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: | 5556 |
| Change Title: | CMS rebuild parent XRN |
| Date Raised: | 26/08/2022 |
| Sponsor Representative Details: | Organisation: | Correla |
| Name: | Linda Whitcroft |
| Email: | linda.whitcroft@correla.com |
| Telephone: | 07770794808 |
| Xoserve Representative Details: | Name: | James Rigby |
| Email: |  |
| Telephone: |  |
| Business Owner: |  |
| Change Status: | ☐[ ]  Proposal | ☐[ ]  With DSG | ☐[ ]  Out for Review |
| ☐[ ]  Voting | ☐[x]  Approved | ☐[ ]  Rejected |

# A2: Impacted Parties

|  |  |  |
| --- | --- | --- |
| Customer Class(es): | ☐[x]  Shipper | ☐[x]  Distribution Network Operator |
| ☐[ ]  NG Transmission | ☐[x]  IGT |
| ☐[ ]  All | ☐[ ]  Other [<If [Other] please provide details here>] |
| Justification for Customer Class(es) selection | The Contact Management Service (CMS) is used by Shippers, Distribution Networks and IGT's to create, amend and delete data associated to their Portfolios |

# A3: Proposer Requirements / Final (redlined) Change

|  |  |
| --- | --- |
| Problem Statement: | The current CMS system has been in place for many years and needs to be replaced as it is out of support, new customer classes have joined the market and processes have changed, hence making the current solution not fit for the future. |
| Change Description: | The current CMS system will be rebuilt (the scope being the same contact codes as current CMS with the addition of a new contact code for Supplier theft (SUT). The new solution will take into account customer pain points and reduce customer effort where possible. The system solution will be built, funded and owned by Correla and charged to Xoserve through subscription charges, therefore eliminating the need for DSC customers to source up front investment funding |
| Proposed Release: | commencing Q4 2022 |
| Proposed Consultation Period: | ☐[ ]  10 Working Days | ☐[ ]  15 Working Days |
| ☐[ ]  20 Working Days | ☐[x]  Other [This CP has been raised retrospectively as approval was gained in December 2021. Therefor no consultation period is necessary] |

# A4: Benefits and Justification

|  |  |
| --- | --- |
| Benefit Description: | See change description |
| *What, if any, are the tangible benefits of introducing this change? What, if any, are the intangible benefits of introducing this change?* |
| Benefit Realisation: | See change description |
| *When are the benefits of the change likely to be realised?* |
| Benefit Dependencies: | Dependency on RECCo being ready for the new theft (SUT) process as they are the organisation that triggers theft cases for investigation |
| *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

|  |  |
| --- | --- |
| 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

|  |  |  |  |
| --- | --- | --- | --- |
| Change Status: | ☐[ ]  Approve | ☐[ ]  Reject | ☐[ ]  Defer |
| Industry Consultation: | ☐[ ]  10 Working Days | ☐[ ]  15 Working Days |
| ☐[ ]  20 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: 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

Version Control

# Document

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

# 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 |