

UNC DSC Contract Management Committee Minutes

Wednesday 16 January 2019

at Xoserve, Lansdowne Gate, 65 New Road, Solihull, B92 OED

Attendees			
Chris Shanley (Chair)	(CS)	Joint Office	Non-Voting
Karen Visgarda (Secretary)	(KV)	Joint Office	Non-Voting
Shipper User Representatives			
Kirsty Dudley*	(KD)	E.ON	Voting (2) – Alternate for Mark Bellman
Kate Mulvany	(KM)	Centrica/British Gas	Voting (1) – Alternate for Oorlagh Chapman
Lorna Lewin*	(LL)	Orsted	Voting (1)
Steve Mulinganie*	(SM)	Gazprom Energy	Voting (2)
Transporter Representatives			
Helen Chandler	(HC)	Northern Gas Networks	DNO – Voting (1)
Sally Hardman	(SH)	SGN	DNO – Voting (1)
Phil Lucas	(PL)	National Grid	NTS – Voting (1)
Richard Loukes	(RL)	National Grid	NTS – Voting (1)
John Cooper*	(JC)	IGT	IGT - Voting (1)
Victoria Parker*	(VP)	IGT	IGT - Voting (1)
CDSP Contract Management Representatives			
Michael Orsler	(MO)	Xoserve	Non-Voting
Raj Uppal	(RU)	Xoserve	Non-Voting
Michele Downes	(MD)	Xoserve	Non-Voting
Observers			
Andy Miller	(AM)	Xoserve	Non-Voting
Chris Warner	(CW)	Cadent	Non-Voting
Dave Turpin	(DT)	Xoserve	Non-Voting
Emma Lyndon	(EL)	Xoserve	Non-Voting
Emma Smith	(ESm)	Xoserve	Non-Voting
Leanne Jackson	(LJ)	Xoserve	Non-Voting
Richard Johnson	(RJ)	Xoserve	Non-Voting
Shiv Singh	(SS)	Cadent	Non-Voting
Simon Harris	(SH)	Xoserve	Non-Voting
David Addison*	(DA)	Xoserve	Non-Voting
Richard Lenton	(RL)	Xoserve	Non-Voting
Smitha Coughlan*	(SC)	Wales & West Utilities	Non-Voting
Mark Jones*	(MJ)	SSE	Non-Voting
Nick Stace	(NS)	Xoserve	Non-Voting
Edward Fyfe*	(EF)	SGN	Non-Voting
Deborah Coyle-Spencer	(DCS)	Xoserve	Non-Voting
Paul Orsler	(PO)	Xoserve	Non-Voting

Apologies			
Mark Bellman	(MB)	ScottishPower	Voting
Oorlagh Chapman	(OC)	Centrica/British Gas	Voting

1. Introduction

1.1. Apologies for absence

See table above.

1.2. Alternates

Kirsty Dudley for Mark Bellman

Kate Mulvany for Oorlagh Chapman

1.3 Confirm Voting rights

For those in attendance:

Representative	Classification	Vote Count
Shipper		
Kirsty Dudley (Alternate for Mark Bellman)	Shipper Class A	2 votes
Kate Mulvany (Alternate for Oorlagh Chapman)	Shipper Class A	1 vote
Steve Mulinganie	Shipper Class B	2 votes
Lorna Lewin	Shipper Class B	1 vote
Transporter		
Sally Hardman	DNO	1 vote
Helen Chandler	DNO	1 vote
Phil Lucas	NTS	1 vote
Richard Loukes	NTS	1 vote
John Cooper	IGT	1 vote
Victoria Parker	IGT	1 vote

1.4 Approval of Minutes (19 December 2018)

The minutes from the last meeting were approved.

2. Business Continuity Plan

This is a standard agenda item; no update was due to be provided at this month's meeting. Next update will be given in February 2019.

3. Contract Assurance Audit

This is a standard agenda item; no update was due to be provided at this month's meeting. Next update will be given in February 2019.

4. Monthly Contract Management Report (KPIs)

4.1. KPI reports

Mike Orsler (MO) talked through the summary provided and advised the KPI's were on track. He said that arrangements had now been made for a feed from the Communications Team to be added to the Highlights Report in the future. He explained that the new Xoserve.com walkthrough had taken place on 13 December 2018 to showcase the designs and features of the new Xoserve.com, which is due to be launched later in January.

