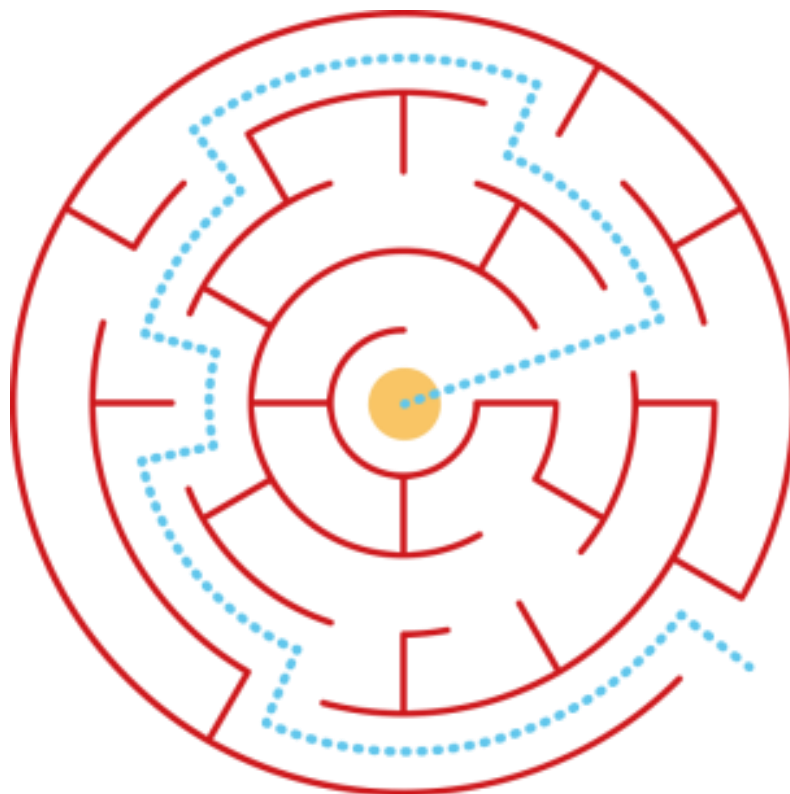


Change Management Guidance



Introduction and Purpose of Document:

This document has been created to provide:

- Introduction to the Gas industry and Xoserve change process
- Overview of the End to End Change and Change Development process
- Outline of DSC Change governance
- Stakeholder Engagement
- View of Change timescales
- Customer Change team key processes

Roles and Responsibilities

The role of an elected DSC Change Manager:

- Represent constituency at each monthly committee and any 'extraordinary' meetings as required throughout the gas year (April-March)
- Appoint an appropriate alternate to represent you when you are not available to attend
- Collectively manage the DSC Change Budget (£3.2m in 22/23), voting on behalf of constituency over entry of new changes into 'capture', solution / design options, release scope
- Disseminate information to wider constituency

The role of Xoserve (Central Data Service Provider) :

- Provide material for meetings, including new changes, solution options, design options, release / project updates, continuous improvement exercises
- Facilitate pre and post meeting with our 3rd party provider

The role of Joint Office of Gas Transporters

- Organise and host meetings
- administrating
- Chairing and registering minutes/actions

Change Management Procedures:

Integral to the management of Change under the DSC is the Change Management Procedures document. Below highlights the key components of the DSC Change Process for which Change Managers are responsible for the progression of change and for which the CDSP respond to the decisions of the Change Management Committee in order to progress DSC Change.

