

Agenda

DSC Contract Management Committee

10:00 Wednesday 20 March 2024

via Microsoft Teams

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

Short notice items are in italics

** indicates where the material is expected to be provided late*

| Item | Topic | Lead | Category |
|--|--|------------|----------------------|
| 1. Introduction | | | |
| 1.1. | Apologies for absence | Chair | Information |
| 1.2. | Alternates | | Information |
| 1.3. | Confirm Voting rights | | Information |
| 1.4. | Approval of Minutes (14 February 2024) | | Approval |
| 1.5. | Approval of Late Papers | | Approval |
| 1.6. | Review of Outstanding Actions | | Discussion |
| 2. Approvals | | | |
| 2.1. | XRN 5746 Updates to CDSP Service Description Table v33 | CDSP (AC) | Voting |
| 3. Business Plan Updates | | | |
| 3.1. | BP Update | CDSP (JRi) | Information |
| 3.2. | Efficiency Review | CDSP (JRi) | Information |
| 4. Monthly Contract Management Report | | | |
| 4.1. | Key Performance Management (KPM)* | CDSP (DJ) | Information |
| 4.2. | KPM Customer Relationship Survey Results | | Due April |
| 4.3. | Monthly Contract Metric Reports | CDSP (AC) | Information |
| 4.4. | Xoserve Incident Summary | CDSP (DJ) | Information |
| 4.5. | Customer Issue Management Dashboard | CDSP (MD) | Information |
| 4.6. | Gas Retail Data Agent (GRDA) | CDSP (DA) | Information |
| 4.7. | Key Value Indicators (KVI) Change Management | | Due May |
| 5. Information Security | | | No update this month |
| 6. Financial Information | | | Due May |
| 7. Business Continuity Plan | | | Due May |
| 8. Contract Assurance Audit | | | Due May |
| 9. Key Committee Updates | | | |
| 9.1. | DSC Change Management Committee | CDSP (PO) | Information |
| 9.2. | Retail Energy Code (REC) | CDSP (DA) | Information |
| 9.3. | Energy Code Reform | TBC | Information |

Contact Details: enquiries@gasgovernance.co.uk

Papers available at: www.gasgovernance.co.uk/DSC-Contract

| | | |
|--|--|---|
| 10. Any Other Business | | |
| 10.1. CMS Update 10.2. DDP Issues 10.3 MPidVAD rule amendment 10.4 CoMC/ChMC Change and CX Engagement | CDSP (JW) Chair Chair CDSP (JV) | Information Discussion Information Information |
| 11. Recap of decisions made during meeting | CDSP (AC) | Information |
| 12. Diary Planning Next Meeting: 17 April 2024 | Chair | Information |

| DSC Contract Action Table | | | | | | |
|---------------------------|--------------|---------|--|----------------|-----------------|---------------|
| Action Ref | Meeting Date | Min Ref | Action | Owner | Reporting Month | Status Update |
| 0201 | 14/02/24 | 1.5 | JO (MC) to produce an outline for a new members introduction for an in-person October 24 DSC Contract Committee meeting | JO (MC) | March 2024 | Pending |
| 0202 | 14/02/24 | 2.1 | JO (MC) to set up a Governance Workgroup to review the MPidVAD. | JO (MC) | March 2024 | Pending |
| 0203 | 14/02/24 | 3.2 | CDSP (JRi) to produce a format suggestion for quarterly CAB Updates. | CDSP (JRi) | March 2024 | Pending |
| 0204 | 14/02/24 | 4.5 | CDSP (MD & DJ) to provide a presentation detailing the demarcation between Issues and Incidents, detailing the commitments, resourcing and escalation process for each. | CDSP (MD & DJ) | March 2024 | Pending |
| 0205 | 14/02/24 | 4.5 | CDSP (MD) to confirm the accuracy of the January 2024 KPM12 figure in light of the reported Invoicing files issue. | CDSP (MD) | March 2024 | Pending |
| 0206 | 14/02/24 | 4.7 | CDSP (JRi / AC) to provide an insight into Xoserve's Contract Management of Correla including using the example of the concerns raised in regards to the Major Incident Reporting figures in the February Contract Management Report | CDSP (JRi) | March 2024 | Pending |
| 0207 | 14/02/24 | 7 | CDSP (LW) to provide further commentary on BCP consideration of Switchstream implications and the new scope to the Security Rota. | CDSP (LW) | March 2024 | Pending |
| 0208 | 14/02/24 | 10.2 | PO & CG IGTs (KM/CH) to discuss the scope and potential Solution options in preparation for the Asset Updates item in the next meeting. | PO & CG | March 2024 | Pending |
| 0209 | 14/02/24 | 10.3 | JO to add Energy Code Reform to DSC Contract Management Committee agenda | JO | March 2024 | Pending |