Change Management Committee

30th November 2020

2: Future Releases November 2021 Update

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November ChMC 'Future Releases' Update

Messages provided at November ChMC regarding November 2021 Release:

- Reminder of Ofgem directive not to impact the CSS Programme

- All but one November 21 candidate change has impacts, to CSS, at business process and code object level

- We committed to review options and to present at eChMC

- eChMC requested for Nov 30th where analysis findings will be presented, options debated, and a vote will be held on how to proceed

- This presentation provides that option analysis and a recommendation

Reminder of the scope candidates

Potential Release	XRN	Change Title	Comments	Status	Complexity	Points	Finance
Nov 21	4941	MOD0692 - Auto updates to meter read frequency	Descoped from Nov 20. Dependent on appeal decision	Solution approved	Large	13	Shipper
	5142	New allowable values for DCC Service Flag in DXI File from DCC	Descoped from June 21 Major Release. Compliance and systems alignment with SEC regulation change.	Solution approved	Large	13	DN/IGT/Shipper
	5186	**MOD0701** - Aligning Capacity booking under the UNC and arrangements set out in relevant NEXAs	Ensures compliance to MOD0701. Reduces instances of shippers booking more capacity than customers are allowed to use in accordance with the NExA	Solution approval	Large	13	DN
	5187	**MOD0696** - Addressing inequities between Capacity booking under the UNC and arrangements set out in relevant NExAs	Compliance to MOD0696. Ensures that NExA limitations are taken into account when booking capacity.	Solution approval	Medium	8	DN
	5072	Application and derivation of TTZ indicator and calculation of volume and energy – all classes	Ensures correct energy used to calculate AQ, and that the volume/energy within reconciliation will be correct. Positive impacts to downstream processes such as EUC assignment, Daily Gas Allocation and UIG	HLSO	Large / X-Large	13 to 21	Shipper
	5091	Deferral of creation of Class change reads at transfer of ownership	Improves end consumer billing accuracy by negating impacts of transfer class change on Shipper opening read performance.	Solution approval	Large	13	Shipper
	5180	Inner tolerance validation for replacement reads and read insertions	Reduces number of read rejections seen by the Shipper user and in turn reduces the number of manual read requests submitted.	HLSO	Large	8	Shipper
	5007	Enhancement to reconciliation process where prevailing volume is zero	Removes billing exceptions	HLSO	tbc	tbc	Shipper

November 21 Analysis Summary

- High-level analysis undertaken to date has shown that there are **CSS Programme impacts for seven of the eight proposed changes**

- Understandably, the current level of **analysis does not provide sufficient impact information to enable a decision** at this stage on **inclusion or exclusion** from the November 21 release

- Therefore, **further analysis and design is required** to understand the potential/degree of **impacts, risks and issues to the CSS Programme** (both the central programme as well as to Xoserve's CSSC deliverables) and also impacts to the portfolio and ability **to safely support all changes to an appropriate quality level**

- **Impacts are expected to be particularly acute** around **CSS testing being undertaken in parallel with November 21** implementation

- Xoserve present **two options for review**, debate and vote on how we may progress

Options summary

- **Option 1 – defer all CSS impact change**: use analysis to date to determine which changes have an impact to CSS and exclude them from November 21 release

- **Option 2 – undertake detailed analysis and design**: progress 'as normal' and commence detailed analysis and design for the candidate changes, but instead of progressing to delivery, a checkpoint is undertaken to evaluate the detailed impact to CSS and the wider portfolio and determine what changes should form November 21

