Joint Office of Gas Transporters

UNC DSC Contract Management Committee Minutes
Wednesday 18 September 2019
at Lansdowne Gate, 65 New Road, Solihull B91 3DL

Attendees			
Chris Shanley (Chair)	(CS)	Joint Office	Non-Voting
Helen Cuin (Secretary)	(HCu)	Joint Office	Non-Voting
Shipper User Representatives			
Kirsty Dudley*	(KD)	E.ON	Class A Voting
Stephanie Clements	(SC)	ScottishPower	Class A Voting Alternate for Mark Bellman
Oorlagh Chapman*	(KM)	Centrica/British Gas	Class A Voting
Lorna Lewin*	(LL)	Orsted	Class B Voting
Steve Mulinganie	(SM)	Gazprom Energy	Class B Voting
Transporter Representatives			
Helen Chandler	(HCh)	Northern Gas Networks	
Sally Hardman*	(SHa)	Scotia Gas Networks	
Richard Loukes	(RL)	National Grid	+Alternate for Teresa Thompson
John Cooper*	(JC)	IGT Representative	
Victoria Parker*	(VP)	IGT Representative	
CDSP Contract Management Representatives (Non-Voting)			
Jayne McGlone	(JMc)	Xoserve	Non-Voting
Michele Downes	(MD)	Xoserve	Non-Voting
Observers/Presenters (Non-Voting)			
Alex Stuart	(AS)	Xoserve	Head of Customer Consultancy
Alison Jennings	(AJ)	Xoserve	Customer Lead
Andrew Szabo	(ASz)	Xoserve	Chief Customer Officer
Angela Clarke	(AC)	Xoserve	DSC Compliance
Clare Cantle-Jones	(CCJ)	SSE	
David Addison	(DA)	Xoserve	Service Development
Dan Donovan	(DD)	Xoserve	Service Delivery Lead
David Turpin	(DT)	Xoserve	Customer Lead
Fiona Cottam*	(FC)	Xoserve	Analytical Services/UIG Taskforce
Guv Dosanjh	(GD)	Cadent	
Jane Goodes	(JG)	Xoserve	Customer Lifecyle
Leanne Jackson	(LJ)	Xoserve	Customer Consultancy/UIG Task Force
Lee Foster	(LF)	Xoserve	Programme Manager
Maitrayee Bhowmick-Jewkes	MBJ	Joint Office	
Ranjit Patel	(RP)	Xoserve	Chief Customer Officer
Shiv Singh	(SS)	Cadent	

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Sian Jones*	(SJ)	Xoserve	Chief Executive Officer
Simon Harris	(SH)	Xoserve	Business Process Lead
Smitha Coughlan*	(SC)	Wales & West Utilities	
Stephan Foxall	(SF)	Xoserve	Communications Assistant
Victoria Mustard	(VM)	Xoserve	Customer Advocate
Vinnie Bhanderi	(VB)	Xoserve	Information Security
*Via teleconference			

Copies of all papers are available at: http://www.gasgovernance.co.uk/dsc-contract/180919

1.   Introduction

CS welcomed all to the meeting and confirmed the meeting quorate.

1.1. Apologies for absence

Mark Bellman and Teresa Thompson

1.2. Alternates

Stephanie Clements for Mark Bellman and Richard Loukes for Teresa Thompson.

1.3. Confirm Voting rights

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

1.4   Approval of Minutes (14 August 2019)

Following a number of requested amendments, published ahead of the todays meeting, the minutes from the 14 August were approved.

