



# KVI Change Management Survey Feedback

April 2024

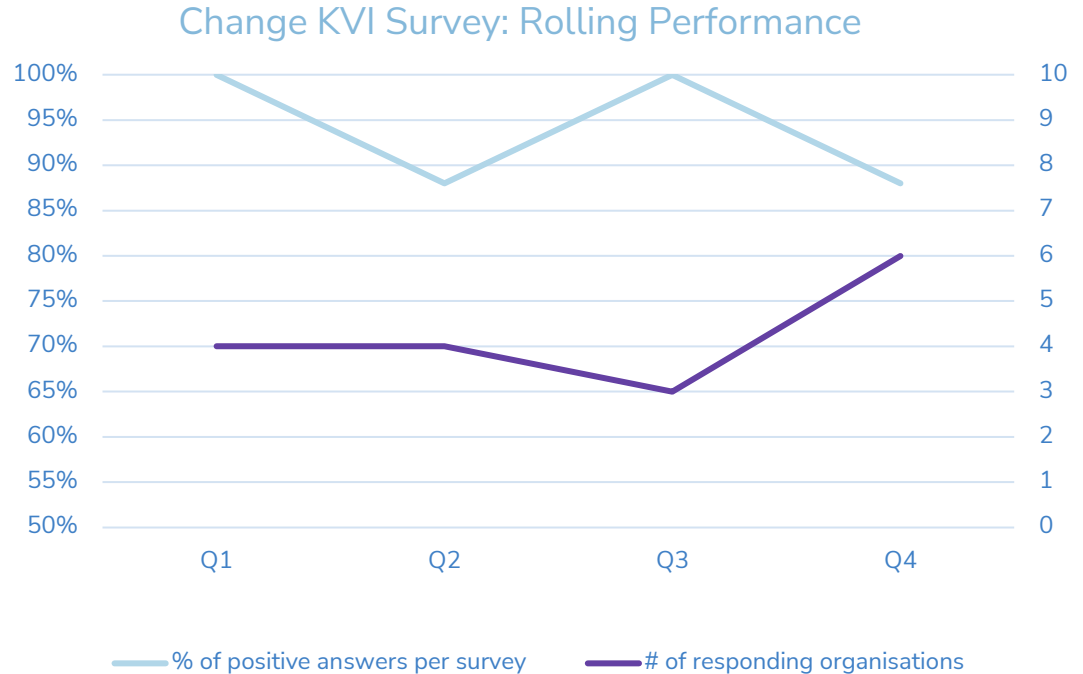
## KVI Change Management Survey – April 2024

### January – March Results

- Score for this quarter – **8.8**
- Number of participants – 6

### End Of Year results

- YTD Scorecard for 23/24 is **9.3** which is above the target score of 8.
- Number of participants overall – 17



Constituency	Xoserve effectively engages with me and the industry to support the development of regulatory change.	Xoserve provides the information and support I need to interact with the change process effectively	Xoserve develop and deliver changes to agreed timescales	Xoserve develop and deliver changes that are aligned to cost estimates	Please provide any further comments in support of your rating
Shipper	Always	Always	Always	Usually	N/A
Additional comments per question					
DNO	Always	Always	Always	Usually	<p>I do not attend Change, however, am a Panel member and member of workgroups, and in relation to the interactions with Xoserve in these spaces (usually Ellie), this is always professional and efficient, and Ellie comes well prepared, submits information to required timelines, and provides good explanations. Separately to this I would however like to raise an issue that I have come across that has led me to respond to this survey: There was an issue where modification 0811 was implemented even though no implementation date had actually been issued by the Joint office.</p> <p>Regardless of whether this was an oversight outside of CDSP control, at no time should something that relates to a modification (where a rule is being changed/added/removed) be implemented before the legal text. This needs to be better tracked and issues raised to the Transporters or Joint office ahead of the release if there is still no implementation date published.</p>
Additional comments per question					