Recommended Option

Option 2. Proceed until end of detailed design for all valid candidates to fully understand impacts and risks / issues. Then make final decision on whether to progress the release at Detailed Design (BER).
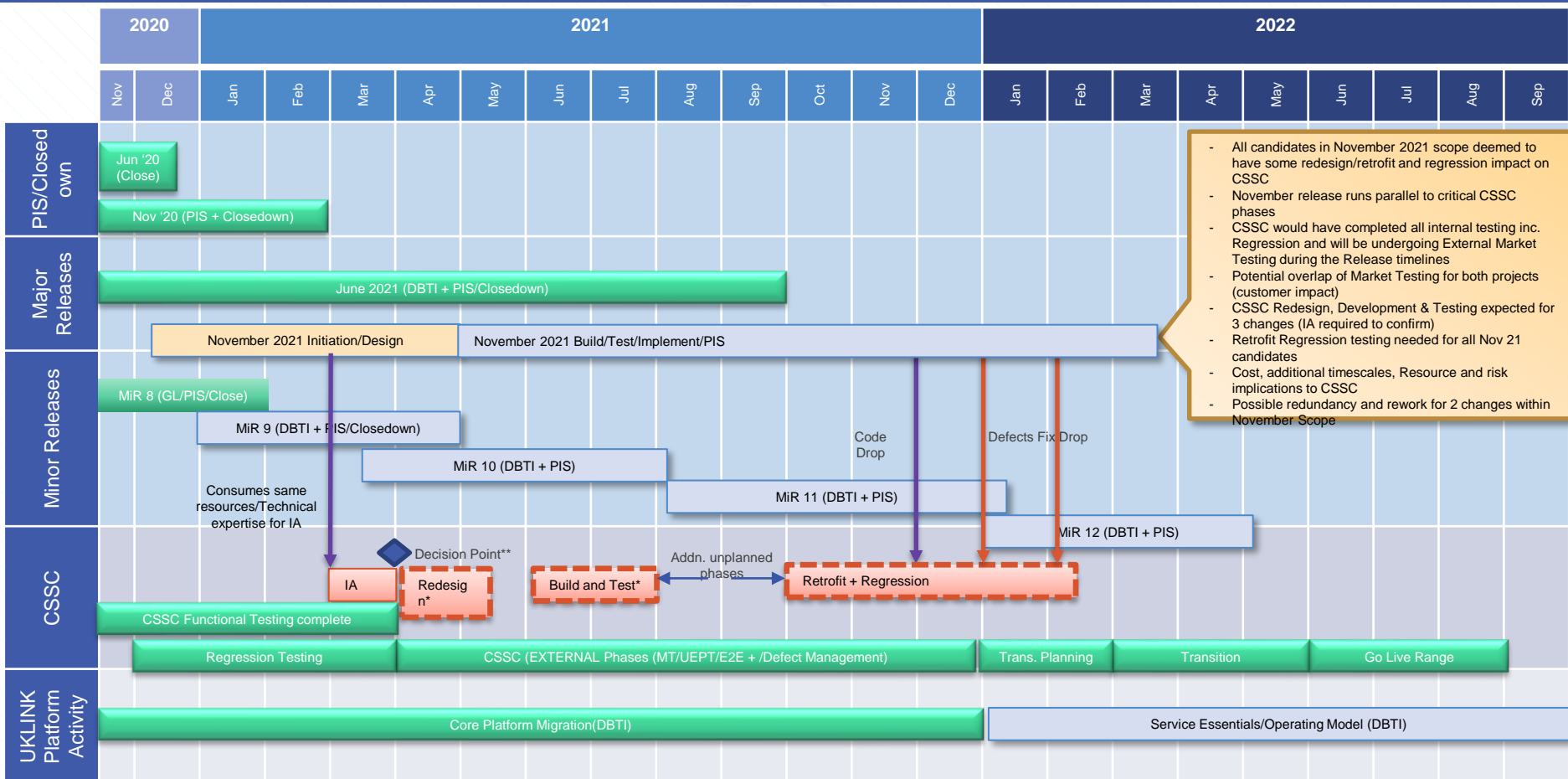
- Will require an EQR of circa £100K to progress changes to end of detailed design phase.

- Enables an informed decision to be made in time for BER presentation

- Allows completion of detailed requirements, high level and detailed design to provide a more informed view of risk and impact to ChMC and Ofgem

- Progressing until end of Detailed Design gives an opportunity to fine-tune solutions to minimise CSS impacts

- Will leave Xoserve/Customers well positioned to act on release should CSS implementation dates move

- Keeps customer change progressing with minimal regret spend and maintains current size and shape of BP21 DSC budget

- CSS design and plan are partially protected as the release can be deferred at BER decision point.

Appendix a

TIMELINE ANALYSIS

	2020		2021												2022							
	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep

PIS/Closed own
- Jun '20 (Close)
- Nov '20 (PIS + Closedown)

Major Releases
- June 2021 (DBTI + PIS/Closedown)
- November 2021 Initiation/Design
- November 2021 Build/Test/Implement/PIS

Minor Releases
- MiR 8 (GL/PIS/Close)
- MiR 9 (DBTI + PIS/Closedown)
- Consumes same resources/Technical expertise for IA
- MiR 10 (DBTI + PIS)
- MiR 11 (DBTI + PIS)
- Code Drop
- Defects Fix Drop
- MiR 12 (DBTI + PIS)

CSSC
- Decision Point**
- IA
- Redesign*
- Build and Test*
- Addn. unplanned phases
- Retrofit + Regression
- CSSC Functional Testing complete
- Regression Testing
- CSSC (EXTERNAL Phases (MT/UEPT/E2E + /Defect Management)
- Trans. Planning
- Transition
- Go Live Range