1.5 Review of Outstanding Actions

0309: Xoserve (DT) to investigate if a new updated process for the 'Requesting of New Services' could be implemented ahead of the next cycle.
Update: Next update expected on 16 October 2019. **Carried Forward**

0701: Xoserve (MD) to review current KPI and KVI monitoring for improvements and present proposals at the October Contract Management Committee.
Update: Next update expected on 16 October 2019. **Carried forward**

0702: Xoserve to provide a breakdown of Project Nexus de-scoped data items.
Update: See Item 3.0 (UK Link Platform Performance Update page 15). **Closed**

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0704: Xoserve to review what the Key Performance Indicators for success are.
Update: Next update expected on 16 October 2019. **Carried Forward**

0801: Xoserve (JMG) to amend the Operating Guidelines Document to include ownership, version control and amendments/changes/review cycle process prior to publication on the JO website.
Update: Document amended and published. **Closed**

0802: Xoserve (MD) to combine the Contract Metrics and Issue Management update into one document including supporting detail on each area
Update: See item 5.0. **Closed**

0803: Xoserve (ER/VM) to engage with Steve Mulinganie (SM) and Kirsty Dudley (KD) in relation to the proposed changes and management of the Operationally Excellent Operation Rhythm rollout plan.
Update: Ongoing. **Carried Forward**

0805: Xoserve (JMG/DH) to communicate the change of the Introduction of Rolling Enduring Contracts for Third Party Services renewal process.
Update: See item 3.0. **Closed**

0806: Xoserve (RP) to provide further detail with regards to read functional objects in relation to Class 3.
Update: Change Proposal raised. **Closed**

0807: Joint Office (RH) to procure a paper from FC and circulate it and a voting form to the DSC Contract Management Committee to be sent via email to approve the renewal of the PAFA contract.
Update: See item 12.2. **Closed**

2. **Disclosure Reports**

2.1. DRR Shipper Report

JG provided the Disclosure Request Report (DRR) asking for permissions to provide additional data via Birst. An Impact Assessment had been undertaken, there were no identified privacy issues.

Committee Representatives voted unanimously to approve the DRR.

Voting Outcome:	DRR Shipper Report	
Shipper Representative	**Voting Count**	**For/Against**
Kirsty Dudley	1	For
Stephanie Clements (Alternate for Mark Bellman)	1	For
Oorlagh Chapman	1	For
Lorna Lewin	1	For
Steve Mulinganie	2	For
Total	**6**	**For**
Transporter Representative	**Voting Count**	**For/Against**
Sally Hardman	1	For
Helen Chandler	1	For
Richard Loukes (+ Alternate for Teresa Thompson)	2	For
John Cooper	1	For
Victoria Parker	1	For
Total	**6**	**For**

2.2. DRR Network Report

JM provided the DRR on the provision of data via the Data Discovery Platform (Birst) for Networks. She confirmed there would be some new data items added in the data permission matrix to allow Networks drill into the data for business intelligence and self-serve data purposes. There were no identified privacy issues or access concerns as Networks already have access to the data via other means.

Committee Representatives voted unanimously to approve the DRR.

Voting Outcome:	DRR Network Report	
Shipper Representative	**Voting Count**	**For/Against**
Kirsty Dudley	1	For
Stephanie Clements (Alternate for Mark Bellman)	1	For
Oorlagh Chapman	1	For
Lorna Lewin	1	For
Steve Mulinganie	2	For
Total	**6**	**For**
Transporter Representative	**Voting Count**	**For/Against**
Sally Hardman	1	For
Helen Chandler	1	For
Richard Loukes (+ Alternate for Teresa Thompson)	2	For
John Cooper	1	For
Victoria Parker	1	For
Total	**6**	**For**

2.3. DSC Change Management Guidelines - Amendments

SH provided the Change Proposal Document for XRN4977 - Amendment to the DSC Change Management Guidelines, outlining the amendments to the guidelines for change managers, and to give more details around the capture process, EQRs, cost complexity and impacts, and how the capture sessions will be managed.

CS confirmed that the change had been approved at the Change Management Committee.

Committee Representatives voted unanimously to approve the amendments.

