Joint Office of Gas Transporters

UNC DSC Contract Management Committee Minutes
Wednesday 20 March 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			
Kate Mulvany	(KM)	Centrica/British Gas	Voting (1) – Alternate for Oorlagh Chapman
Kirsty Dudley*	(KD)	E.ON	Voting (1)
Lorna Lewin*	(LL)	Orsted	Voting (1) (had to leave the meeting prior to voting)
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)
Teresa Thompson	(TT)	National Grid	NTS – Voting (2) – Alternate for Richard Loukes
John Cooper*	(JC)	IGT	IGT - Voting (2) – Alternate for Victoria Parker
Victoria Parker*	(VP)	IGT	IGT – Voting (*had to leave the meeting prior to voting*)
CDSP Contract Management Representatives			
Raj Uppal	(RU)	Xoserve	Non-Voting
Michele Downes	(MD)	Xoserve	Non-Voting
Observers			
Andy Miller	(AM)	Xoserve	Non-Voting
Angela Clarke	(AC)	Xoserve	Non-Voting
Chris Warner	(CW)	Cadent	Non-Voting
Dave Turpin	(DT)	Xoserve	Non-Voting
David Addison	(DA)	Xoserve	Non-Voting
Emma Smith	(ESm)	Xoserve	Non-Voting
Emma Lyndon	(EL)	Xoserve	Non-Voting
Eve Bradley	(EB)	Xoserve	Non-Voting
Fiona Cottam	(AS)	Xoserve	Non-Voting
Guv Dosanjh	(GD)	Cadent	Non-Voting
Hannah Hassanjee	(HH)	Xoserve	Non-Voting
Jayne McGlone	(JG)	Xoserve	Non-Voting
Leanne Jackson	(LJ)	Xoserve	Non-Voting
Mark Jones*	(MJ)	SSE	Non-Voting
Paul Facer	(PF)	Xoserve	Non-Voting
Phil Turner	(PT)	Xoserve	Non-Voting

Richard Johnson	(RJ)	Xoserve	Non-Voting
Richard Lenton	(RL)	Xoserve	Non-Voting
Steve Deery	(SD)	Xoserve	Non-Voting
Vinnie Bhanderi	(VB)	Xoserve	Non-Voting
Apologies			
Mark Bellman	(MB)	ScottishPower	Voting
Oorlagh Chapman	(OC)	Centrica/British Gas	Voting
Richard Loukes	(RL)	National Grid NTS	Voting
Mark Bellman	(MB)	ScottishPower	Voting

1. **Introduction**

   Chris Shanley (CS) welcomed all the meeting and wanted to remind all participants of the new start time of 10.30am.

   1.1. Apologies for absence

   See table above.

   1.2. Alternates

   Kate Mulvany for Oorlagh Chapman

   Teresa Thompson for Richard Loukes

   John Cooper for Victoria Parker

   1.3 Confirm Voting rights

   For those in attendance for agenda item 6:

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

1.4 Approval of Minutes (20 February 2019)

The minutes from the last meeting were approved.

2.   Business Continuity Plan

No update at this meeting.

3.   Contract Assurance Audit

Eve Bradley (EB) presented the Risk and Assurance Internal Audit overview, together with the Internal Audit summary. Sally Hardman (SH) asked what the status was with the GDPR audit in relation to the 6 month's delay in completing the agreed actions and EB said that a broader security process was presently being undertaken and a four step plan was being produced to increase GDPR knowledge which would conclude in June 2019. EV added that these areas might be completed and finalised prior to June and that this would all be communicated in due course.

4.   Monthly Contract Management Report (KPIs)

4.1.   KPI reports

Michele Downes (MD) talked through the summary provided and advised the KPI's were all on Rag status Green. She then overviewed the following highlights and advised that further material was available within the links provided in the document:

- Release 3, Track 2 – successful implementation (MD explained there was now a link within the *Highlights and Other Matters* section which directed to the Release 3 current status information)
- Non Standard Sites Training Day
- Minor Release Drop 3 – successful implementation
- New Unidentified Gas Task Force Investigation Guide
- Release Awareness session

Sally Hardman (SH) said that some specific commentary regarding the trend analysis would be helpful and Kate Mulvany (KM) agreed and said that commentary regarding what the green status actually meant would be really useful. Dave Turpin (DT) and MD said they would add this into the spreadsheet.