UKLINK Platform Activity
- Core Platform Migration(DBTI)
- Service Essentials/Operating Model (DBTI)

Callout box:
- All candidates in November 2021 scope deemed to have some redesign/retrofit and regression impact on CSSC
- November release runs parallel to critical CSSC phases
- CSSC would have completed all internal testing inc. Regression and will be undergoing External Market Testing during the Release timelines
- Potential overlap of Market Testing for both projects (customer impact)
- CSSC Redesign, Development & Testing expected for 3 changes (IA required to confirm)
- Retrofit Regression testing needed for all Nov 21 candidates
- Cost, additional timescales, Resource and risk implications to CSSC
- Possible redundancy and rework for 2 changes within November Scope

*Redesign/Build and Testing phases are dependant on Impact analysis, these phases are unplanned within CSSC.
**Decision criteria at IA completion will be
- External Impacts to CSS provider/market participants due to Nov '21 changes
- Resource/Technical contention (Environment/MT phases etc)
- Cost Implications
- Point of no return once build starts in both programmes of work

Appendix b

OPTION ANALYSIS

XRN4941

Change Title	T-shirt Size	Points	Value Chain	Release Type	Estimate	Finance
MOD0692 – Auto updates to meter read frequency	Large	13	SPA / RGMA	Major	£80K	Shippers

Description

- MOD drivers are increasing meter read frequency to improve settlement and reduce UIG reconciliation.
- UIG Taskforce recommendation
- Descoped from June 2021 release
- To be delivered in tandem with XRN5142

Benefits

Improved UIG reconciliation - Class 3/4 sites AQ is an estimated. 20% of total LDZ throughput. If AQs of these sites are understated by 2% on average, this would be contributing 0.4% of total throughput to UIG(as of 06/19). Benefit dependent on Shippers submitting increased frequency of reads.

Key Impacts

- CSS merge development and testing costs: c. £46K
- Shipper BRD update to accommodate new rules
- CSS transitional activities due to timeline
- Xoserve resources would require reassignment from CSS to cover Requirements Gathering, Design and Test

System(s) Impacted

SAP ISU only

Business Processes Impacted

- Rolling AQ calculation meter read frequency (monthly)
- RGMA updates - S1, S2, NS, AMR install
- DCC DXI file - triggers meter read frequency change.
- SPC file - contract change process

Common Code Objects

5 code conflicts in validation check framework and RGMA

Delivery Risk Assessment

- Some redesign possibly required to incorporate read calculation rules into CSS build
- CSSC will be in E2E testing as this goes live leaving little time for merge development and retest
- Nov 21 retrofit and retest would have to run in parallel with CSS transition activities putting pressure on resource and adding risk to the programme

CSS	Resources	Operational Performance	Customer

XRN5142

Change Title	T-shirt Size	Points	Value Chain	Release Type	Estimate	Finance
New allowable values for DCC service flag in DXI file from DCC	Large	13	SPA	Major	£120K to £200K	DN / IGT / Shipper

Description	Benefits	Key Impacts
• Compliance and systems alignment with **SEC** regulation change • Improves the values that DCC provide to suppliers for industry processes to support better switching and smart meter rollout activity • Descoped from June 2021 release	• Smart metering activities enhanced • Reduces instances of erroneous transfers • Improved industry data quality • Linked to delivery of XRN4941 • End consumer switching journey improved	• CSS design activity possibly required – changes to mapping logic and data migration logic • Shipper BRD update to accommodate new rules • CSS merge development and retest costs – c. £30K • CSS transitional activities • Xoserve resources would require reassignment

System(s) Impacted	Business Processes Impacted	Common Code Objects
SAP ISU, BW, Marketflow	• SPA: Nomination and confirmation • S98 record change • Portfolio files • Update Supply Meter Point details (DXI) file	• 3 code conflicts in nomination and confirmation • File catalogue changes to include new allowable values • New values will require mapping to CSS

Delivery Risk Assessment	• Some design may be required to incorporate into CSS build for mapping and data migration logic • CSS will be in E2E testing as this goes live leaving no planned time for merge development and retesting • Nov 21 retrofit and retest would have to run in parallel with CSS transition activities putting pressure on resource and adding risk to the programme

CSS	Resources	Operational Performance	Customer

XRN5186

Change Title	T-shirt Size	Points	Value Chain	Release Type	Estimate	Finance
MOD0701 – Aligning capacity booking under the UNC and arrangements set out in relevant NExAs	Large	13	SPA, Metering, DES	Major	£120K to £200K	DN