Voting Outcome:	DSC Change Management Guidelines - Amendments	
Shipper Representative	**Voting Count**	**For/Against**
Kirsty Dudley	1	For
Stephanie Clements (Alternate for Mark Bellman)	1	For
Oorlagh Chapman	1	For
Lorna Lewin	1	For
Steve Mulinganie	2	For
Total	**6**	**For**
Transporter Representative	**Voting Count**	**For/Against**
Sally Hardman	1	For
Helen Chandler	1	For
Richard Loukes (+ Alternate for Teresa Thompson)	2	For

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John Cooper	1	For
Victoria Parker	1	For
Total	**6**	**For**

3. UKL Update

AS, SH & RP presented the committee with a UK Link Platform Performance Update and explained this was a follow up to the updates provided in July and August.

RP reported that there had been a spike in issues with system constraints and these have now been evaluated. Several catchups have been undertaken to identify risks and to review the mitigation priorities. RP explained that if extra funding was available this could accelerate the risk reduction and Xoserve wanted to use this session to establish if there was an appetite to invest additional funds to accelerate the identified improvements.

AS provided a background to the stability risks to UK Link and the mitigation initiatives.

AS then provided an overview of the spike in P1/P2 major incidents in April and May 2019, and the four categories these fell into. Over the last 5 years there were on average 9 major incidents per month, however in several months during 2019 the number of P1/P2 incidents has spiked beyond this average. No single cause is responsible for the pattern in 2019, however 4 underlying themes have been identified and were presented for discussion.

AS then provided a report on the audit findings, specifically on the Amendment Invoice. The audit identified 35 low-level technical findings, which were condensed into 19 core improvement areas. Of the back of the audit and the core 19 findings, a gap analysis had been undertaken by IS to devise an action plan. There are 104 low level improvement opportunities. This was further broken down into 75 Operation Business as Usual & Continual Improvement, 27 Dedicated Delivery Mechanism Required and 2 Resourcing. A further slide was provided to indicate the 4 high-level areas of focus these were; UK Link Performance, Balancing Change and Platform Maintenance, Continual Fire Fighting and Technical Audit Findings.

AS provided a detailed plan for the remainder of the Financial Year 2019/20 to explain the focus areas, the perceived risk, mitigating actions and the expected benefits.

AS explained that Xoserve were heading in the right direction with major incidents reducing. The short-term improvement initiatives are expected to contribute to greater UK Link platform stability levels, over the course of the next 6-months, whilst Xoserve await the mobilisation and deployment of the longer-term strategic projects that will drive significant step changes to performance. AS went on to provide the long-term strategic initiatives that expect to drive step changes in UK Link performance and stability.

AS sought feedback on the progress made so far and the planned approach. He explained that to accelerate improvements it would require the bolstering of the current headcount within Xoserve and there was an assumption this would cost a circa £200k additional investment funding. Enhanced Application Performance Monitoring would cost approximately £400K. It was suggested that this could be pulled forward from BP20

SM said he was supportive of the additional funding subject to further information being provided but questioned the ability to use the CSS Adaptor Products and how they would work alongside the presented improvement work. He expressed he was unclear on how the Adaptor proposal plays into this bigger piece of work.   As this was quite a significant issue arising from the Ofgem faster switching programme, he wished to understand how the Adaptor product will be offered, especially if some parties did not want to use it and there was considerable amounts of money invested. He asked for clarification on where this sits within the whole UK Link programme, how good the product is, how well it is supported and if there was going to be a test environment. Questions were also raised around the funding being requested and whether the industry could "trust the product" given the issues faced with Project Nexus implementation. KD echoed the points raised and challenged how Xoserve can provide Shippers with confidence on the Adaptor product given the issues already faced by the industry in relation to UK Link performance.