Change Management Procedures:

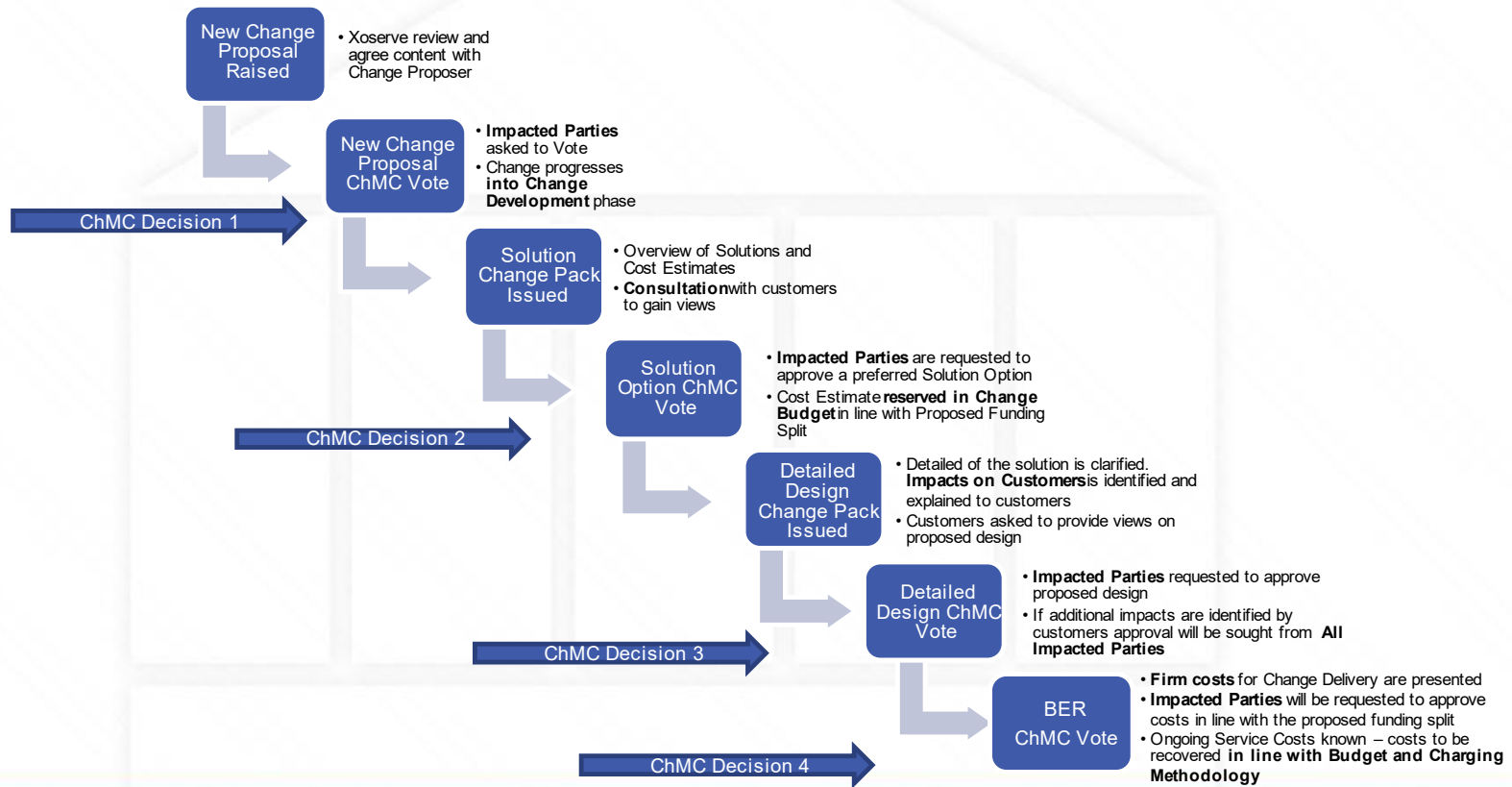
Change Phase	Procedure Description	Application of procedure - Change Managers Responsibility
What is a Change Proposal?	Section 4.0 - Service Changes	A change proposal is the approved mechanism for raising a change to the CDSP systems or processes
Who can submit a change?	Section 4.1.1 i) Service Changes	A DSC Party can submit a change to Xoserve using the change proposal form on the Joint Office Website or the Xoserve website Central Data Service Provider for Britain's gas market Xoserve (https://www.gasgovernance.co.uk/DSCCDSP/changeproposals). Non-DSC Parties can also raise change proposals but they MUST be sponsored by a DSC Party in order to progress the change
Non-Modification Service Change	Section 4.1.1 g) Service Changes	A non -modification service change is a change raised to change/amend a CDSP process or change/improve a CDSP system. These change proposals are then presented to the Change Management Committee to vote on progressing the development of each change
Modification Service Change	section 4.8.8 New Modification Service Change	A modification service change is a change raised by a UNC party to amend the Unified Network code which will result in a change/amendment to a CDSP process or change/improvement to a CDSP system. Once the Modification is approved at a Panel meeting a change proposal is raised and then presented to the Change Management Committee to vote to progress the change. The role of the committee in this instance is to enable the flow of information from the panel and working groups