He said that Xoserve had appointed Clare Spottiswoode as the new Chairman and that Clare had joined on 01 January 2019. A general discussion took place regarding the fact this new appointment had not been extensively communicated and that many of the Shippers were not aware that this was taking place.

Steve Mulinganie (SM) said that this was extremely disappointing and that he felt this lack of communication was unacceptable. MO and Raj Uppal (RU) both apologised for the severe lack of communication regarding this appointment and RU confirmed a new Communications expert, Paul Facer, had now been appointed to address this area moving forward.

MO then drew attention the Customer expert day on the 30 January 2019 which would be focusing on AQ, Reads, and UIG areas.

4.2. Issue Management Update

4.2. Issue Management Update

Michele Downes (MD) introduced the Customer Issue Register and explained that at the last meeting there had been some requests to have certain areas updated, in relation to the impact of UIG and she confirmed this had now been completed. She said that she will discuss with PAFA the information and how this could help them.

MD said that the resolution date had now also been added to the register. Process improvements to identify issues (defects) earlier which may mean an increase in the number of issues recorded on the Issue Register.

A lengthy general discussion then took place surrounding AQ's; Rolling and Formula Year AQ and that these were causing issues in relation to transportation charges. MD said that the defects affecting AQ were scheduled to be resolved before the end of March 2019, this included the FYAQ which becomes effective on 01 April 2019. Both SM and Smitha Coughlan (SC) said that more detail on this whole area was needed and MD agreed to produce a document to highlight the process and provide greater clarity on AQ's as whole.

4.2.1 Amendment Invoice Invoice Taskforce Update

Amendment Invoice supporting information (AML & ASP) files

Deborah Cole-Spencer (DCS) said that she knew everyone was aware of the background of this topic and reiterated that a number of functional defects and integration issues were causing presentation and charge calculation issues within the AMS invoice.

She said as had already been discussed, a taskforce consisting of business process and technical experts were working together to fix the issues causing both functional and integration issues.

There are 4 Primary Focus areas.

1. Business as Usual (BAU)
2. Technical Design Review and Root Cause Analysis (RCA)
3. Defect Resolution
4. Customer Engagement and support

Both Steve Mulinganie (SM) and Kirsty Dudley (KD) said that these issues needed to be resolved in the shortest timeframe possible and that this continuing situation was highly unacceptable, as it was costing the Industry severe in relation to the cost of validation, and that a firm and definite completion date was required.

Michele Downes (MD) expressed her sympathy and added that Xoserve were fully aware of the 'knock on' effects these issues were causing the Industry as whole. She said that a detailed plan would be delivered at the next Contract Managers meeting with delivery dates and that the production of this plan was a priority. MD also apologised that the original resolution dates were not realistic, in the light of the further investigations that were required regarding this matter.

KD asked who was responsible for the overall decision on the proposed dates and deliverables and the 'sign off' of the Proof of Concept. She also queried whether there was a need for this plan to be sense checked by the DSC Change Management Committee from a governance perspective. She requested that this matter was added to the DSC Change Management Committee agenda regardless. DCS said that the majority of the information and slide presentation, had already been extensively circulated, and so was not a new unknown topic.

CS added that it may be best to not cover the remaining material to provide time for CDSP to get this matter signed off in an expedient manner. A revised plan and updated pack would be available for the February Contract Managers meeting.

4.3. KVI Performance

4.3.1. January KVI Performance

MD talked through the monthly view of KVI performance document and highlighted the following areas: Issue Resolution for December was 90.8%, Service Delivery was 96.8% Change Management was 72.6%, Data Services was 100% and Relationship Management: Customers First (Quarter) was 11.1%.

SM said that the Relationship Management figure was appalling and that an explanation should have been added to the document to explain the reasoning for this. He said no explanation showed a distinct lack of respect. MD highlighted that a change request had been raised to allow a commentary to be added to the report.

Dave Turpin (DT) apologised for the lack of commentary and said this low percentage figure was due to some people not responding and it was also due to the introduction of the 'trust, starting to trust and not trust' criteria. He said he would provide a detailed overview of this Relationship Management area at the February meeting, and he would ensure the correct people attended the meeting to enable further discussion, if required.

4.4. UIG Updates

Leanne Jackson (LJ) joined the meeting to provide an update.