LF explained the need to look at establishing a position to secure the current system in the first instance. He added that the Adaptor offering was a separate initiative that he felt could be provided with confidence the overlap to the UKL performance work being to ensure there is a stable platform on which to deploy any change or new service, including the adaptor layer. SM was looking for assurance that buying into the Adaptor product would also not have an adverse effect on stakeholder systems. LF confirmed that Xoserve are looking to understand the depth of service and functional requirements, and Xoserve will seek to work with customers to define and evolve the service SM wanted reassurance and confidence around the delivery of all systems.

SJ believed that Xoserve have shown so far that they are willing to set things right. She explained that the use of Adaptors has been discussed in the industry for a long time and views have recently changed on their use. The design phase of the faster switching systems has enabled the use of Adaptors to be put back on the table as an option and this is now being progressed.

SJ asked parties what they want from Xoserve to improve perceptions and trust. It was understood it would take time to rebuild trust. SJ asked for feedback on how Xoserve can provide the right assurance, noting recent performance improvements.

KD expressed she was sceptical, she stressed that perceptions need to be changed and Xoserve need to build customer trust by delivering what is required by them. KD asked what are the quick wins, what are the medium term and long-term changes. She stressed that the work is not to be overshadowed by other market developments and there is a need to stabilise the system and build for the future.

SM wanted further information around the £600k funding (£400 in BP20 and £200k additional), when the funding would be required and what the proposed share allocation was. LF agreed to take an action to provide more granular information. SM asked if an exercise can be undertaken to provide Shippers with a short, medium, and long-term requirements with a breakdown of budget spending in each phase. He wanted to also see the detail of how, when and what the tangible things are that need fixing. He wanted to see improvements, accurate information and things being delivered when promised. He also wanted to know the benefits of the investment, i.e. reduced incidents by 50%, etc.

HCh also wanted to see what extras stakeholders would be getting above BAU/the current plan, so to be clear on what the extra investment is going to provide.

OC emphasised that there have been outstanding actions for a long time and it would useful to have revised performance measuring that can give a true reflection of UK Link performance going forward. CS highlighted that this topic would be on the agenda for next month.

In relation to action 0702, AS highlighted that the Nexus descoped items had been provided in Appendix A.

> **Action 0901:** UK Link Update - Xoserve to provide further details of the £600k funding, impacts on budgets, timescales, risks and benefits and how the funding will be split amongst Transporters and Shippers.

> **Action 0902:** UK Link Update - Xoserve to provide further details on the Adaptor product and how it fits in with the delivery of the UK Link performance improvement changes.

4. BP20 Update

DT presented the draft Business Plan (published at: https://www.xoserve.com/news/draft-business-plan-2020/)

HCh provided positive feedback to Xoserve on the plan and thanked Xoserve for listening to stakeholders and for responding to information requests.

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DT provided an overview, concentrating on the 9 focus area principles that broke down the deliverables for each constituency group. He highlighted that there was no spend for 'reshaping the business' but investment was linked to the other 8 areas.SM asked for an update on the cyber security threat, focus area 2. DT explained the focus on ensuring security of data, needing more controls, more spend in the first year with an investment of £4m. DT also highlighted that as part of RIIO Ofgem had published a document on cyber security and the standards they consider should be utilised. HCh enquired how far away Xoserve are from the standards already, what is the risk, is it imperative for the spend to be made in the 1st Year and what is the gap analysis. DT explained that the energy sector faces an ever-increasing cyber security threat. Risks to systems are ongoing and Xoserve expects that the cost and effort of protecting its vital assets will only become more intense.

SM asked if Xoserve have got enough money to ensure the protection of information is adequate. He stressed that inappropriate data access would have a sweeping effect on the industry and a reputational damage on parties, and this wouldn't be limited to Xoserve. He stressed there is a need for strong and robust cyber security, due to the risk to reputation and likely fines. He wanted reassurance that the industry has got the right level of security, he wanted to understand where the gaps are, and how the risk areas are going to be managed.

KD also stressed the need to understand what was required, when and how much. Xoserve agreed to provide further granularity.