Prioritisation	section 4.5 - Priority Principles	When a Change Proposal is received the CDSP are obliged to progress the change in the order in which it has been received. The Committee are responsible for prioritising non-modification changes and, if required, can request that the CDSP progress a change over another providing all members agree.
Voting	section 4.2.1 - Decision Making	The Committee is expected to vote to approve each stage of the change proposal process. Where there is a change that is raised by and impacts more than 1 constituency then those representing the impacted parties are expected to vote to approve or reject the change.

Approvals	section 4.2.1 - Decision Making	When approving changes into development the committee are approving the development of the change proposal
High Level Solution Change Proposal	section 4.6.10 – Non modification Service Changes - Procedures	A high level solution option is progressed in a change pack for customers to consult internally on the proposed solution and the costs associated. The CDSP presents the outcome of the consultation and any comments and either approves the recommended solution option or rejects it. In Voting to approve the proposed solution the Committee are approving the costs associated with implementing the solution and funding split
Design Change Proposal	Section 4.6.16 – Non modification Service Changes - Procedures	The design of the solution is progressed in a change pack for customers to consult internally on the proposed design and the costs associated. The CDSP presents the outcome of the consultation and any comments and either approves the recommended solution option or rejects it. If the impacted parties changes or the top end of the high level solution proposal is exceeded then the committee will be required to vote again at this stage

Business Evaluation Report (BER)	Section 4.6.16 – Non modification Service Changes - Procedures	Once the design is approved the CDSP will present a BER to Change Managers with a break down of the costs associated with a Change. The Committee will vote to progress with the delivery of the change(s) associated with the BER - in voting to approve the Committee are agreeing to the associated costs and the funding split
Release Scope Approval		The CDSP will present a potential scope for each release - Major, Minor, Ad hoc/stand alone. The committee are expected to vote to approve or reject the proposed release scope. In approving the scope the committee are committing to fund the release and a BER will be presented to the committee detailing the costs associated with the release
Funding Split	N/A	Funding is split by customer constituency as per section 8.2.1 of the budget and Charging methodology document which aligns to the service lines for which the proposed change will impact. If the committee wish to propose a different funding arrangement they can do so. If there is an impact to MTB as a result of a change then the committee will also need to decide if they need to change or amend the service line associated with the change
Implementation	Section 4.9 - Implementation	The CDSP present will present in the Change Management Committee meeting the progress changes in delivery on a monthly basis for awareness
CCR	Section 4.9.3 - Implementation	After a Project has been delivered and exited the post implementation phase the CDSP will present a Change Completion Report (CCR) which summarises the changes implemented, any revision of text to the service description and any updates to the UK Link Manual if appropriate. The Committee are required to approve the CCR

DSC Change Governance Process Controls and Voting Decision Points:



Process to Agree Funding – In Summary

- A DSC Change Proposer can propose funding to be applied to a DSC Change Proposal
- Funding arrangements initially cover the Change Delivery costs, and will be reserved from the General Change Budget until firm costs are approved
- Impacted parties vote at multiple stages (4) in the process
- BER approval confirms Change Delivery costs and drawdown on DSC General Change Budget
- Ongoing Service Costs (if applicable) are also set out in the BER and shall be recovered in line with Budget and Charging Methodology
- If a UNC Modification leads to a DSC Change Proposal the proposed funding arrangements set out in the UNC Workgroup will be applied
- UNC Modifications are DSC Priority Service Change and should not be impeded by DSC approval
- Impacted Parties are able to review and approve the Detailed Design in order to ensure the technical and operational solution is understood and implemented appropriately