Constituency	Xoserve effectively engages with me and the industry to support the development of regulatory change.	Xoserve provides the information and support I need to interact with the change process effectively	Xoserve develop and deliver changes to agreed timescales	Xoserve develop and deliver changes that are aligned to cost estimates	Please provide any further comments in support of your rating
Shipper	Always	Always	Always	Usually	
Additional comments per question	Important information on change can get lost in the high volume of emails that Xoserve send out. Also changes are sent to everyone even if only affect shippers or transporters. More targeted email addresses would be welcome	As above there is no filtering/targeting			
IGT	Usually	Rarely	Usually	Rarely	Xos put out vast amounts of comms but it's not always targeted to the audience and rarely gives the low level of detail needed for parties to fully understand and assess the impacts to their own systems, files, procedures etc.
Additional comments per question					CMS Rebuild has been particularly poor at providing the right level of detail for parties to understand impact of changes prior to them being implemented
DNO	Usually	Usually	Usually	Rarely	The overall progression of change is somewhat protracted with Xoserve looking to align all impacted parties prior to initial presentation at ChMC.
Additional comments per question	This is provided usually by a direct Xoserve employee	However, some change development and progression take significantly longer than others	We are however keen to ensure change delivery aligns to code implementation.	This would indicate a failing in the HLSO process or unidentified costs.	

Constituency	Xoserve effectively engages with me and the industry to support the development of regulatory change.	Xoserve provides the information and support I need to interact with the change process effectively	Xoserve develop and deliver changes to agreed timescales	Xoserve develop and deliver changes that are aligned to cost estimates	Please provide any further comments in support of your rating
DNO	Usually	Usually	Usually	Usually	
Additional comments per question	<p>Cadent recognises the value that Xoserve representatives bring to the UNC modification process, ensuring that the often-technical aspects of DSC and CDSP systems are considered during the development of modifications. This support is invaluable in ensuring that the end product that UNC Panel/Ofgem decide upon is well designed and deliverable by the CDSP. Additionally, Xoserve representatives do a great job of simplifying the technical aspects of CDSP systems so that UNC parties can make an informed decision on the merits of a modification.</p>	<p>Cadent has identified both positives and constructive feedback points on the Xoserve change engagement process. In terms of positives, the Xoserve team do a fantastic job of presenting on technical elements of DSC and UNC, simplifying their messages into easily digestible take aways for parties. In particular, the DSC Change pre-met hosted by Paul Orsler (Friday ahead of a Wednesday meeting) is helpful in ensuring that the transporter constituency understand the pertinent agenda items. This short call is a far more effective way of engaging DSC parties versus lengthy, repetitive emails. With regards to constructive feedback, I think there is a risk of DSC parties becoming fatigued with the volume and digestibility of change-related comms. Personally (other transporters' and constituencies' opinions may differ) I would rather replicate the DSC Change pre-meet approach and allocate time in my diary for a reoccurring 1-2-1 focussed on important change updates. The wave of email comms from Xoserve can make it challenging to "see the wood from the trees" at times</p>	<p>Generally, my experience of Xoserve's performance in terms of committing to and delivering against timescales is positive. The only comments I would encourage Xoserve to maintain focus on in the future are: 1.To set customer expectations early in the event that a previously committed timescale is at risk – plus supporting rationale for the risk 2.To clearly communicate the requirements from customers in order to achieve the committed to timescales</p>	<p>I have caveated the "Usually" response with a point that we've had some recent challenges on cost estimates provided by Xoserve – the ability for Xoserve to work to (or outperform) cost estimates is influenced by the accuracy of forecasts upfront. I would like to see more granularity from Xoserve on how change cost estimates have been derived, so that comparability can be achieved between changes – e.g. Change A requires X number of hours development at £Y per hour, whereas Change B requires Z number of hours development at £Y per hour. I'd be happy to explain our position more clearly over a Teams call.</p>	