LJ explained, at last DSC Change Management Committee it was agreed that the 28 January 2019 would be the opportunity for Xoserve to provide an update on all UIG Taskforce recommendations and this would be presented under the UIG Workgroup banner. This meeting is to be held at the Crowne Plaza in Solihull. Steve Mulinganie (SM) said that he was under the impression this meeting was already full to capacity and LJ said that this was definitely not the case and that more attendees were welcome by registering with Xoserve. LJ added that the agenda and invitation for the UIG Taskforce Update on 28 January 2019 had been published and the agenda could be viewed here: <http://www.gasgovernance.co.uk/UIG/280119>

Covering the presentation provided, LJ talked the Committee through the "Where we are" slide and explained that the UIG Taskforce overall RAG status was green and provided an overview of the present activity. She said further information could be viewed via the Xoserve website here: www.xoserve.com/index.php/unidentified-gas-uig/.

LJ then presented the Plan on a Page and explained that the Investigation Analysis was still being undertaken and that from the timing element, they were on track. She noted that the next milestone would be in March in relation to the budget.

SM and Kirst Dudley (KD) both commented that a tremendous amount of work and analysis was being done and they appreciated all efforts involved by the UIG Taskforce, however they both said that the Industry had still not been supplied with any definite deliverables to date. , SM highlighted that the recommendations were split over a short, medium or long term perspective and felt that Xoserve should just be implementing the short-term recommendations as these were things for the Xoserve customer facing teams to do.

SM also said that his board and all other Shippers Executive boards needed to know where exactly their money had been spent and on what. KD said that there was still no forthcoming evidence of how the success was being measured against the interim check point and then how this information was then being communicated. SM added that a detailed Communications Strategy should be defined and communicated to all relevant parties of the milestones and associated deliverables.

LJ said that she would further discuss all the points raised and that more detailed information would be available and discussed at the UIG Taskforce meeting on 28 January 2019. LJ added that regarding the deliverables, that a large percentage of work had been undertaken in November in relation to the WAR Bands, together with educational material regarding the MPRN's that was also available to poor performing shippers. CS noted that the taskforce was also providing data to support UIG Mod 0672 raised by ScottishPower.

Raj Uppal (RU) thanked SM and KD for their comments and apologised for the lack of communications and explained that this was being addressed as a matter of urgency, and that Paul Facer, an experienced external communications expert had now joined Xoserve and was responsible for the Communications Strategy, including the communication mediums in relation to the UIG Taskforce.

A brief general discussion then took place regarding the proposed content of the recommended modifications and LJ said that the criteria and specific input areas would become clearer during and following the UIG Taskforce meeting on 28 January 2019.

LJ then overviewed the next steps as detailed below:

28 January 2019 – Taskforce Recommendation Walkthrough/UIG Working Group

- Taskforce present findings for each investigation line which has a set of options to support the reduction of UIG
- Taskforce share Xoserve recommended options
- Taskforce share their view of suggested priority per investigation line
- Taskforce support customers with any questions
- All Industry parties engage with discussion of options/suggest other options

Agree next steps per investigation line -

- Which option(s) are being taken forward? (where agreement is reached)
- Next set of actions required to move investigation line(s) forwards
- Are there other options to be considered?
- Who's ownership/sponsorship
- Which forum is it being taken to and when (if ready/appropriate)

SM asked if Xoserve would be drafting the UIG taskforce recommended Modifications and indicated that he was surprised they were not already done. LJ said she would ensure this point was clarified at the meeting but said no drafting had been done to date. Chris Shanley (CS) said that presently one option had nine different recommendations and four were in relation to a modification and that each one of those would be explored during the UIG Taskforce meeting to gather views and opinions of the Industry. He said that it made sense not to draft any Modifications until after this session. He added that all the outputs from this meeting would be recorded and tracked in a comprehensive manner to enable the recommendations to progress following the meeting.

4.5. Information Security Arrangements including Dashboard Update

It was confirmed that at present there is no update for this agenda item, as the Security Team are not able to attend.

MO advised that the Security Team will attend the next meeting.