Description	Benefits	Key Impacts
• MOD driver is to reduces instances of shippers booking more capacity than customers are allowed to use in accordance with the NExA • One of this change or XRN5187 (MOD0696) will be approved to proceed	• MOD compliance • Shippers wont have to pay for capacity they can't use • Clarity/visibility re NExA sites	• CSS merge development and retest costs – c £30K • CSS transitional activities • Xoserve resources • This change, in it's current state will not function post CSS implementation • Supports KPM: • % of successful Shipper Transfers processed

System(s) Impacted	Business Processes Impacted	Common Code Objects
SAP ISU, DES	• SPA – Nomination, confirmation, referral • Metering – Ratchets • DES - SOQ	• 6 code conflicts in nomination, confirmation and referrals

Delivery Risk Assessment	• CSS will be in E2E testing as this goes live leaving no planned time for merge development and retesting • Nov 21 retrofit and retest would have to run in parallel with CSS transition activities putting pressure on resource and adding risk to the programme • CSS overwrites this change so would be a temporary fix (until CSS implementation)

CSS	Resources	Operational Performance	Customer

XRN5187

Change Title	T-shirt Size	Points	Value Chain	Release Type	Estimate	Finance
MOD0696 – Addressing inequalities between capacity booking under the UNC and arrangements set out in the relevant NExAs	Medium	8	SPA, Metering, Invoicing	Major	£70K to £150K	DN

Description	Benefits	Key Impacts
• MOD driver is to ensure that NExA limitations are taken into account when booking capacity • For NExA sites the PMSOQ should net exceed the confirmed SOQ • One of this change or XRN5186 (MOD0701) will be approved to proceed	• MOD compliance • Shippers wont have to pay for capacity they can't use • Enables shipper refunds for capacity already paid for	• CSS merge development and retest costs – c. £32K • CSS transitional activities • Xoserve resources • Supports KPM: • % of successful Shipper Transfers processed

System(s) Impacted	Business Processes Impacted	Common Code Objects
SAP ISU, BW	• SPA – Nomination, confirmation, referral • Metering - Reads • Invoicing	• 7 code conflicts in nomination, confirmation, referrals and ratchets

Delivery Risk Assessment	• CSS will be in E2E testing as this goes live leaving no planned time for merge development and retesting • Nov 21 retrofit and retest would have to run in parallel with CSS transition activities putting pressure on resource and adding risk to the programme

CSS	Resources	Operational Performance	Customer

XRN5072

Change Title	T-shirt Size	Points	Value Chain	Release Type	Estimate	Finance
Application and derivation of TTZ indicator and calculation of volume and energy (all classes)	Large	13	Meter Reads	Major	£120K to £200K	Shipper

Description	Benefits	Key Impacts

• Ensures correct energy used to calculate AQ, and that the volume/energy within reconciliation will be correct. Positive impacts to downstream processes such as EUC assignment, Daily Gas Allocation and UIG	• Accurate AQ and reconciliation where TTZ is used in calculation
	• Enable more accurate revenue forecasting
	• Enable more accurate recovery from customers
	• Reduces some shipper rework
	• For 120K sites recently identified as part of historical AQ adjustment issue resulted in circa £1.2m charge (Network recovered)
	• Reduced Xoserve assurance for TTZ (3 FTE for 5 days a month)
		• CSS merge development and retest costs – c. £58K
		• CSS transitional activities
		• Xoserve resources
		• No change impact on customer systems or processes expected
		• Supports KPMs:
		  • % of AQs processed successfully
		  • % of meter reads successfully processed
		  • % of AQs at risk / have defects

System(s) Impacted	Business Processes Impacted	Common Code Objects
SAP ISU	• Meter Reads – validation, UMR, UBR, read updates and estimation	• 15 codes conflicts in read validation, UBR, UMR processing and NDM estimation

Delivery Risk Assessment	• CSS will be in E2E testing as this goes live leaving no planned time for merge development and retesting • Nov 21 retrofit and retest would have to run in parallel with CSS transition activities putting pressure on resource and adding risk to the programme

CSS	Resources	Operational Performance	Customer

XRN5091

Change Title	T-shirt Size	Points	Value Chain	Release Type	Estimate	Finance
Deferral of creation of class change reads at transfer of ownership	Large	13	SPA / Meter Reads	Major	£120K to £200K	Shipper