Action 0903: BP20 - Xoserve to undertake a Cyber Security Gap Analysis and determine the likely investment to meet the required Ofgem standards. More Granularity, costs, benefits and timescales to be provided ahead of next meeting to allow feedback from the Committee Members.

Action 0904: BP20 - Xoserve to provide the link/documentation for the BP20 Update to all Customer Account Managers and confirm how they can arrange a 1-2-1 on the topic.

GD enquired about the planned improvement in customer communications and the intended ¼ million spend. DT explained the budget is to help build consistency, central communication functions, to build reports, standardise communications, and to digitise processes to allow focus/streamlining. SC wanted to understand the quantifiable benefits and more detail was requested.

GD enquired about the previous presentation under section 3 and the management of the £200k and £400k and how these are presented within the budget. DT explained that the £200k in the previous presentation would be an additional investment. The £400k would be pulled forward into this year, DT explained the options for funding which could come from additional investment, or from the DSC Change Budget where money has not been spent this year, to avoid asking for extra funding.

DT provided an overview of the grouping, overlaps and focus areas. HCh requested more information on the benefits of undertaking the work for all areas. DT planned to provide a further update and provide a stable picture to lower the risk of change.

DT provided an overview of the timeline for feedback, and to assist with decision making and investment topic granularity. He confirmed that changes to the business plan will be provided at DSC Change Management Committee and DSC Contract Management Committee meetings.

SM asked about the upcoming WebEx in October. DT confirmed the purpose of October's WebEx was mainly to capture people who had not been involved heavily in the process to date and that details for the WebEx will be communicated in due course.

5. **Monthly Contract Management Report (KPIs)**

   5.1. **Contract Metrics (including Invoicing)**

   JMc provided the Contract Metrics update. She reported some technical issues with the KPIs which need to be updated and republished. The Contract Metrics Dashboard, summarised the key issues and resolution plans.

   5.2. **Issue Management Update**

5.2.1. Issue Management Dashboard

MD provided a brief overview of the Customer Issue Management Dashboard for August 2019 and briefed the Committee on the key issues.

MD explained the main concern was with the AQ Related Defects. SM asked if the AQ problems would impact new contracts for the new Gas Year. MD said this would be the case if the data and AQs were not corrected before 01 October. MD advised there were two scenaros:1 New defects identified with the data used for AQ calculation 2 Historical defects where the fix has been deployed but the corrupt data had not been corrected. If the corrupt data is used within the AQ calculation process this will affect the AQ, MD confirmed that a communication will be issued shortly on how this issue will be managed and a plan to correct.

MD reported that the Portfolio Issues in June/July for emergency contacts details has now been corrected.

SM provided some feedback on the report requesting Xoserve to add the previous month statistics to the dashboard to enable parties to have more context on items increasing and decreasing.

5.2.2. Amendment Invoice Taskforce Update

DD provided an update on the Amendment Invoice Taskforce. The timelines indicated that the taskforce is working in line with the Service Level Agreements (SLAs) in terms of exclusions and exceptions, however this could not be confirmed with an absolute guarantee until the MI reports are produced.

DD provided an overview of the Supporting Information Mismatches. He confirmed that:

- Exceptions have increased. There were 241,115 unresolved Exceptions with distinct MPRNs which are being worked on.
- Exclusions has seen a reduction in numbers to 1733 MRPNs, these currently have bill blocks placed upon them.
- Defects now down to 8 from 17, all awaiting fix deployment.
- MI Reporting, issues have been identified in UAT. The reports have been updated and are in the process of being retested. The first set of reports are expected 27 September.

CS confirmed based on the progress being made UNC Modification 0689 - Removing the requirement to support Invoice queries before the due date with information from the .AML file, had been withdrawn.

5.2.3. UIG Update

LJ provided an update on the UIG Taskforce for information purposes and said this was the same as the DSC Change Management Committee update. This included the Plan on a Page (POAP), Taskforce Funding, and the Next Steps. The overall Rag Status was Green.