5. Financial Information

Nick Stace (NS) provided a verbal financial status overview as detailed below:

- Xoserve quarter 3 (Q3) forecast process has just been finalised

- The main issues have been summarised in a paper which goes to the next Board meeting (24th)
- The Q3 forecast is slightly lower overall than the Q2 version
- The charges impact of the Q3 forecast to customers is:
 - Shippers – Broadly neutral (after accounting for the additional £0.9m)
 - Distribution Networks £0.9m favourable variance. £0.8m of which needs to be deferred into 19/20 to fund work on RAASP
 - IGTs – Favourable variance c £0.1m
 - Transmission – Favourable variance c£0.5m
- These variances will be offset against charges for 19/20

6. Disclosures

6.1. AltHanCo Disclosure Report

Andy Miller (AM), Richard Johnson (RJ) and Simon Harris (SH) all joined the meeting to talk through the changes made to the Draft Disclosure Request Report which can be viewed via the link at: www.gasgovernance.co.uk/dsc-contract/160119

RJ said that a track change and clean version had both been published. He said there had been some slight changes to the Meter capacity section, Data Provision and the Commercial Model process flows. Andy Miller (AM) said that it was the intention to get approval of this document in the meeting.

Sally Hardman (SH) said that presently she would not be approving the Disclosure Request Report as she felt the Privacy Impact Assessment (PIA) had not progressed since the workgroup. She said that it did not make reference to the lawful basis for the disclosure, it did not contain any information as to where the data would be stored and who it would be shared with, especially as the service provider had not been identified or confirmed. She added that it was still not known if the 3rd party service provider would be subject to GDPR from a European perspective either. SM agreed that the contract itself needed to be robust enough to cope with various data disclosure scenarios, especially as this was to be the first agreement of this kind and would act as the template for any further contracts of this nature in the future. Both SM and SH said that they wanted to see a draft contract and boiler plate to provide evidence of the contract was aiming to do, especially the arrangements between AltHanCo and their service provider

Andy Miller (AM) said that the PIA documentation had been circulated for the Industry to comment on for many months, he said he would provide more information as had been requested regarding the draft contract and the boiler plate.

New Action 0101: Xoserve (AM) to provide evidence of what the contract with AltHanCo was aiming to do and to share the boiler plate information.

Edward Fyfe (EF) asked what the timescale was of when the AltHanCo service provider were to be employed, AM said that this was going to take place in the near future and that the 3rd party had already been selected and that they were UK based. EF said that he agreed with SM and SH that the contract needed to contain an element of commentary in relation to the potential risk involving the forwarding of the data to the 3rd party, from a comprehensive audit trail perspective.

New Action 0102: Xoserve (AM) to document the risk of information exchange between AltHanCo and their service provider and clarify how the contract, covers information and data being released to this 3rd party.

A lengthy general discussion then took place surrounding the procedure of how the data would be released to the 3rd party and the relationship between them and AltHanCo, including where the data was to be stored and the security of the data, and who would have access to it. AM said he was not aware as to where the data would be held and SM said that AltHanCo would have to comply to the contractual and legal conditions imposed on them concerning the data. KD proposed that as the PIA was an evolving/living document, and that once the criteria of the boiler plate was known, extra relevant information could be added to this from a commercial and physical aspect of the data provision.

SH agreed to send her concerns and points raised regarding this topic directly to AM to enable this matter to be progressed in an expedient manner.

6.2 Consent for Disclosure of Shipper API Data Set

Simon Harris (SH) provided an overview of the amendments to the Consent for Disclosure of Shipper API Data Set document and explained that 3 new data items had been added and he drew attention to the other slight amendments.

Shipper members voted unanimously to the Consent for Disclosure of Shipper API Data Set.

Voting Outcome:	Consent for Disclosure of Shipper API Data Set Approval of Disclosure of Shipper API Data Set	
Shipper Representative	Voting Count	For/Against
Kirsty Dudley* Voting (2 Votes) – Alternate for Mark Bellman	2	For
Steve Mulinganie* (2 Votes)	2	For
Kate Mulvany (1 Vote) – Alternate for Oorlagh Chapman	1	For
Lorna Lewin	1	For
Total	6	6
Transporter Representative	Voting Count	For/Against
Sally Hardman	1	For
Helen Chandler	1	For
Phil Lucas	1	For
Richard Loukes	1	For
John Cooper*	1	For
Victoria Parker*	1	For
Total	6	6
Result	Members voted unanimously to approve Consent for Disclosure of Shipper API Data Set	

7. Review of Outstanding Action(s)

0803: Xoserve (MD) to produce a Communications Strategy for notification of incidents with timelines for resolution, with an indication of importance and the potential customer impact.