Description	Benefits	Key Impacts

• Improves end consumer billing accuracy by negating impacts of transfer class change on Shipper opening read performance.	• Improved switching process by reducing that amount of valid transfer reads that are rejected
	• Reduce shipper agreed reads manual process
	• Rejection occurs once in 6 transfers (estimated)
	• Aligns end consumer charges to settlement
	• One consistent process for shipper transfers with and without class change
	• Reduces queries and manual workarounds
		• CSS Design impact re 10 days rule
		• CSS merge development and retest costs – c. £46K
		• CSS transitional activities
		• Xoserve resources
		• No change impact on customer systems or processes expected
		• Supports KPMs:
		   • % of AQs processed successfully
		   • % of meter reads successfully processed
		   • % of AQs at risk / have defects

System(s) Impacted	Business Processes Impacted	Common Code Objects
SAP ISU	• SPA – Confirmation workflow • Meter Reads – LDZ reads estimation workflow amendments, UMR and UBR file validation. URN file trigger changes.	• 10 code conflicts in estimation, UMR and UBR processing

Delivery Risk Assessment	• CSS overwrites this change if implemented before CSS implementation • Existing defect in class change and switching (Defect - 63774) • CSS will be in E2E testing as this goes live leaving no planned time for merge development and retesting • Nov 21 retrofit and retest would have to run in parallel with CSS transition activities putting pressure on resource and adding risk to the programme.

CSS	Resources	Operational Performance	Customer

XRN5007

Change Title	T-shirt Size	Points	Value Chain	Release Type	Estimate	Finance
Enhancement to reconciliation process where prevailing volume is zero	tbc	tbc	REC	Major	tbc	Shipper / DN

Description	Benefits	Key Impacts

• Fixes MN09 exception
• Isolation status used to reflect meters that are not incrementing during Covid
• An MN09 exception prevents any further billing on an impacted MPRN. This impacts customer invoices. There are also be adverse impacts to AQ and UiG as the volumes are not being accounted for.
• AQ Taskforce recommendation
	• Generate reconciliations in a timely manner for MPRNs class 3 and 4 with MN09 exception
	• Accurate reconciliation - stops holding up billing
	• improved UIG accuracy
	• Impacting circa 110,000 MPRNs summer 2020
	• Approximately a 10,000 increase per month
	• improved AQ accuracy for class 3
		• CSS merge development and retest costs – c. £15K
		• CSS transitional activities
		• Xoserve resources
		• No change impact on customer systems or processes expected
		• Supports KPMs::
		    • % of AQs processed successfully
		    • % of meter reads successfully processed
		    • % of AQs at risk / have defects.

System(s) Impacted	Business Processes Impacted	Common Code Objects
SAP ISU	• REC • Check to check REC	• None

Delivery Risk Assessment	• CSS will be in E2E testing as this goes live leaving no planned time for merge development and retesting • Nov 21 retrofit and retest would have to run in parallel with CSS transition activities putting pressure on resource and adding risk to the programme

CSS	Resources	Operational Performance	Customer

XRN5180

Change Title	T-shirt Size	Points	Value Chain	Release Type	Estimate	Finance
Inner tolerance validation for replacement reads and read insertions	Medium	8	Meter reads	Major	£70K to £150K	Shipper

Description	Benefits	Key Impacts

• Reduces number of read rejections seen by the Shipper user and in turn reduces the number of manual read requests submitted.	• Improved accuracy of settlement
	• improved accuracy of reconciliation
	• Improved read performance
	• Improved AQ accuracy
	• 58,000 reads rejected last year that should not have been
	• No need to do cosmetic meter exchange to get reads into settlement
		• CSS merge development and retest costs – c. £46K
		• CSS transitional activities
		• Xoserve resources
		• No change impact on customer systems or processes expected
		• Supports KPMs:
		  • % of AQs processed successfully
		  • % of meter reads successfully processed
		  • % of AQs at risk / have defects

System(s) Impacted	Business Processes Impacted	Common Code Objects
SAP ISU	• Meter read files: UMR, UBR, DLC, UDR, SFN, AQI and DN portal	• 7 code conflicts in UBR, UMR processing and read validation

Delivery Risk Assessment	• CSS will be in E2E testing as this goes live leaving no planned time for merge development and retesting • Nov 21 retrofit and retest would have to run in parallel with CSS transition activities putting pressure on resource and adding risk to the programme

CSS	Resources	Operational Performance	Customer

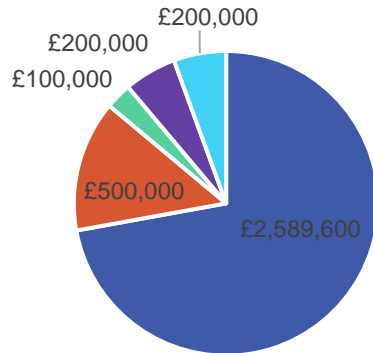# 3: DSC Change Budget BP21 – Final Draft