SM asked about the communication of the transition plan and suggested updates related to the closure report should be provided to the UIG Workgroup as well. LJ confirmed Energy UK have also set up a UIG group. SM confirmed this is a commercial group and not representative of all industry parties. LJ confirmed that updates will continue to be provided to the Contract Committee and UNC UIG Workgroup as requested.

5.3. KVI Performance

5.3.1. August 2019 KVI Performance

MD provided a brief walkthrough of the Key Value Indicators for August 2019. MD provided the key performance areas for: Customer Service, Service Delivery, Financial Reporting, Customer Data Security, Change Management, Customer Issue Resolution, and Relationship Management.

The intention will be to brief the committee on the proposed changes to the KVI Performance Reporting next month. MD explained that going forward Xoserve are expecting new score cards to be reported on, however they can't formally change the KVIs until April. The intention will be to provide scores for the additional items until the reports can be changed in April.

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6.   CSS Update

Material provided, review not required.

SM wished to understand what was happening with the CSS Change Packs being issued for Faster Switching. CS confirmed that Xoserve had said that the CSS Change packs for Faster Switching will be separated and issued on the same day. Xoserve will be writing to all parties to check they wish to receive Business as Usual and Faster Switching change packs.

SM enquired about the timing of Change Packs being issued and the period for Consultation. SM explained that at the moment resources are looking at the changes required to support CSS, but Shippers do not know what the Adaptor is or the timing of the packs for the Adaptor. He asked if the impact of the Adaptor had been considered with the timing of the CSS Change Packs. He also emphasised the need for Xoserve to consider and understand the impact if some parties do not wish to use an Adaptor solution. He stressed that Xoserve need to think about system interfaces and what the consequences are if not all parties want to use an Adaptor.

Action 0905: Xoserve to provide further information on CSS Change Pack approach and how the Adaptors programme offering will be treated.

7.   Information Security Arrangements

VB provided an update on the Security Improvement Programme 1.0. (SIP 1.0)

VB reported that a new CISO would be joining Xoserve, Xoserve retains its ISMS certification for ISO27001, and they have delivered the SIP 1.0.

The next phase to define the Security Improvement Programme (SIP 2.0) has commenced ensuring adequate information security control are embedded to protect important information assets.

KD enquired if SIP 1.0 can be shared within organisations and with SMEs. VB agreed that SIP 1.0 can be circulated within DSC Contract party organisations for information sharing however that it should not to be published in the public domain. KD stressed the importance of when providing information, it is clear which documents are for committee representatives only. CS asked that Xoserve now look to deploy the agreed guidance of document confidentiality and associated sharing.

CS highlighted that as a result of the BP20 discussions earlier in the meeting, he expected that DT would be seeking support from VB and colleagues to answer the questions raised. KD said that she also felt that there were additional questions in this area that parties may have. VB offered to provide a Frequently Asked Questions (FAQ) documents to assist Committee Members understand the work being undertaken and the reason why. VB to consider how Information Security can best provide information to help. It was suggested a Teleconference could be organised to brief parties on the aspects of the CDSP information security arrangements with other organisations experts.

Action 0906: Information Security Arrangements - Parties to provide key questions to Xoserve to assist with the production of an Information Security arrangements FAQ document. CDSP to consider arranging a teleconference with interested parties to go through any questions raised.

8.   Business Continuity Plan

Next status update due November 2019.

9.   Contract Assurance Audit

Next status update due November 2019.

10.   Financial Information

10.1.   Cost Allocation Model and Methodology

Not discussed in the meeting.

10.2. CDSP Budget

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No further discussion. See item 4.0.

10.3. Annual Charging Statement

Not discussed in the meeting.

11.   Key Committee Updates

11.1.   DSC Change Management Committee

CS confirmed the material has been provided. No further discussion held.