4.2.   Issue Management Update

Steve Deery (SD) joined the meeting and presented the Issue Management Update slide and explained that this KVI was presently at 92.5% to date with 84% achieved overall for the year end.   The average response rate was 21% which equated to 438 responses per month.

KD wanted to know what would happen in the situation of no one responding and should CDSP consider other ways to improve performance. SD said that the Service Excellence Team were investigating the approach to customer satisfaction surveys to ensure there is not a survey overload and that the KPI's and comments were shared with that team as a means of identifying areas to improve. KD said that more information was required as to what 'good looked like' regarding the overall issue management performance. DT said that this area was presently being considered and that they would look at producing a specific matrix to monitor this. Raj Uppal (RU) said that this whole area of the KPI's were currently being investigated and explored further.

Customer Issue Register

Michele Downes (MD) introduced the Customer Issue Register and explained that there were still some Open AQ Issues and she provided a high-level overview of the defect numbers; 1045, 863, 1122, 1089, 4676, 1073, 1199 and 1305.

Kirsty Dudley (KD) asked what would happen if these defect issues regarding the AQ's did not get resolved. MD said that these would then be profiled each month and carried forward. She said that each AQ and tolerance level would be checked prior to 'go live' and that an exercise was taking place to check the system code used for the AQ calculations and defects process. KD said she had concerns that other issues may arise due to the present AQ issue, if insufficient checks were not in place. MD said that the end to end review process was part of the Business As Usual (BAU) process and that the review procedure was continuous in respect of the AQ's. KD said that she felt this needed to be future proofed and Steve Mulinganie (SMu) agreed and suggested that this needed to be an enduring solution in relation to the AQ defects. MD agreed to look at this area and to update the relevant documents and processes to reflect any lesson learnt.

Helen Chandler (HC) said that there was an issue with the SOQ's in relation to defect 1205 and the impact was not only to the Shippers, but it was having an impact on the DN's as well and this needed to be captured within the tracker. The issue was identified on the register, but MD agreed to investigate this topic further and provide feedback at the next meeting on whether the issue could have been managed differently.

> **New Action 0301:** Xoserve (MD) to provide an update on any AQ process document changes and defect 1205 (SOQ issue).

SMu wanted a high-level summary to be produced that would flag up the most urgent or high priority areas, as he said having to search through various tabs and excel spread sheets was not user or customer friendly. Others felt the issues register was useful but agreed the summary would be complementary. DT agreed with this suggestion and said this would be actioned.

> **New Action 0302:** Xoserve (MD) to produce a high-level summary document identifying all the most important issues and key developments.

4.2.1 Amendment Invoice Taskforce Update

Amendment Invoice supporting information (AML & ASP) files

Phil Turner (PT) provided an update of the AML/ASP Taskforce dashboard and he said that presently this was still at red RAG status. He said that investigations were still taking place in relation to the route cause analysis and that 87 defects had already been resolved, with 19 defects still requiring a resolution.

Kirsty Dudley (KD), Kate Mulvany (KM) and Steve Mulinganie (SMu) all said that it was unacceptable that this issue was now over 18 months old and they all had grave concerns about when the problem would be resolved.

KD and KM said they were also concerned over the impacts that could be caused when the Retrospective Adjustments procedure goes live, as this invoicing issue was still not fully addressed, and this was having significant impacts. SMu added that a lot of work had gone into the development of Modification 0651: Changes to the Retrospective Data Update provisions, and it was still needed.

PT said the breadth of investigation had now been widened and that more intensive route cause analysis work was being undertaken, but that he was still not in a position to provide a confirmed date as to when this would finally be resolved. He said at the next meeting he would be able to supply a comprehensive plan of timelines and next steps. KM said that more regular updates were required either weekly or bi-weekly in order for the updates on the progress, to be discussed internally within their organisations.

SMu said that this lack of resolution timeline was highly unacceptable and that action needed to be taken now, and he was not prepared to wait for another update at the April or May meeting.