Update: MD explained that new Communications lead had just been appointed; Paul Facer and that an update would be available for the February meeting and so this action should be carried forward. **Carried forward.**

1104: Xoserve (AM) to define in the Data Permissions Matrix the domestic and non-domestic suppliers to ensure they are cross referenced.

Update: AM said the action could now be closed as this revision had been produced **Closed.**

1105: Xoserve (AM) to include version control reference within the governance areas of the documents, as appropriate.

Update: AM said the action could now be closed as this revision had been produced **Closed**

1106: Xoserve (AM) to ensure Major Energy User (MEU) is defined in full within the associated documents as required.

Update: AM said the action could now be closed as this revision had been produced **Closed**

1107: Xoserve (AM) to amend the CDSP Service Document Amendment Process and include specific wording to provide clarity for each procedure and then for this document to be published.

Update: AM said the action could now be closed as this revision had been produced **Closed**

1201: LJ to provide an update following 18 January AUGE update meeting.

Update: CS said this action could now be closed as this meeting had taken place and the AUGE were to attend the UIG Taskforce meeting to held on 28/01/19. **Closed**

8. Key Committee Updates

8.1. DSC Change Management Committee

ESm joined the meeting and talked through the presentation and highlighted that 3 new change proposals; and 2 solution/delivery option approvals and 1 BER approval that were discussed at the DSC Change Management Committee on 09 January 2019.

ESm went on to update the Committee on the following Releases:

- **Release 2**
 - CCR approved
- **Release 3 (due to be delivered 2 November 2018)**
 - 13 changes progressing under track 1 have been implemented.
 - Cadent Billing change will be delivered on a separate track on 01 February .
 - Proposed to deliver outstanding track 1 change - XRN4534 – amendment to RGMA validation rules on 01 March 2019
 - .
- **Release June 2019 release** – BER approved
- **February 2019 release** - Minor and major release both on track for delivery

8.2. PAC/PAFA

ESm advised the last PAC meeting was held on 08 January 2019 and that this meeting was more a development session, and so the current PARR reporting would be further discussed at the meeting on 29 January 2019.

9. CSS Update

CSS Update

Emma Lyndon (EL) joined the meeting to give an update on the CSS Consequential Change. Referring to the material provided, she explained Xoserve had completed two of the planned consequential workgroups which have been well attended with good collaborative discussions around the topic areas.

CSS Consequential Workgroups

EL said extra days had now been scheduled in to allow coverage in full of the topic areas, the schedule of meetings is now as follows:

- 22 January 2019
- TBC early February (date to be agreed with attendees on the 09 January)
- 19 February 2019

Ofgem Switching Programme – Consequential update

EL said that Xoserve would be providing a timeline and plan detailing workshops and expected outputs for their consequential engagement activities.

EL confirmed that the external BRDs; business rules and solution options would be updated and agreed post each workshop.

Ofgem Switching Programme - Bid

EL went on to explain that the DCC had announced their decision on which organisations to take forward to the next phase of the procurement process and confirmed that Xoserve are one of the organisations selected.

Xoserve are now in the final phase of the process which involved preparing their Best and Final Offer (BAFO) and this was submitted on 02 January 2019.

9.1. CSS Consequential Funding

Xoserve submitted a request for funds to be released in order that Xoserve can progress with programme activities within the timescales required. EL requested approval to allow the release of these funds. Members voted to approve the commitment to expenditure for CSS Consequential against the BP19 budget.

CSS Consequential Funding - commitment to expenditure for CSS Consequential against the BP19 budget.

Voting Outcome:	CSS Consequential Funding - commitment to expenditure for CSS Consequential against the BP19 budget.	
Shipper Representative	Voting Count	For/Against
Kirsty Dudley* Voting (2 Votes)– Alternate for Mark Bellman	2	For
Steve Mulinganie* (2 Votes)	2	For
Kate Mulvany (1 Vote) – Alternate for Oorlagh Chapman	1	For
Lorna Lewin	1	For

Total	6	6
Transporter Representative	Voting Count	For/Against
Sally Hardman	1	Abstain
Helen Chandler	1	Abstain
Phil Lucas	1	Abstain
Richard Loukes	1	Abstain
John Cooper*	1	Abstain
Victoria Parker*	1	Abstain
Total	6	0
Result	Members voted to approve the CSS Consequential Funding.	