12.   Any Other Business

12.1. UNC User Representatives 2019/20

CS confirmed the Shipper User Representatives from 01 October 2019:

1. Stephanie Clements (Scottish Power) - class A
2. Clare Cantle-Jones (SSE) - class A
3. Lorna Lewin (Orsted) - class B
4. Steve Mulinganie (Gazprom) - class C

SM highlighted that at the time of the Shipper User Group determination Gazprom was considered to be within User Group C, however he believed Gazprom should now be classified as User Group B as their portfolio had since changed.

The committee considered the new number of Shipper Representatives and User Group representation. It was suggested that the constitution of the DSC Committees should be reviewed along with the quoracy arrangements, and whether Shipper User Groups B and C should be combined. CS clarified his he interpretation of Quoracy and confirmed that an appointed Alternate (whether this is an existing representative or not) counts towards the quoracy count but that 3 Shipper representatives were required. With only 4 representatives from October this could be an issue if travel problems, etc, were experienced, Xoserve agreed to look into this issue on behalf of the Committee.

Action 0907: Xoserve to review the Constitution of the Contract Management Committee, Voting Arrangements, Quoracy, Classes of Shipper User Groups, and the appointment process; and consider whether User Groups B&C should be combined or whether a different voting/weighting arrangement could be applied.

CS requested that the appointed representatives consider and provide standing Alternates to ensure there are no issues in the meantime. CS also took the opportunity to thank KD for her work on this committee.

Action 0908: All DSC Contract Committee Representatives to review and provide standing Alternates to the Joint Office.

12.2. Governance for PAFA & AUGE related contracts

JMc provided an overview of the PAFA extension contract and the approval process, apologising for the short notice meeting cancellation.

The DSC includes specific service lines for the appointment of the Performance Assurance Framework Administrator (PAFA) and Allocation of Unidentified Gas Expert (AUGE) by the CDSP. These are Direct Services – Code Services under Service Area 3 – lines 10 and 12 respectively. Both of these services are 100% funded by Shippers.

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The costs of these services are included in Maintain the Business within Xoserve's Business Plan and are subject to internal governance prior to entering into any contracts. Undertaking the appointment is an existing service line, so DSC Contract Management Committee would be informed of an appointment/extension, as it relates to the ongoing delivery of a DSC service line.

JMc wanted the above Governance to be captured within the Committee minutes along with confirmation that there is no need for additional approval by any DSC Committee prior to a contract award or extension.

12.3. Action Log Recap

JMc provided an overview of all the actions/agreements taken by Xoserve.

12.4. Class 3 Update

DA provided a Class 3 update, he confirmed that based on the numbers indicated, Xoserve did not have to throttle SPC capacity and guidance has been provided to Shippers on how best to use the process.

Xoserve analysis on Business as Usual (BAU) volumes was that normal operation of SPC would be expected, peaking at 1500 records, and this is not deemed material in terms of use of the system.

Advice has been given to parties to submit any read files early in the day and let Xoserve know of anything unusual, above BAU levels. DA explained that given the revised position he did not envisage seeing the performance/system issues expected a few months ago.

13. 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	Programme
10:30 Wednesday 16 October 2019	Lansdowne Gate, 65 New Road, Solihull B91 3DL	Standard Agenda items, and any other matters arising.
10:30 Wednesday 20 November 2019	Lansdowne Gate, 65 New Road, Solihull B91 3DL	Standard Agenda items, and any other matters arising.
10:30 Wednesday 18 December 2019	Lansdowne Gate, 65 New Road, Solihull B91 3DL	Standard Agenda items, and any other matters arising.