Dave Turpin (DT) said he understood the various frustrations regarding this matter. Chris Shanley (CS) suggested that a dedicated offline workshop session should be arranged with all interested parties and this extra time would allow Xoserve to explain the remaining defects/problems and explain the resolution plan. DT said the idea of a workshop was a good one and could be also be provided with a webex facility for parties who were not able to attend in person. He said the main focus recently had been on the defects in relation to the line in the sand. DT agreed that all the material would be circulated prior to the workshop to allow sufficient pre meeting documentation assimilation by attending parties, to ensure constructive and valuable discussions to take place.

KM said that at the workshop all avenues should be explored, including the option of replacing the system that has not worked for 18 months and this was supported by KD and SMu.

Paul Facer (PF) suggested that from a communications perspective that he could organise for a weekly update to be circulated and the general consensus was that a bi-weekly update would be more beneficial and useful. KD said on the subject of communications, it was apparent that this area of the invoicing process was not governed by a KVI or KPI's and she suggested that it should be, especially as it had such a detrimental impact from an overall financial aspect to all parties. MD agreed to look into this.

CS then summarised the plan for the workshop as follows:

- Overview of resolved and outstanding defects/issues related to the Amendments Invoice
- Overview of resolution plan to resolve remaining issues
- Walkthrough of actions on resolution plan and planned target dates (red and green paths)
- Discussion on priorities and potential impacts on resolution plan
- Discussion on option to replace current system
- Agreement on next steps – including weekly, fortnightly, Monthly (DSC Contract Management Committee) updates and any further workshops
- Discussion on draft Amendment Invoice performance measures.

New Action 0303: Xoserve (DT) to arrange an Amendment Invoice workshop in line with discussions at the DSC Contract Management Committee meeting.

New Action 0304: Xoserve (MD) to investigate a new Amendment Invoice performance reporting measure.

4.3. KVI Performance

MD said that from an information only perspective that an amended version of the KPI's from the 01 April 2019 would be available on the Xoserve website. SMu asked if the Amendment Invoicing issue was going to be included from a matrix perspective and MD confirmed that this was the case.

4.3.1. February KVI Performance

MD talked through the monthly view of KVI performance document and highlighted the following areas: Issue Resolution for February was 90.7%, Service Delivery was 96.9% Change Management was 76.1%, Data Services was 100% and Relationship Management: Customers First (Quarter) was 11.1%. She said that the Data Services area would be reported on at the next meeting in May.

4.4. UIG Updates

Leanne Jackson (LJ) joined the meeting and explained the UIG Task Force work was presently green on the RAG Status.