10. Any Other Business

10.1 Communication of Xoserve Strategic Changes to DSC Committees

Mike Orsler (MO) explained that SM has raised concerns about the lack of communication in relation to the new Xoserve Chairman announcement, who was appointed in January, and that this should have been communicated to all key stakeholders. RU reiterated that Paul Facer had been appointed as the Communications lead and would be developing the overall Communication Strategy. Both MO and RU apologised for the poor communication experienced by the Industry from Xoserve.

10.2 Ofgem change of Supplier Data Provision

Paul Orsler (PO) joined the meeting and provided a summary of the Ofgem change of supplier data provision as detailed below:

Background of the initiative

- Xoserve performs a number of activities to support their DSC Customers in meeting their obligations against Request for Information's (RFI's) that have been placed on them by Ofgem
- One such RFI requires monthly provision of Change of Supplier datasets and associated transfer performance reports to Ofgem
- This information is used to inform Ofgem's 'State of the Market' annual review, amongst other market monitoring activities

What's going on?

- Over the past 6 months Xoserve have been working closely with Ofgem to make improvements to these datasets and reports
- Ofgem's requirements include presenting a consolidated view of gas and electricity switching performance data
- Xoserve have constructed an interface with ElectraLink to gather electricity switching details
- Xoserve's existing data capability has been utilised to create dashboards that display data in a far more interactive and dynamic way
- These dashboards are currently in prototype and have been well received by Ofgem

Why are we updating Contract Management Committee?

- To provide awareness to our DSC Customers
- To demonstrate Xoserve are actively leveraging existing assets to enhance data services for the benefit of the market
- To clarify that this is being performed at no additional cost to DSC Customers

PO then provided an overview of the schematic detailing the change of supplier dashboard examples and said these examples consisted of dummy data and did not reflect actual figures recorded within the UK Link systems. He said that these prototypes had been shared with Ofgem who were in the process of familiarising themselves with the layout and content. PO added that a collaboration workshop was scheduled for Q1 2019 with Ofgem to gain their feedback.

Following this workshop PO said that any changes would be addressed prior to scheduling the reports to be put into production.

10.3 MDD Process

Dave Addison (DA) dialled into the meeting and provided an overview of the MDD Process document. He explained that MDD was presently managed with SPAA and that there was a planned migration for the CDSP to maintain Market Participant Id MDD as part of Retail Energy Code (REC) and then the CDSP would be responsible for supplying:

- Market Participant Identifiers
- Maintaining the Shipper to Supplier Relationship Table

- Maintaining the Transporter to Shipper Relationship Table

He said the first meeting of the Joint UNC / SPAA working group had taken place on 13 December 2018 and that these obligations would be included into the UNC. He added that Market Participant data responsibility was proposed to be inserted into UNC GT-D – CDSP and UK Link.

The full presentation can be viewed via: www.gasgovernance.co.uk/dsc-contract/160119

DA highlighted that there was support for a mechanistic approach to be defined so that appropriate approval can be given in a timely manner and he would be working with the DSC Committees on this matter.

DA said he would provide further updates on this topic in due course, however he would welcome any comments to be sent to him directly at: david.addison@xoserve.com

10.4 AUGE

SM requested that the future role of the AUGE was added to the agenda for the February meeting.

11. Diary Planning

Further details of planned meetings are available at: <https://www.gasgovernance.co.uk/events-calendar/month>

Meetings will take place as follows:

Time / Date	Venue	Workgroup Programme
11.00 Wednesday 20 February 2019	Lansdowne Gate, 65 New Road, Solihull B91 3DL	Standard Agenda items, and any other matters arising.

Action Table (as at 16 January 2019)

Action Ref	Meeting Date	Minute Ref	Action	Owner	Status Update
0803	15/08/18	4.2	Xoserve (MD) to produce a Communications Strategy for notification of incidents with timelines for resolution, with an indication of importance and the potential customer impact.	Xoserve (MD)	Carried Forward
0101	16/01/19		Xoserve (AM) to provide evidence of what the contract with AltHanCo was aiming to do and to share the boiler plate information.	Xoserve (AM)	Pending
0102	16/01/19		Xoserve (AM) to document the risk of information exchange between AltHanCo and their service provider and clarify how the contract, covers information and data being released to this 3 rd party,	Xoserve (AM)	Pending