D010	17/12/2019	Complete - No Xoserve Impact
Update 3 E2Es to align to CSSIA	CR-D011	10/06/2020	Complete - No Xoserve Impact
CSS_Physical_Interface_Design_Updates_mpxn_v0.2	CR-D012	30/01/2020	Complete - No Xoserve Impact
Messaging_Requirements_Revisions_REC_Code_Manager_and_CSS_v0.1 Clean	CR-D013	28/01/2020	Complete - No Xoserve Impact
Amendment_of_Xoserve_Consequential_Change_Milestone_Delivery_Dates_v0.2[DRAFT]	CR-D015	26/02/2020	Withdrawn
CSS_Handling_of_MPAS_Business_Dates_v0.2[DRAFT]	CR-D017	20/07/2020	Complete - No Xoserve Impact
Confirmation_Responses_to_Outbound_Synchronisations_v0.2[DRAFT]	CR-D018	02/03/2020	Withdrawn
Regulatory Workstream – Programme Milestones Refresh	CR-D020	16/03/2020	Withdrawn
Remove MPAS Interface	CR-D021	29/04/2020	Withdrawn
DSP_Specific_ SIT_ Functional_Exit_Criteria	CR-D023	29/05/2020	Complete - No Xoserve Impact
Changes to support enhanced Solar arrangements	CR-D025		Withdrawn
CSS Role-based access control (RBAC)	CR-D031	24/07/2020	Withdrawn
A Quality Analysis Activity of the Data being used for the DMT Non-Functional Test Phase	CR-D033		Withdrawn

Switching Programme CR Position – CRs not impacting Xoserve

CR Name	CR Ref	Date Raised	Status
CSS Change from UTC to Local Time	CR-D035	22/09/2020	Complete - No Xoserve Impact
Xoserve CR for DES AI Removal	CR-D036	24/09/2020	Complete - No Xoserve Impact
Provide_CSS_RegistrationID_to_LPs	CR-D037	06/10/2020	Complete - No Xoserve Impact
UEPT Tranche Regulatory Change	CR-D040	N/A	Complete - No Xoserve Impact
NCT-0073 Functional Script Master Changes	CR-D041	25/09/2020	Complete - No Xoserve Impact
Update to the End to End Testing Plan	CR-D043	05/10/2020	Complete - No Xoserve Impact
Request For a New DMT Environment for DMT Live Rehearsal	CR-D044	23/10/2020	Complete - No Xoserve Impact
NC-0079 Adding Post Load Integrity Check Document	CR-D045	09/11/2020	Complete - No Xoserve Impact
Uplift to the Code of Connection	CR-0046	09/11/2020	Complete - No Xoserve Impact
Correctional Changes to MAD Log v2.0 & POAP v2.0	CR-D047	13/11/2020	Complete - No Xoserve Impact
Changes to Data Milestones in MAD Log v2.0 & POAP v2.0	CR-D048	09/11/2020	Complete - No Xoserve Impact
Consequential Changes to Testing Milestones in MAD Log	CR-D049	13/11/2020	Withdrawn
CSS Environments for Faster Switching Enduring Service	CR-D050		Withdrawn
Changes to Data Validation Rules	CR-D051	30/11/2020	Complete - No Xoserve Impact
Additional and Further Correctional Changes to MAD Log v2.0	CR-D052	05/12/2020	Complete - No Xoserve Impact
Additional Onward Dependencies for MAD Log	CR-D053	18/12/2020	Complete - No Xoserve Impact
Changing from GetOrganised to Landmark SFTP for SI receiving files	CR-D054	18/12/2020	Complete - No Xoserve Impact
Amendments to the Data Cleansing Catalogue	CR-D055	18/12/2020	Complete - No Xoserve Impact
MAD Log Changes for UIT Environment Verification	CR-D057	25/01/2021	Complete - No Xoserve Impact
Discontinuance of Xoserve Consequential Change Market Trials	CR-D058	25/01/2021	Complete - No Xoserve Impact
Uplift to SMS CoCo	CR-D063	29/01/2021	Complete - No Xoserve Impact
Changes to SIT Functional Test Scenarios	CR-D064	29/01/2021	Complete - No Xoserve Impact
Uplift to the Code of Connection	CR-D065	29/01/2021	Complete - No Xoserve Impact

Switching Programme CR Position – CRs not impacting Xoserve

CR Name	CR Ref	Date Raised	Status
In-Flight Reg ID Dissemination	CR-D066		Not Received
Uplift to the CSS Business Data Validation Rules Doc	CR-D067	19/03/2021	Complete - No Xoserve Impact
Uplift to the CSS Interface Specification	CR-D068	15/03/2021	Complete - No Xoserve Impact
REL Dissemination to iDNO and DNO	CR-D069	15/03/2021	Complete - No Xoserve Impact
Removal of UEPT Stage 1 Data Allocation and Verification for Tranche 3 and 4 Participants and delivery acceleration of Stage 2 Data Allocation	CR-D070	05/03/2021	Complete - No Xoserve Impact
Re-align Switching Programme Response SLAs with Xoserve response SLAs	CR-D072	07/05/2021	Complete - No Xoserve Impact
Changes to MAD Log v2.2 to rectify incorrect milestone descriptions	CR-D074	29/03/2021	Complete - No Xoserve Impact
Update Service Management Baseline Requirement	CR-D076	20/04/2021	Complete - No Xoserve Impact
Removal of SMS005 from UEPT Test Scenarios v0.2	CR-D081	14/05/2021	Complete - No Xoserve Impact