LJ then overviewed the recommendations that were presently being discussed and these are summarised in the diagram below:
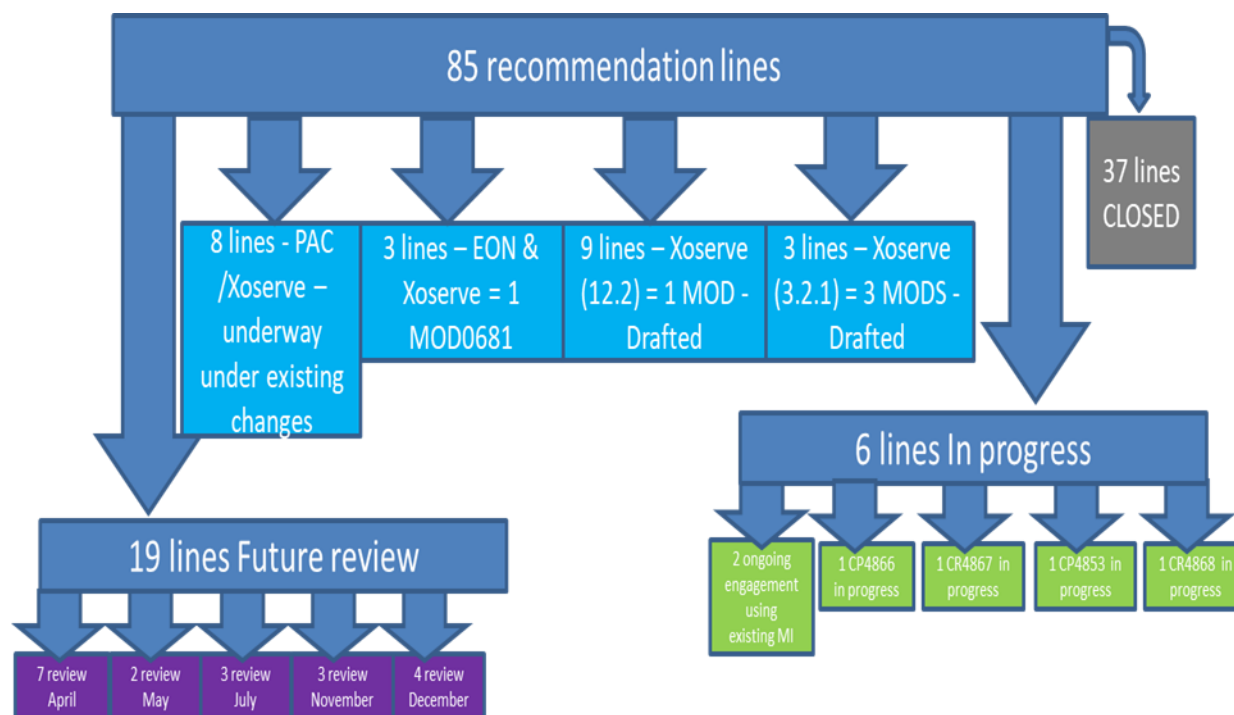
SMu asked if all of the Modifications now had sponsors, and LJ said that Xoserve had just drafted the 4 Modifications and these were awaiting sponsorship. FC said that these Modifications were going to be presented and discussed at the next UIG Workgroup meeting. LJ said that the complete Recommendations Pack would also be discussed at the UIG Workgroup. SMu added that if sponsors were not coming forward in an expedient manner then this should be escalated to Ofgem. CS clarified that there were short, medium and long term options to address the various UIG issues and in some cases UIG Workgroup participants wanted to see how the short term actions played out before raising a mod.

SMu questioned if the 37 lines as stated were truly closed and what checks had Xoserve carried out in relation to these suspected closed lined. LJ said they had all been evaluated prior to being closed but that she would provide detail as to the reason they had been closed. She indicated the reason for closure was in the recommendations tracker and could be easily summarised up to provide the detail required.

New Action 0305: Xoserve (LJ) to provide detail as to the reason the 37 closed lines had been closed.

LJ provided an overview of the present budgetary status that showed that the actual spend was within the agreed budget.

LJ overviewed the next steps as detailed below:
- Use the UIG working group as the mechanism to share progress on all recommendations where options are residing with Xoserve.
- Provide updates to the "Recommendation Tracker" in line with UIG Workgroup timescales.
- Continue analysis on investigation lines & publish investigation tracker updates bi-weekly.
- Publish any new findings/recommendations drawn from investigation lines which are currently "work in progress" when completed.
- Continue the customer engagement, progress the CPs & CRs raised to support the recommendation options agreed at 28th January UIG-Recommendation session.
- Drafting Modifications to progress agreed recommendation options.

- Lead the creation of new PAC reports as per the agreed recommendation options.

A general discussion took place regarding the funding of the UIG Task Force and at what stage this would eventually be disbanded. LJ said she would provide a document on the closure process. DT added that there were funds available within BP19 for the UIG Task Force if needed.

LJ then overviewed the Plan On A Page schematic in relation to the milestones and all agreed it would be useful to have this expanded to September 2019 (expected closure date).

New Action 0306: Xoserve (LJ) to provide information on the closure process of the UIG Task Force and a timeline of remaining activities.

4.5. Information Security Arrangements including Dashboard Update – (Verbal Update)

Vinnie Bhanderi (VB) joined the meeting and presented a verbal update of the IS status, that included updates on the following topics:

- Information Security Governance
- Education Training and Awareness
- Data Protection
- Security Monitoring
- Information Security Management System (ISMS)
- Unified Control Framework (UCF)
- Critical Business Application Review

5. Financial Information

No update provided at this meeting.

6. Disclosures

6.1. AltHanCo Disclosure Report (Verbal Update)

Richard Johnson (RJ) joined the meeting and confirmed that the changes and amendments to the AltHanCo Disclosure Report regarding the appointment of their 3rd Party Service provider were now all completed, and he overviewed the specific areas of interest.

