

Agenda

DSC Contract Management Committee

10:00 Wednesday 17 January 2024

Xoserve Offices, Lansdowne Gate, 65 New Road, Solihull, B91 3DL

And via Microsoft Teams

(Please refer to your Microsoft Teams invite for the Teleconference details for this meeting)

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		Information
1.3.	Confirm Voting rights		Information
1.4.	Approval of Minutes (20 December 2023)		Approval
1.5.	Approval of Late Papers		Approval
1.6.	Review of Outstanding Actions		Discussion
2. Approvals			
2.1.	Administrative Amendments to the DPM	CDSP (DA)	Voting
3. Business Plan Updates			
3.1.	BP Update	CDSP (JR)	Information
3.2.	Efficiency Review	CDSP (JR)	Information
4. Monthly Contract Management Report			
4.1.	Key Performance Management (KPM)*	CDSP (DJ)	Information
4.2.	KPM Customer Relationship Survey Results	CDSP (HB/LW)	Information
4.3.	Monthly Contract Metric Reports	CDSP (SH)	Information
4.4.	Xoserve Incident Summary	CDSP (PW)	Information
4.5.	Customer Issue Management Dashboard	CDSP (MD)	Information
4.6.	Gas Retail Data Agent (GRDA)	CDSP (DA)	Information
4.7.	Key Value Indicators (KVI) Change Management	CDSP	Due Feb
5. Information Security		CDSP	Due Feb
6. Financial Information		CDSP	Due Feb
7. Business Continuity Plan		CDSP	Due Feb
8. Contract Assurance Audit		CDSP	Due Feb
9. Key Committee Updates			
9.1.	DSC Change Management Committee	CDSP	Information
9.2.	Retail Energy Code (REC)	CDSP	Information

10. Any Other Business		
10.1. CMS Update	CDSP (JW)	Information
11. Recap of decisions made during meeting	CDSP (SH)	Information
12. Diary Planning Next Meeting: 14 February 2024	Chair	Information

DSC Contract Management Committee Action Table						
Action Ref	Meeting Date	Min Ref	Action	Owner	Reporting Month	Status Update
0602	14/06/23	4.7	CDSP (DA) to undertake a case study into the Governance between DSC Change Management and DSC Contract Management Committee interactions using recent Hydrogen Change XRN5531 and report back.	CDSP (DA)	October 2023	Carried Forward