Voting Arrangements:

Voting Stage	Vote Required	Context
New Change Proposal	Full vote of the committee	The vote will also approve the priority of the change
Solution Option (including fundings)	Impacted Parties (as known at the time)	Approving the solution also approves the change to progress into design phase & fund design
Detailed Design (including fundings)	Impacted Parties	Only if voting parties change or the top end of the HLSO is exceeded
Funding	Funding Parties	Funding arrangements/split to be agreed
Release scope	Full vote of the committee	All parties agree the scope of a release even no change impacts them
EQR (if required)	Funding & Impacted parties	
BER	Funding & Impacted parties	Finalised costs associated with the release detailed for approval by ChMC
CCR	Funding & Impacted parties	Ratification of the total cost post implementation for ChMC approval

The Appeals Process:

Please see below the high-level view of the appeals process as set out in UNC General Terms Section D paragraph 4.5:

1. A DSC Core customer can appeal any decision by a DSC Committee within 10 Days of its publication.

Reasons for an appeal:

The grounds on which a decision of a DSC Committee may be appealed are:

- (a) that the decision is not in accordance with a provision of UNC Section D or the DSC; or
- (b) that the decision is not consistent with the DSC Objectives.

2. Following receipt of the appeal the JO issues notice to DSC Customers, the CDSP and DSC Committee and adds the item to the next meeting of the UNCC.

The notice to the industry includes opening a window for 5 Days to allow DSC Core customers to send representations to the UNCC concerning the appeal.

The UNCC may request additional information from the CDSP, DSC Committee or Core customer in connection with the appeal.

3. The UNCC decides the matter, by reference to the grounds of appeal in one of the following ways:

- (a) by upholding the decision of the DSC Committee.
- (b) by making a different decision in substitution for the DSC Committee's decision; and
- (c) by remitting the matter to the DSC Committee for a further decision with such guidance or instruction as the UNCC decides.

1. The UNCC may also consider additional criteria related to competition and Licence.
2. The Core customer may appeal the UNCC decision to the Authority.

DSC Change Budget:

- Xoserve will present a Change budget to customers, considering the previous year and changes/early engagement that are in the pipeline.
- Customer will approve the budget per Constituency – Shippers, National Gas (NTS), Networks (DN) & Independent Gas Transporters (IGT)
- Xoserve will update customers at the Change Management Committee meeting.