All parties agreed with these changes to the AltHanCo Disclosure Report and voted in favour of the AltHanCo 3rd Party Service provider to be appointed.

All parties voted approval of the appointment of the AltHanCo 3rd Party Service provider

Voting Outcome:	AltHanCo 3rd Party Service provider appointment	
Shipper Representative	**Voting Count**	**For/Against**
Kirsty Dudley	1	For
Kate Mulvany + Alternate for Oorlagh Chapman	1	For
Steve Mulinganie	2	For
Total	**4**	**For**
Transporter Representative	**Voting Count**	**For/Against**
Sally Hardman	1	For
Helen Chandler	1	For
Teresa Thompson + Alternate for Richard Loukes	2	For
John Cooper + Alternate for Victoria Parker	2	For
Total	**6**	**For**

6.2. XRN4877 – Enhancement to Supply Point Enquiry API Service for Shippers

This item was deferred until the next meeting.

6.3. XRN4878 – Supply Point Enquiry API Service for Shippers XRN4877

This item was deferred until the next meeting.

6.4. How Disclosure Reports work in the future

RJ provided an overview of the 'How Disclosure Reports work in the future' presentation and said that following on from the Lessons Learnt exercise in relation to the AltHanCo, the areas for further thought and discussion were as detailed:

- Re-confirm the aim and purpose of the Disclosure Report
- The responsibilities for each party associated with the process of considering additional disclosures of information including what the responsibilities are of each party
- How could the structure of the report be improved to align with the aim and enable more efficient decision making?
- Whether the Disclosure Report template could be improved by being clearer about who is responsible for providing input into it and who is responsible for completing it and scoring the risk.

A short general discussion then took place regarding the area of sponsorship and data ownership and Jayne McGlone (JG) explained that Xoserve could not be a sponsor as they would move into the 'Controller Capacity' and they needed the authorisation to share the data and that this would be set out in the Privacy Agreement.

Sally Hardman (SH) said she felt there needed to be transparency across all areas, especially if an area did not tick all the required boxes during the initial discussion stage.

Chris Shanley (CS) suggested that the initial Disclosure Report Guidance document should be used to add clarity and provide further understanding and KM and SH both agreed that this would be helpful. RJ agreed to update this document with the learning from recent disclosure requests and the points that needed further thought

New Action 0307: Xoserve (RJ) to produce an updated Disclosure Report Guidance document to aid further discussion and feedback from the Contract Managers.

Any interim feedback can be sent to Richard Johnson at: Richard.johnson@xoserve.com

7. Review of Outstanding Action(s)

0803: Xoserve (PF) to produce a Communications Strategy for notification of incidents with timelines for resolution, with an indication of importance and the potential customer impact.
Update: Paul Facer (PF) said that the communication Strategy was in progress and would be presented at the May meeting and so this action could now be closed. **Closed.**

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

Update: RJ and AM said that the draft contract had now been sent out to Contract Managers for review and so this action could now be closed. **Closed.**

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.

Update: RJ said that this action could now be closed, as the information had been supplied **Closed.**

Action 0201: Xoserve (EB) to include an update on the Xoserve status with GDPR in next month's Contract Assurance Audit update.

Update: Eve Bradley (EB) said that this action could now be closed as this information had now been produced and discussed. **Closed**

Action 0202: Xoserve (AS/PT) to produce a resolution plan with associated deliverables/dates regarding the Amendment Invoice issues/work of the AML/ASP Task Force.

Update: Phil Turner (PT) said this action should be carried forward as investigations were still being undertaken. **Carried forward**

8. **Key Committee Updates**

8.1. DSC Change Management Committee

Emma Smith (ESm) talked through the presentation and highlighted that at the DSC Change Management Committee on 13 March 2019 there were 7 new change proposals, 4 were approved and 2 were deferred and 1 was for information. 4 others were for post initial review, and there had been 2 Solution/delivery approvals.

