



# **Shipper / PARR report – Analysis update**

4<sup>th</sup> June 2019

# Agenda

Take customers on the journey including:

- Approach to the Analysis
- Journey / Results of the Analysis
- Enduring solution / benefits to the customer
- Next Steps



# Analysis Approach

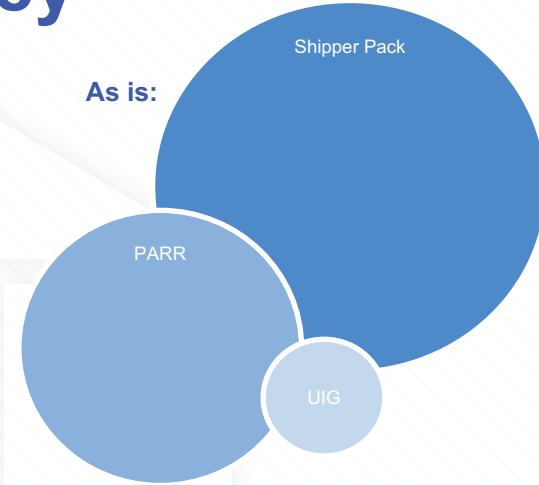
- **The analysis was a collaborative approach involving customer team, advocates, Subject Matter Experts (SMEs) and the Data Platform team**
- **Holistic approach to the analysis which considered:**
  - **Existing Shipper Pack / PARR report**
  - **Identified inflight change**
  - **Anticipated future needs**
- **The analysis looked to identify:**
  - **Consistency / alignment issues**
  - **New metrics / insight to be added**
  - **Opportunities to automate the process**



# Analysis Output / Journey

- The analysis identified a number of issues (examples are detailed within the table below) including:
  - Inconsistencies between the reports
  - Reports not being aligned e.g. split by class
  - A lack of low level information / insight

As is:



## Inconsistency examples:

Topic (Metric)	Shipper Pack	PARR Report
Read Performance	A count measuring number of reads submitted, accepted, rejected	Measured based on number of reads received split by product category depicted as a %
Standard Correction Factor	Title "Incorrect correction factors" split by DM/NDM in comparison to industry totals	Measured based on AQ threshold split by EUC band
No Meter Recorded	Title "Confirmed No Asset" 12 month trend along with industry totals	A 12 month trend split by class
No Meter Recorded with Data Flow	Not available in the Shipper Pack	No Meter recorded gives a 12 month trend and checks RGMA activity and splits by class

- The analysis established that there is little overlap between the Shipper Pack and PARR reports, they were designed and built for different purposes at different times
- How the reports are used is changing, customers are cross referencing the reports which is leading to confusion
- The analysis also identified opportunities including:
  - Providing the data via self server mechanism
  - Giving customers insight

## Number of changes identified:

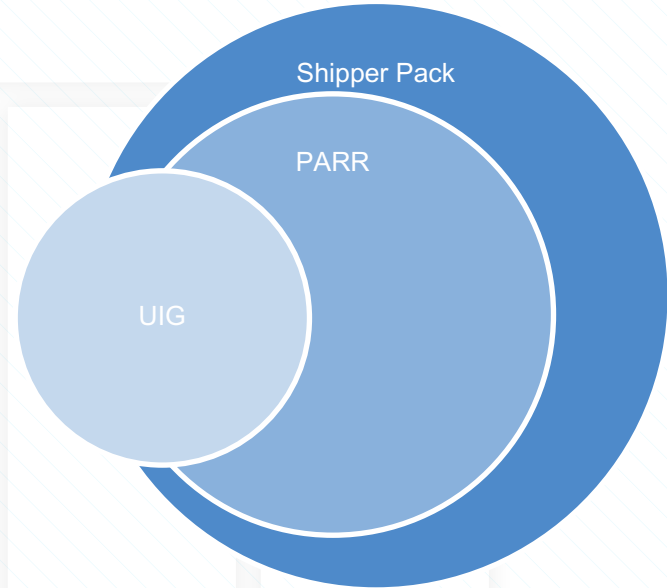
Column1	Topics (Metric)	Sub-Topics (sub-metrics)	New changes (Metric)	New changes sub-topics (sub-metrics)
Shipper Pack	12	33	2	3
PARR report	10	15	4	13
UIG	0	0	4	4
Total	22	48	10	20