Change Management Dates and Key information

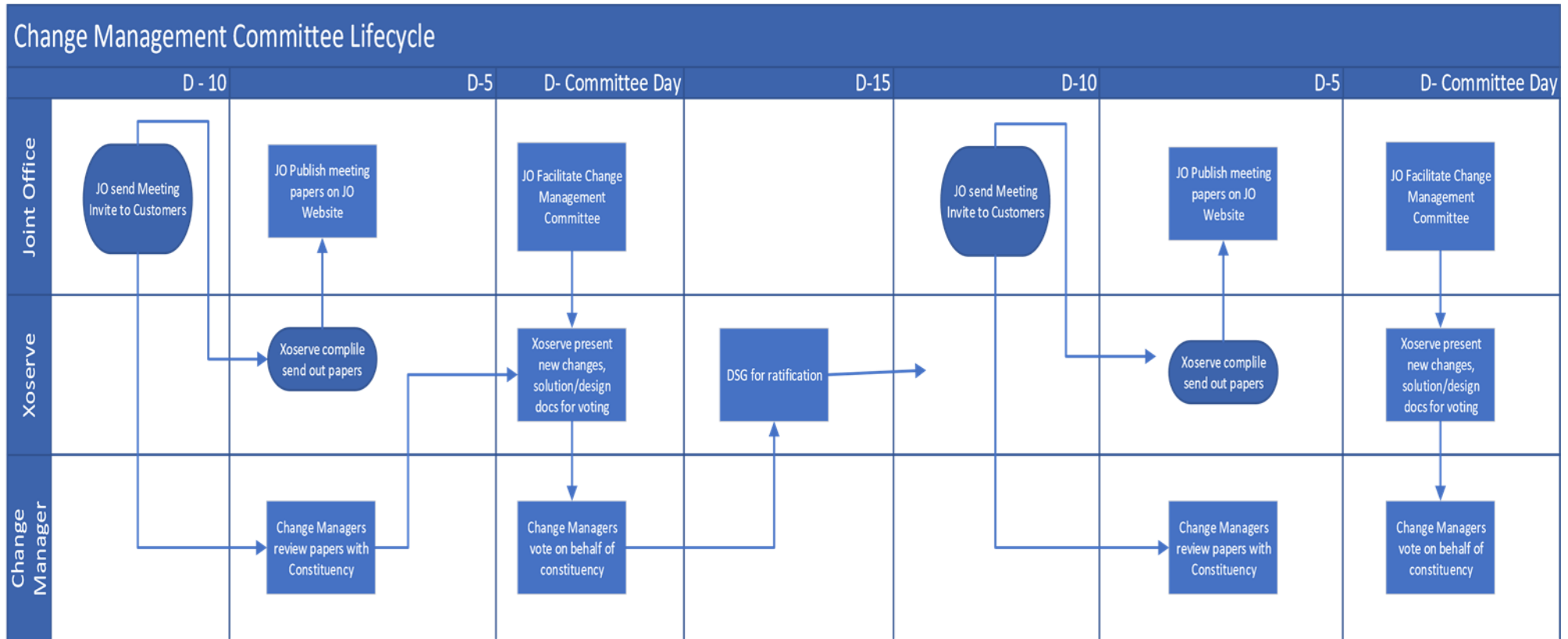
- **Dates for ChMC for the coming year:**

Meeting	Frequency	Location	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Chair	Sec
DSC Change	2nd Wednesday	TBC	11	8	8	12	10	7	12	9	13	11	8	13	Rebecca	Helen

- The above will be published on the Joint Office Website – see link below
- [Change Management Committee | Joint Office of Gas Transporters \(gasgovernance.co.uk\)](http://www.gasgovernance.co.uk)
- Below is a link to the Change Management Procedure document which can be found on the Joint Office's website. This document outlines the role of the Change Management committee and your responsibilities as a Change Manager:

<https://www.gasgovernance.co.uk/sites/default/files/ggf/page/2018-12/Change%20Management%20Procedures%20v2%20%209.11.18.pdf>

Committee Lifecycle



UNC & IGT UNC:

The **Uniform Network Code** (UNC) is the hub around which the competitive gas industry revolves, comprising a legal and contractual framework to supply and transport gas. It has a common set of rules which ensure that competition can be facilitated on level terms.

The Joint Office of Gas Transporters was created as part of the distribution network sales process in May 2005, and the governance requirements of the Joint Office are contained within the Joint Governance Arrangement Agreement. Its role is to provide, on behalf of the gas transporters, an efficiently administered governance of the processes for modifying the commercial regime that underpins the gas industry. Information relating to modifications (proposed and implemented) to the Uniform Network Code (UNC) is published on its website at: www.gasgovernance.co.uk

The **Independent Gas Transporter Uniform Network Code** (IGT UNC) was implemented on 1 May 2007 to streamline and harmonise the *network code* arrangements of the IGTs as much as possible.

Gemserv Ltd acts as the Code Administrator for IGTs and provides secretariat services to the IGT

UNC Modification Panel www.igt-unc.co.uk

UNC Mod Process:

Modifications (MODS) to the UNC can be raised by any party to the UNC and should be made on the standard forms available on Joint Office website.

The UNC MOD process can be found here:



Any IGT Modifications raised follow a similar process to UNC MODs **insert PowerPoint doc

Once a MOD or IGT MOD has been approved for implementation, any changes required to Xoserve systems and processes will be raised as a Change Proposal and progress through our end-to-end change process.