Action Table (as at 18 September 2019)

Action Ref	Meeting Date	Minute Ref	Action	Owner	Status Update
0309	20/03/19	10.6	Xoserve (DT) to investigate if a new updated process for the 'Requesting of New Services' could be implemented ahead of the next cycle.	Xoserve (DT)	**Carried Forward**
0701	17/07/19	4.1	Xoserve (MD) to review current KPI and KVI monitoring for improvements and present proposals at the October Contract Management Committee.	Xoserve (MD)	**Carried Forward**
0702	17/07/19	10.1	Xoserve to provide a breakdown of Project Nexus de-scoped data items.	Xoserve (SJ/JM)	**Closed**
0704	17/07/19	10.1	Xoserve to review what the Key Performance Indicators for success are.	Xoserve (SJ/JM)	**Carried forward**
0801	16/08/19	1.5	Xoserve (JMG) to amend the Operating Guidelines Document to include ownership, version control and amendments/ changes/ review cycle process prior to publication on the JO website.	Xoserve (JMG)	**Closed**
0802	16/08/19	2.1	Xoserve (MD) to combine the Contract Metrics and Issue Management update into one document including supporting detail on each area.	Xoserve (MD)	**Closed**
0803	16/08/19	2.3.2	Xoserve (ER/VM) to engage with Steve Mulinganie (SM) and Kirsty Dudley (KD) in relation to the proposed changes and management of the Operationally Excellent Operation Rhythm rollout plan.	Xoserve (ER/VM)	**Carried Forward**
0804	16/08/19	2.3.2	Xoserve (ER) to produce a list of the 144 services and the associated issues for each one.	Xoserve (ER)	**Removed Action not agreed**
0805	16/08/19	10.3	Xoserve (JMG/DH) to communicate the change of the Introduction of Rolling Enduring Contracts for Third Party Services renewal process.	Xoserve (JMG/DH)	**Closed**
0806	16/08/19	11.2	Xoserve (RP) to provide further detail with regards to read functional objects in relation to Class 3.	Xoserve (RP)	**Closed**
0807	16/08/19	11.3	Xoserve (FC/JR) to investigate what access limitations should be given to the PAFA when accessing Birst, from a meter point level and contractually/commercially.	Xoserve (FC/JR)	**Closed**

Action Table (as at 18 September 2019)

Action Ref	Meeting Date	Minute Ref	Action	Owner	Status Update
0901	18/09/19	3.0	UK Link Update - Xoserve to provide further details of the £600k funding, impacts on budgets, timescales, risks and benefits and how the funding will be split amongst Transporters and Shippers.	Xoserve (AS)	**Pending**
0902	18/09/19	3.0	UK Link Update - Xoserve to provide further details on the Adaptor product and how it fits in with the delivery of the UK Link performance improvement changes.	Xoserve (AS)	**Pending**
0903	18/09/19	4.0	BP20 - Xoserve to undertake a Cyber Security Gap Analysis and determine the likely investment to meet the required Ofgem standards. More Granularity, costs, benefits and timescales to be provided ahead of next meeting to allow feedback from the Committee Members.	Xoserve (DT)	**Pending**
0904	18/09/19	4.0	BP20 - Xoserve to provide the link/documentation for the BP20 Update to all Customer Account Managers and confirm how they can arrange a 1-2-1 on the topic.	Xoserve (DT)	**Pending**
0905	18/09/19	7.0	Xoserve to provide further information on CSS Change Pack approach and how the Adaptors programme offering will be treated.	Xoserve (SM)	**Pending**
0906	18/09/19	7.0	Information Security Arrangements - Parties to provide key questions to Xoserve to assist with the production of an Information Security arrangements FAQ document. CDSP to consider arranging a teleconference with interested parties to go through any questions raised.	Xoserve (VB)	**Pending**
0907	18/09/19	12.1	Xoserve to review the Constitution of the Contract Management Committee, Voting Arrangements, Quoracy, Classes of Shipper User Groups, and the appointment process; and consider whether User Groups B&C should be combined or whether a different voting/weighting arrangement could be applied.	Xoserve (JMc)	**Pending**
0908	18/09/19	12.1	All DSC Contract Committee Representatives to review and provide standing Alternates to the Joint Office.	All Reps	**Pending**