# Enduring Solution

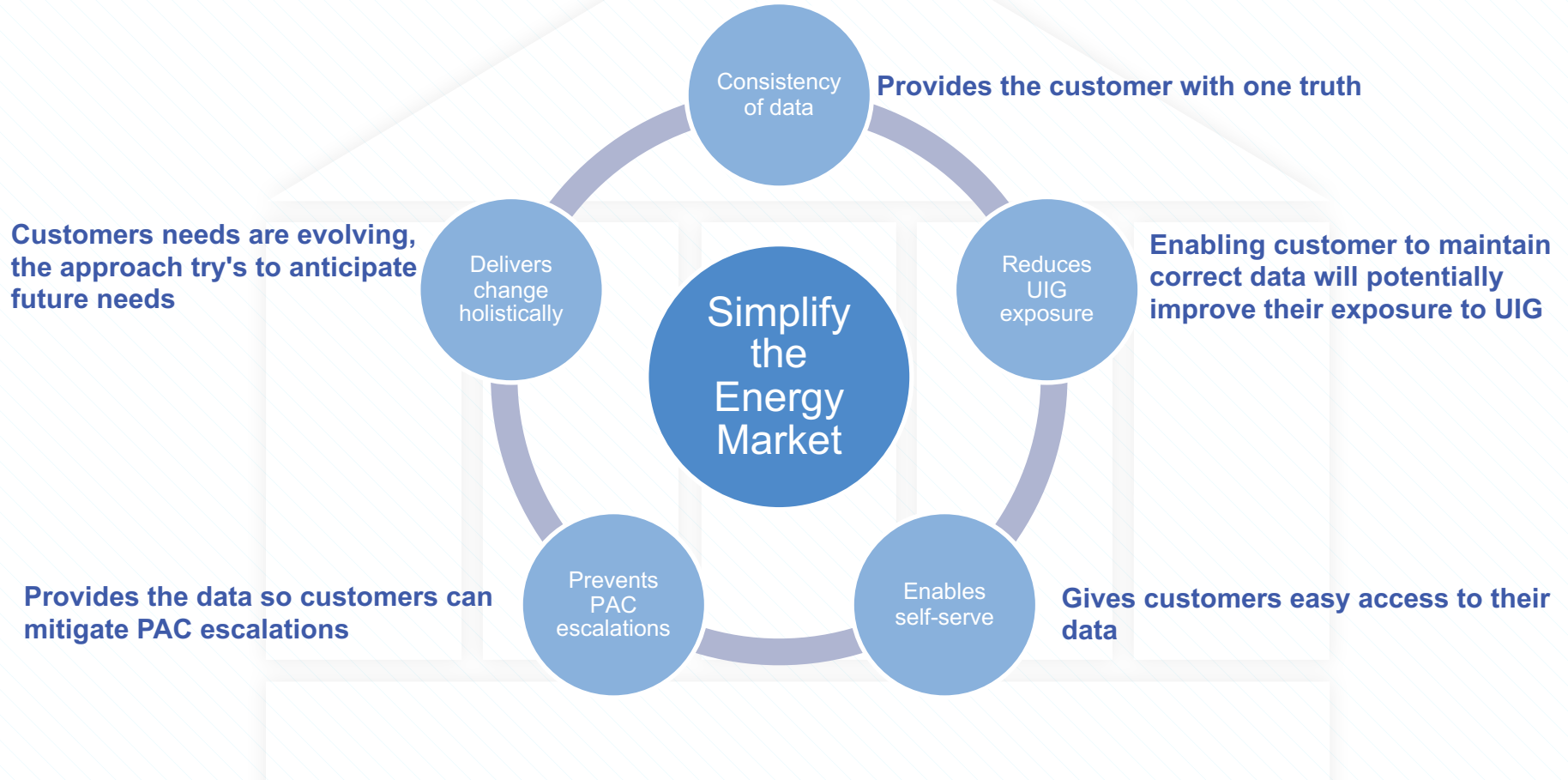
## Aims:

- Provides one source of the truth
- Enables customers to drill down and obtain insight
- Customers are able to self-serve

## To Be solution:



# Benefits for the customer



# Next steps

- **Confirm delivery approach:**
  - Existing delivery approach – Delivering individual Change Proposals (CPs) in isolation
  - Iterative delivery model – Regular drops providing early benefits for customers
    - Establishing a Beta Team who will get early visibility of the dashboard to aid development
- **Provide visibility of delivery timelines / costs – July**
- **Mobilise for delivery**