DSC Change Process:

Under the DSC there are several different types of change. Some are for additional or commercial services but the majority of changes that are progressed as through the DSC Change Process and fall within the responsibility of the CDSP Change Team to progress from conception with customers to ensuring the successful delivery of the changes through releases in partnership with our Service Provider.

The Customer Change Team:

There are currently three main teams within the CDSP for Change. The Assurance Team is responsible for the governance around the progression of change and the processes which feed into the Change Management Committee to ensure that members are kept informed of the progress of Change through the change lifecycle.

The Regulatory Change Team are responsible for representing the CDSP at industry forums and providing insight and guidance on the impact of regulatory driven change to customers and the CDSP.

Finally the Development Team who work with customers on non regulatory change providing advice and support in raising changes and ensuring the customer sentiment and expected outcomes of change are represented through the change lifecycle.

Key Contacts:

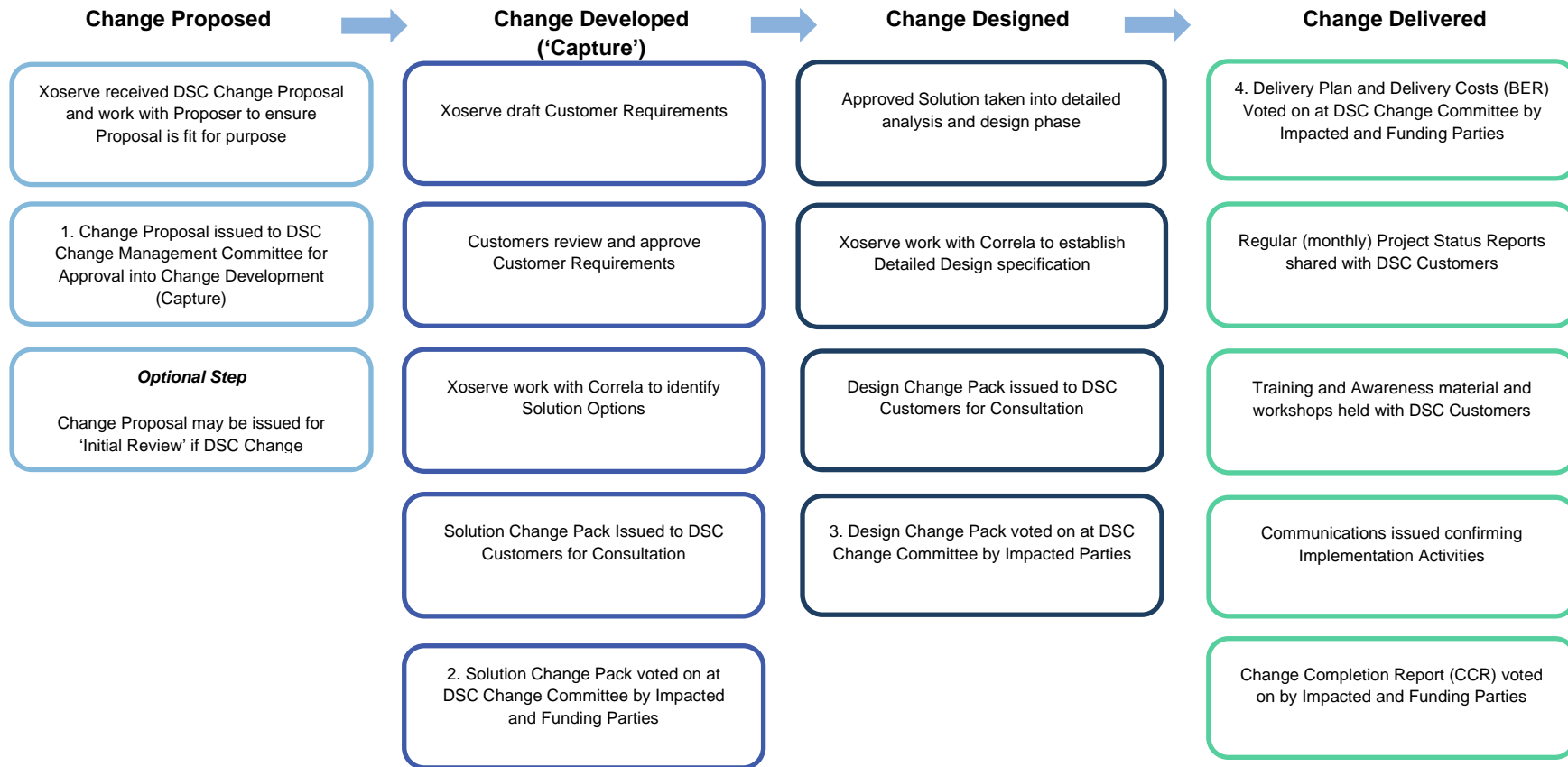
- The Customer Change team has a group mailbox that is used for all communications to external customers:
.Box.UKLINK.Manual uklink@xoserve.com
- Key contacts for the Xoserve Customer Change Team are as follows:
- Emma Smith – Head of Customer Change
- Ellie Rogers – Regulation Manager
- Paul Orsler – Customer Change Manager
- Jane Goodes – Customer Change Specialist – key contact for Change Management Committee