Background

- The initial draft (recommended in August ChMC) has been through consultation as part of the wider business plan cycle

- Some changes are required based on the output from the consultation

- IGTs have reduced their budget with some changes originally earmarked for draw-down from the DSC Change Budget now to be potentially progressed via other means

- This has caused the overall budget to be reduced by £450k

- The IGT share of indirect costs has also reduced as a result of the reduction (% of the total direct costs dictates % share of indirect costs). So all other constituencies now pick up a slightly larger % share of indirect costs

- The impact of this has almost entirely been mitigated (less than 1% change in total budgets for Shippers, DNs and NTS from draft 1) by a reduction in Contingency (-£50k) and Market Trials (-£50k) forecasted costs which have both been reduced in line with consultation to more accurately reflect the overall size of the budget
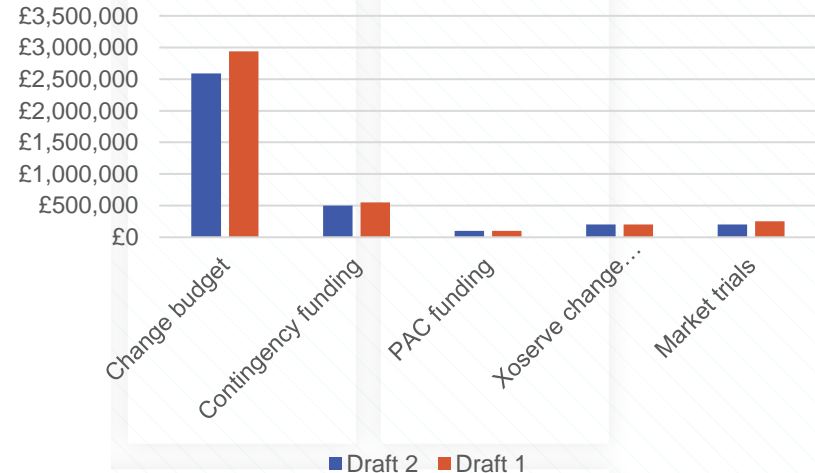
Combined BP21 Change Budget

- Constituency discussions have provided Xoserve with a steer as to what is required / desired for delivery using BP21 funds. This has driven out a requirement for a total budget of £3.58m broken down as shown in the pie chart below
- This represents a 12% reduction from initial draft (-£0.45m)