ESm went on to explain that updates had also been made to the Committee on the following Releases:

- Release 3 (due to be delivered 2nd November 2018)
    - Track 2 – Successfully Implemented on 1st/2nd February 2019
    - XRN4534 (RGMA Validation Updates) implemented on 1st March
- February 2019 release
    - Documentation Release implemented on 1st March
    - Minor Release Drop 3 implemented on 16th February
- June 2019 release
    - Currently tracking Amber – greatest risk is centred around resources
- XRN4665 – Creation of new end user categories (2 stage release Jul & Sept)
    - Currently tracking Amber – re-planning activities undertaken, risk on resources, also used sharing environment with GB Charging MOD
- Minor Release Drop 4 (Scope and Delivery Plan)
- November 2019 Release – Delivery Plan – Market Testing Required for 4621
- Change Assurance update for June and EUC provided

ESm also said for information that the DSC Governance Group was now being reinstated to discuss potential change related improvements.

8.2. PAC/PAFA

ESm explained that there were changes being made to the existing PARR Reporting Suite and that the £50,000 2018/2019 PAC change budget had now been used in this respect and there was a new budget for 2019/2020 of £75,000.If more budget was subsequently required, then this would be further discussed. She added that *Modification 0674 - Performance Assurance Techniques and Controls* had now been submitted to Panel for consideration. ESm also said that the Performance Improvement letters that had been sent out to specific parties had helped with the overall performance improvement.

9. CSS Update – (Verbal Update)

Emma Lydon (EL) joined the meeting and explained that the industry CSS Consequential Change workgroups had concluded on the 07 March 2019. She said the workgroups had been well attended and informative and thanked everyone for their support during the input phase. She added that the outputs of the high-level design had been published and could be found on Xoserve.com under DSG extraordinary meetings and the meeting date of the 07 March 2019 which included: BRD's, updated heat map, process flows and solution option slides.

The high-level design artefacts were now being progressed into detailed design. EL explained that the detailed design would commence in early April and would run for five months. She said there would be nine workgroups, two per month commencing at the end of April until the end of August 2019.

EL also highlighted that she would be bringing a paper to the May meeting on CSS funding that would include impacts of the revised implementation date of 2021.

10. Any Other Business

10.1 Budget 2019 Forecast

This area was covered in section 9 above.

10.2 Xoserve Customer Communications Strategy – (Verbal Update)

Paul Facer (PF) said that the Customer Communications Strategy was being formalised during week commencing 25 March 2019, which would then be submitted to the Xoserve Board in May and that he would supply a comprehensive update at the May meeting. He added that he would be providing a status update every two weeks from now on, and SMu said that would be most helpful.

10.3 CDSP DSC Contract Management Committee Representatives

Jayne McGlone introduced herself and explained that from the 01 April 2019 she would be the new DSC Compliance Manager and she would be taking over from Andy Miller, and that she would be the one of the CDSP Representatives at this meeting.

Andy Miller (AM) said he was leaving Xoserve and he thanked everyone for their support and input over the years he has worked with them, he added that he felt Xoserve as an organisation was in a stable and very forward thinking place right now and that he wished everyone well. The Committee wished AM the best of luck for the future.

10.4 MDD

Dave Addison (DA) joined the meeting and explained that the *Modification 0682 - Market Participant MDD Migration to UNC Governance from the SPAA* had been raised to place the obligation on CDSP to maintain a register of Market Participant Identities, and this will be considered by the March Panel. He said that this was a separate Modification (not in the CSS Consequential SCR) as the migration was planned in advance of REC v2.0 go live. He added that an equivalent SPAA CP (467) had also been raised which was currently out for Impact Assessment which altered the SPAA Schedule to reflect MDD being governed under UNC. DA said because of this, it would result in new DSC Service Lines to maintain the processes and publication of Market Participant Identities.

DA explained that the intention was to set up a sub group of DSC Contract Management Committee which would be conducted on the same day as the current SPAA CB where the process currently sits and for the CDSP to chair the MDD section of the current SPAA CB, and that as the process evolves that the Guideline Document will be re-evaluated and maintained by the Contract Management Committee. DA then briefly provided an overview of the proposed timelines.

Chris Shanley (CS) asked if the Terms of Reference (ToR) had been produced for the sub group as these would have to be approved by the DSC Contract Management Committee and DA said this was being investigated.

10.5 Circulation of 'Not for Publication' Documents

Kirsty Dudley (KD) proposed that there should be more transparency in the circulation list of the 'not for publication' documents to allow greater understanding and discussion within the DSC Contract Management Committee. It was agreed that Xoserve would investigate their circulation lists.