What Stages does a DSC Change go through?

Summary of key points

- We work with Change Proposer to draft a DSC Change Proposal
- We gather and agree Customer Requirements
- We create a Solution Option
- Customer review and approve a Solution Option
- We Create the Solution Design
- Customers Review and approve a Design
- We produce and agree Delivery Plan
- Customers regularly informed on Project Delivery
- Training and Awareness material and workshops take place
- We carry out implementation activities and change goes live
- Following the project support phase the change will transfer into Service and Operate activity

What stages does a DSC Change go through:



Types of Change

Change Type	Raised by	Description
Change Proposal	External DSC Customer	Requested by a DSC customer/ customer group to make changes to a service or services provided under the Data Services Contract. Can be raised: <ul style="list-style-type: none"> • Following approval of a MOD • As a customer or Xoserve initiative • Following new legislation etc.
Additional Service Request		Requests for change from a single or a group of DSC customers which does not impact all customers of a customer class (e.g., all shippers, all networks). The change delivery requires no application changes and has no impact to any of the DSC service areas (DSC customers) – e.g., reporting requests
3 rd Party Service Request	Non DSC customer (MAM/MAP)	Same criteria as ASR's but for non-DSC customers

Change Packs

- Change Packs are documents we use to communicate Xoserve changes to UK Link systems, interfaces and documents to our external customers
- The Customer Change team currently issue Change Packs on a monthly basis the first Monday following the DSC Change Management Committee (ChMC) meeting.
- Occasionally there is a requirement to issue extraordinary Change Packs

Change Pack Types:

- There are three types of Change Packs issued at different stages within the End to End Change Process:

Change Lifecycle Phase	Change Pack Type & Description
Change Development	Initial review with DSC Customers: This change pack can be requested by Change Management on the back of a new Change Proposal being raised to gauge the market appetite for the specific change prior to any significant time being spent on change development

	<p>Solution Review Change Pack: This change pack goes out for consultation with customers to get a broad view of which solution is preferred within the industry. In Change Management when the solution change pack is approved (usually on the back of a DSG recommendation) Change Managers are also approving the costs associated with progressing to solution design</p>
<p>Detailed Design Phase</p>	<p>Detailed Design Change Pack: This change pack goes out for consultation with customers to acquire industry support of the detailed design specification before the change enters the delivery stages. Should it be decided that impacted parties had changed or the cost associated with the change would exceed the high end estimate of the High Level Solution Proposal then the Change Management Committee will be required to vote again on the cost of the design and the funding split</p>

Version	status	Date	Author	Remarks	Approved by
0.1	Draft	12/04/2023	Jane Goodes	first version pending customer and Xoserve approval	