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:	XRN5556H		
Change Title:	CMS Rebuild Version 1.7		
Date Raised:	28/06/2023		
Sponsor Representative Details:	Organisation:	Correla	
	Name:	Joanne Williams	
	Email:	Joanne.williams@correla.com	
	Telephone:	07788273631	
Xoserve Representative Details:	Name:	James Rigby	
	Email:	James.rigby@xoserve.com	
	Telephone:	N/A	
	Business Owner:		
Change Status:	☒ Proposal	☐ With DSG	☐ Out for Review
	☐ Voting	☐ Approved	☐ Rejected

A2: Impacted Parties

Customer Class(es):	☒ Shipper	☒ Distribution Network Operator
	☐ NG Transmission	☒ IGT
	☐ All	☐ 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 is dated and at end-of-life support. New customer classes have joined the market, but the workflows have not been updated to cater fully for the new customers or improved for existing customers. Therefore, customers required a newly built solution. This is an agile delivery and so contact codes will be

	delivered incrementally to ensure that customers receive benefits as soon as practically possible.
Change Description:	- This XRN will be a child XRN to 5556. Within this version we will strive to deliver additional functionality and processes where possible, however our priority processes are Gas Safety Regulations (GSR), Manage Unregistered Sites (MUS). Should we have capacity in this version release to include anything additional, this shall be communicated out via Change Packs and the forums ChMC, CoMC and the Customer Focus Group. - We are currently targeting the late Q4 2023 for delivery. As per previous releases we shall be discussing in detail the process within our Customer Focus Groups and the supporting Change pack will be issued for consultation in July for August ChMC
Proposed Release:	Late Q4 2023

Proposed Consultation Period:	☒ 10 Working Days	☐ 15 Working Days
	☐ 20 Working Days	☐ Other [Specify Here]

A4: Benefits and Justification

Benefit Description:	Enhanced processes, improved customer experience, delivery of regulatory requirements which are DSC priority changes
	What, if any, are the tangible benefits of introducing this change? What, if any, are the intangible benefits of introducing this change?
Benefit Realisation:	Benefits will be realised immediately upon implementation, once the solution is operational and being used by the relevant customers.
	When are the benefits of the change likely to be realised?
Benefit Dependencies:	N/A
	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 Gas Transmission	XX %	XX %
	☐ Distribution Network Operator	XX %	XX %
	☐ IGT	XX %	XX %
	☐ Other <please specify>	XX %	XX %
ROM or funding details:			
Funding Comments:			

Please send the completed forms to: uklink@xoserve.com

Version	Status	Date	Author(s)	Remarks

Template

Version	Status	Date	Author(s)	Remarks	Approved By
3.0	Superseded	17/07/2018	Emma Smith	Template approved at ChMC on 11th July 2018	Change Management Committee
4.0	Superseded	07/09/2018	Emma Smith	Minor wording amendments and additional customer group impact within Appendix 1	Emma Smith
5.0	Superseded	10/12/2018	Heather Spensley	Template moved to new Word template as part of Corporate Identity changes.	Emma Smith
6.0	Approved	12/12/2018	Simon Harris	Cosmetic changes made. Approved at ChMC on the 12th December 2018.	Change Management Committee
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	Change Management Committee
6.2	For approval	14/05/2019	Alison Cross	Following review at DSC Governance review group	Change Management Committee

				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	Change Management Committee
7.1	Approved	03/03/2021	Rachel Taggart	Updated the email address of where to send new CP (page 3)	Emma Smith
7.2	Approved		Rachel Taggart	Updated CP VA version to be in line with the updates to VB.	Emma Smith
8.0	Approved	09/03/2022	Rachel Taggart	All Change Packs and response forms removed (sections B,D,E,G & H) Sections A7 & A8 removed. Section F removed	Change Management Committee on 09/03/2022
8.1	Approved	25/04/2023	Rachel Taggart	Updated with new font branding	Emma Smith