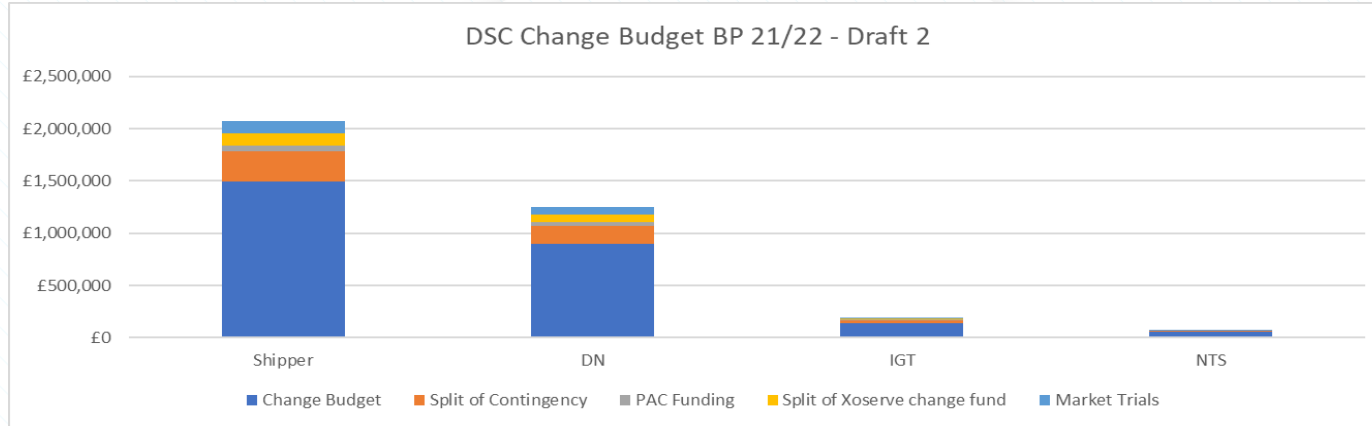### DSC Change Budget BP 21/22 - Draft 2

£200,000
£200,000
£100,000
£500,000
£2,589,600

- Change budget
- Contingency funding
- PAC funding
- Xoserve change funding
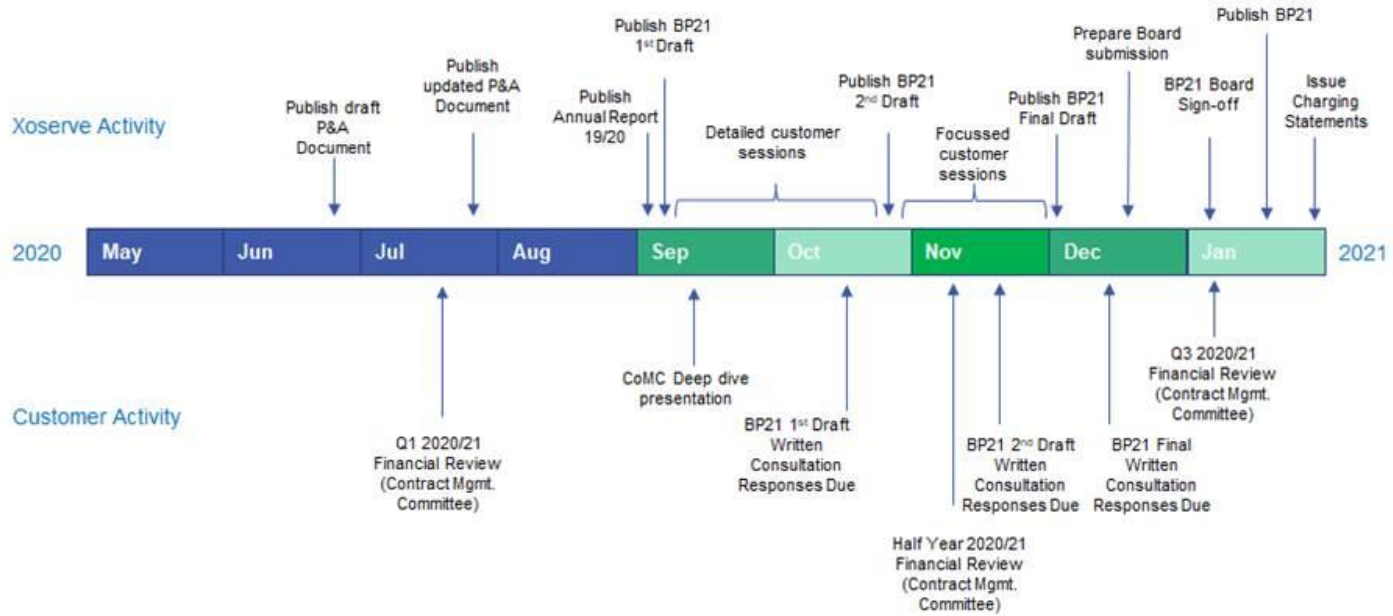- Market trials

Comparison with draft 1 per element

£3,500,000
£3,000,000
£2,500,000
£2,000,000
£1,500,000
£1,000,000
£500,000
£0

Change budget | Contingency funding | PAC funding | Xoserve change… | Market trials

- Draft 2
- Draft 1

Constituency View

DSC Change Budget BP 21/22 - Draft 2

Element	Shipper	DN	IGT	NTS
Change Budget	£1,495,000	£900,000	£140,000	£54,600
Split of Contingency	£288,655	£173,772	£27,031	£10,542
PAC Funding	£57,731	£34,754	£5,406	£2,108
Split of Xoserve change fund	£115,462	£69,509	£10,812	£4,217
Market Trials	£115,462	£69,509	£10,812	£4,217
Draft 2 - Total Funds (Pending ChMC recommendation)	**£2,072,309**	**£1,247,544**	**£194,062**	**£75,684**
Draft 1 Totals	**£2,054,430**	**£1,236,781**	**£673,358**	**£75,031**
£ Movement	**£17,879**	**£10,763**	**-£479,296**	**£653**

