

Agenda

DSC Contract Management Committee

09:30 Wednesday 16 September 2020

via Teams: 0203 443 9666, Conference ID 507 056 837#

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Short notice items are in italics

** indicates where the material is expected to be provided late*

Item	Topic	Lead	Category	
1. Introduction				
1.1.	Apologies for absence	Chair	Information	
1.2.	Alternates			
1.3.	Confirm Voting rights			
1.4.	Approval of Minutes (19 th August 2020)			
1.5.	Approval of Late Papers			Approval
1.6.	Review of Outstanding Actions			Discussion
2.	Covid-19 Update	CDSP (AS)	Information	
3. Approvals				
3.1.	Amendments to CDSP Service Documents following KPM Review -	CDSP (JM)	Approval	
3.2.	DPM Conditionality Document	CDSP (ER)	Approval	
3.3.	DRR Approval for the addition of MAP ID via API	CDSP(RJ)	Approval	
3.4.	DRR Provision of Monthly AMR information by supplier	CDSP (D Turvey)	Approval	
4. U.I.G Taskforce				
4.1.	U.I.G Taskforce Machine Learning Options	CDSP (FC)	Discussion	
5. Business Plan Updates				
5.1.	BP20 Centrica Appeal	CDSP (JMc)	Information	
5.2.	BP21 Deep Dives Introduction	CDSP (PH)	Discussion	
5.2.1	Exceptional Customer Experience	CDSP (AS)	Discussion	
5.2.2	Opening up our data	CDSP (CW)	Discussion	
5.2.3	UK Link	CDSP (IL)	Discussion	
5.2.4	Gemini	CDSP (ASi)	Discussion	
5.2.5	Cyber Security	CDSP (DDeu)	Discussion	
6.	REC Update	CDSP (JM)	Information	
7. Monthly Contract Management Report				
7.1.	August KPM Update*	CDSP (LW)	Information	
7.2.	Contract Metrics including Invoicing	CDSP (MD)	Information	

7.3. Xoserve Incident Summary	CDSP (DR)	Discussion
7.4. Issue Management Updates	CDSP (MD)	Information
7.4.1. Issue Management Dashboard	CDSP (MD)	Information
7.4.2. Amendment Invoice Taskforce Update	CDSP (DDo)	Information
7.4.3. AQ Taskforce update	CDSP (DR)	Discussion
7.5. KVI Summary	CDSP (MD)	Information
7.5.1. August KVI Summary	CDSP (MD)	Information
7.5.2. August Interim KVI Scorecard	CDSP (MD)	Information
7.5.3. August KVI Customer Service	CDSP (MD)	Information
7.5.4. KVI Change Management Survey Feedback	CDSP (JG)	Information
8. CSS Update	CDSP (EL)	Discussion
9. Information Security Update	CDSP (DD)	Due Oct
10. Financial Information	CDSP	Due Nov
11. Business Continuity Plan	CDSP	Due Nov
12. Contract Assurance Audit	CDSP	Due Nov
13. Key Committee Updates		
13.1. DSC Change Management Committee *	CDSP (JR)	Information
14. Any Other Business		
14.1. IX Refresh Update	CDSP (MP)	Discussion
14.2. Impact of Brexit	CDSP (JM)	Information
14.3. Electricity change P398	CDSP (DA)	Information
15. Diary Planning	Chair	Information

Action Table (as of 16 September 2020)

Action Ref	Meeting Date	Minute Ref	Action	Owner	Status Update
0601	11/06/20	6.0	Xoserve/CDSP (JMc/LW) to consider the best way to engage with customers to develop the Customer Effort measure and whether this should be conducted via a survey or Workshop.	Xoserve (JMc/LW)	Carried Forward
0703	15/07/20	13.1	<i>DSC Change Management Committee update:</i> Xoserve (AC) to discuss with James Rigby for an update relating to the DSC Change Management Committee finances and a question that was raised with regards to CDSP potentially having their own ring fenced set of funds for business change.	Xoserve (AC)	Carried forward

0801	19/08/20	2.0	Xoserve (FC) to liaise with National Grid (TT) on compiling the statistics for Modification 0726 Relief Claims.	Xoserve (FC)	Pending
0802	19/08/20	6.0	Xoserve (DT/JMc) to summarise the KPM Process Journey changes discussed and include any suggestions from the Committee into the amended documents that will be circulated to Committee.	Xoserve (DT/JMc)	Pending
0803	19/08/20	14.4	Joint Office (MBJ) to organise an Extraordinary Contract Management Committee meeting on Wednesday 9 th September 2020 between 9:00 - 10:00 am.	Joint Office (MBJ)	Pending
0804	19/08/20	14.5	Xoserve (JMc) to review its EU based service providers and consider how Brexit will impact these arrangements.	Xoserve (JMc)	Pending