New Action 0308: Xoserve (MO) to report back on the circulation lists of the 'Not for Publication' documents.

10.6 Process of Requesting New Services

SMu said that the process for requesting new services was still very antiquated, as per last year, regarding printing and signing and then scanning documents which was very time consuming. DT said he would re-evaluate this process and that he did understand this issue.

New Action 0309: Xoserve (DT) to investigate if a new updated process for the 'Requesting of New Services' could be implemented ahead of the next cycle.

1.   **Diary Planning**

CS made all the committee members aware that the 17 April 2019 meeting was having to be moved due to the impact of Modification 0678, changes in CDSP representation, and Easter. ***The next meeting would now be held on 01 May 2019 at Radcliffe House, Blenheim Court, Warwick Road, Solihull, B91 2AA***

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
10.30 Wednesday **01 May 2019** (*replacement date for 17 April 2019*)	**Radcliffe House, Blenheim Court Warwick Road Solihull B91 2AA**	Standard Agenda items, and any other matters arising.
10.30 Wednesday 15 May 2019	Lansdowne Gate, 65 New Road, Solihull B91 3DL	Standard Agenda items, and any other matters arising.
10.30 Wednesday 19 June 2019	Lansdowne Gate, 65 New Road, Solihull B91 3DL	Standard Agenda items, and any other matters arising.

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Time / Date	Venue	Workgroup Programme
10.30 Wednesday 17 July 2019	Lansdowne Gate, 65 New Road, Solihull B91 3DL	Standard Agenda items, and any other matters arising.
10.30 Wednesday 14 August 2019	Lansdowne Gate, 65 New Road, Solihull B91 3DL	Standard Agenda items, and any other matters arising.
10.30 Wednesday 18 September 2019	Lansdowne Gate, 65 New Road, Solihull B91 3DL	Standard Agenda items, and any other matters arising.
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.

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Action Table (as at 20 March 2019)

Action Ref	Meeting Date	Minute Ref	Action	Owner	Status Update
0803	15/08/18	4.2	Xoserve (PF) 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)	**Closed**
0101	16/01/19	6.1	Xoserve (AM) to provide evidence of what the contract with AltHanCo was aiming to do and to share the boiler plate information.	Xoserve (AM)	**Closed**
0102	16/01/19	6.1	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,	Xoserve (AM)	**Closed**
0201	20/02/19	3.0	Xoserve (DS/EB) to include an update on the Xoserve status with GDPR in next month's Contract Assurance Audit update.	Xoserve (DS/EB)	**Closed**
0202	20/02/19	4.2.1.	Xoserve (AS) to produce a resolution plan with associated deliverables/dates regarding the Amendment Invoice issues/work of the AML/ASP Task Force.	Xoserve (AS)	**Carried forward**
0301	20/03/19	4.2	Xoserve (MD) to provide an update on any AQ process document changes and defect 1205 (SOQ issue).	Xoserve (MD)	**Pending**
0302	20/03/19	4.2	Xoserve (DT) to arrange an Amendment Invoice workshop in line with discussions at the DSC Contract Management Committee meeting.	Xoserve (DT)	**Pending**
0303	20/03/19	4.2.1.	Xoserve (DT) to arrange an Amendment Invoice workshop in line with discussions at the DSC Contract Management Committee meeting.	Xoserve (DT)	**Pending**
0304	20/03/19	4.2.1	Xoserve (MD) to investigate a new Amendment Invoice performance reporting measure.	Xoserve (MD)	**Pending**
0305	20/03/19	4.4	Xoserve (LJ) to provide detail as to the reason the 37 closed lines had been closed.	Xoserve (LJ)	**Pending**
0306	20/03/19	4.4	Xoserve (LJ) to provide information on the closure process of the UIG Task Force and a timeline of remaining activities.	Xoserve (LJ)	**Pending**
0307	20/03/19	6.4	Xoserve (RJ) to produce an updated Disclosure Report Guidance document to aid further discussion and feedback from the Contract Managers.	Xoserve (RJ)	**Pending**
0308	20/03/19	10.5	Xoserve (MO) to report back on the circulation lists of the 'Not for Publication' documents.	Xoserve (MO)	**Pending**
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)	**Pending**