



delivered by  correla

DDP – ChMC Update

Context

DDP is an extremely important tool for the Gas Industry.

- DDP was launched in 2020, with the aim of providing an analytics and insight platform for DSC customers, initially focussing on Shippers.
- The initial aim of DDP was provide a visualisation and analytical tool that allows customers access to their data to monitor and measure their performance.
- The capabilities have been enhanced to provide limited data extraction capabilities
- A download facility was introduced with an initial download limit of 25k and then updated to 25k, 50k 100k and then the maximum 500k for specific dashboards
- We recognise there are limitations and that there is a desire from DSC Customers to use the tool for more comprehensive data extraction tasks and, we are looking to develop DDP over the next 12 months to provide significantly enhanced capability.
- In the interim we want to work with DSC customers to implement short term solutions to provide a better experience.

Challenges

There are some challenges and main challenges are;

- Performance for large portfolios
- Download capacity and speed

Both the above impact user experience and customer sentiment towards the product

What have we done:

- Since the challenges were raised we have;
 - Engaged multiple customer to establish if challenges are consistent
 - Facilitated code and indexing on challenging dashboards to improve speed of dashboards
 - Supported customers with access to data when they have been unable to access them
 - Worked with our software provider to see if there anything else we can do to improve / remove the challenges we faced with customers

What are we planning to do next:

Where DDP started and what it is now used for has evolved, usage has increased significantly over the past 12 months. To meet customers needs to date and in the future we are exploring options to enhance the extraction and dashboard performance within the product.

Questions

APPENDIX

Customer Feedback – Action Plan

User requirements	
As a user I want to update the landing page to make it explicit users should use Chrome/Firefox	Complete
As a user I would like to improve the read performance (central view) loads all dash lets within 30 seconds	Complete / ongoing - Indexing facilitated customer feedback is positive on performance
As a user I want all screens to load all dashboards within 45 seconds	Indexing completed and can be seen to be loading within that period not including low level data
As a user I want filters to update within 30 seconds	Indexing facilitated, archiving will improve further
As a user I want to only be able to see 12 months of rolling data for my read performance	In development, pending test and implementation
As a user I want to be able to download my portfolio / large data sets from DDP	Pending development on data model.
As a user I want to be able to drill into the low level detail and load up the data within 45 seconds	Pending solution. Analysis complete. Engaged wider customer base and exploring solutions
As a Shipper I would like to be able to compare our data with what is held in the CDSP data set	Some dashboards have seen improvement from indexing but large data volumes namely read performance PC3 / 4 etc. are not achieving this. New dashboards e.g. MOD664 etc. are achieving this timescale.
As a Shipper I would like a search functionality like GES, but with the ability to search multiple mprns in one go	Is on the backlog but not prioritised above Reconciliation or recent / inflight mods MOD664 / XRN5605
As a Shipper I would like to understand my portfolio split by EUC band and the sum of AQ associated within these.	Is on the backlog it got priortised but was descoped due to MOD driven change.