BP21 Timeline

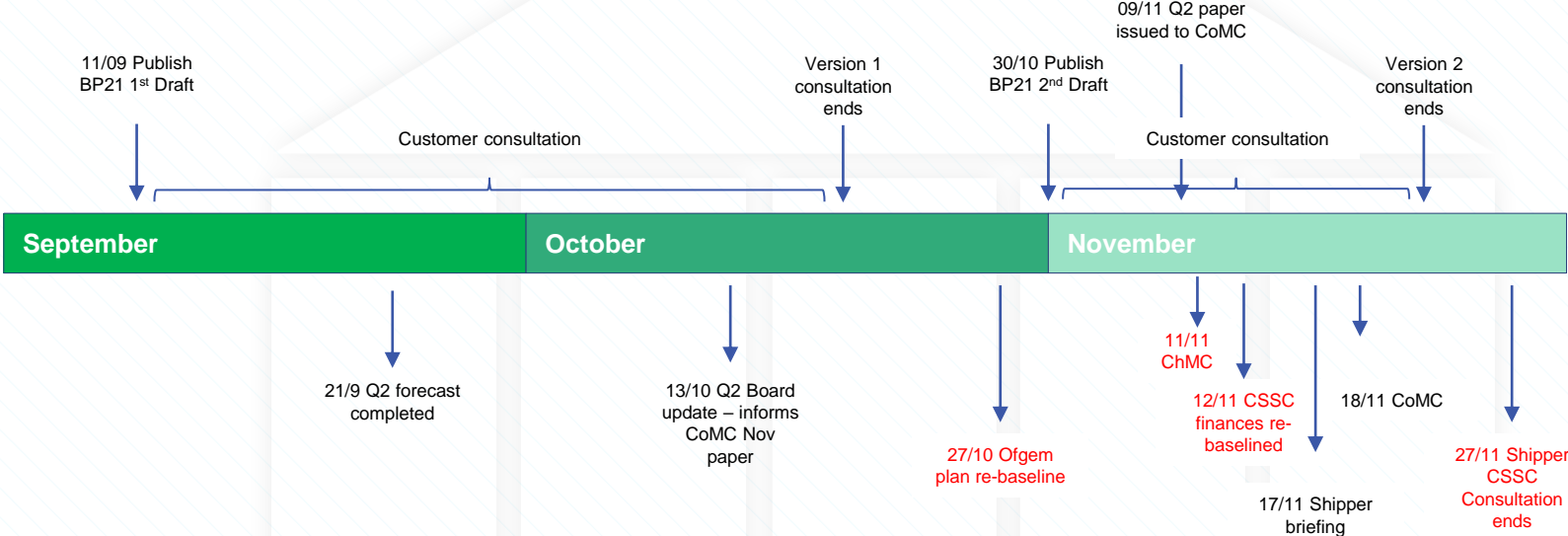# 4: DSC Change Budget BP20 – Treatment of Shipper Underspend

Treatment of BP20/21 Shipper DSC Change Budget Underspend

- As communicated to ChMC on 11th November, there is £1.1m currently uncommitted spend in the 20/21 DCS shipper change budget. A discussion took place as to how this underspend might be managed (historic process for managing under-spend has been to offset this value against the subsequent years DSC charges)

- **After ChMC discussion, the CSSC finances were re-baselined**, revealing a £0.9m deficit in this financial year's CSSC budget

- As such, an **Addendum** into the Business Plan final draft consultation has been published, which includes the following question:

    "Should the £908k variance for [CSSC] FY20/21 be offset by any rebate from the [current financial year's] DSC change budget or included in [CSSC] FY21/22…?"

- Close-out for consultation of this addendum is midday on 27th November (with responses being submitted after paper close-out for this eChMC slide deck)

- For completeness we also invite a recommendation from eChMC as to how this should be treated, with recommendation being considered alongside individual responses

- This recommendation is for ChMC to flag a preference for one of the following options:

    a) Rebate uncommitted funds in Q4 of current financial year
    b) Offset underspend against 2021/22 DSC change charges
    c) Re-purpose unspent 20/21 DSC change funds to 20/21 CSSC deficit

CSSC / BP21 Timeline

09/11 Q2 paper issued to CoMC

11/09 Publish BP21 1st Draft

Version 1 consultation ends

30/10 Publish BP21 2nd Draft

Version 2 consultation ends

Customer consultation

Customer consultation

September	October	November

21/9 Q2 forecast completed

13/10 Q2 Board update – informs CoMC Nov paper

27/10 Ofgem plan re-baseline

11/11 ChMC

12/11 CSSC finances re-baselined

18/11 CoMC

17/11 Shipper briefing

27/11 Shipper CSSC Consultation ends

5: UK Link Upgrade Outages

Change Request Number	Impacted System	Outage Duration					Committee Notified Date
		Start Date	Start Time	End Date	End Time	Brief Description	
	UK Link	02/01/2021	04:00	06/01/2021	07:00	In order that the UK Link platform continues to be supported we will be carrying out a programme of upgrades to existing systems over the next few months. The upgrades to production systems are planned for early January and will require some system outages which we will aim to carry out over a weekend to ensure impact to the industry is minimised.	Times and Dates updated 30/11//2020
	UK Link	08/01/2021	04:00	09/01/2021	07:00		
	UK Link	12/01/2021	04:00	16/01/2021	07:00		
	UK Link	17/01/2021	18:00	17/01/2021	01:00		

Note: The "Outages" title spans the full table header.