Amendment Invoice Task Force Progress Report

3rd October 2018

Agenda

- Introductions
- Background
- Taskforce Progress Report
- Taskforce Stream Updates
    - Business As Usual (BAU)
    - Technical Design Review and Root Cause Analysis (RCA)
    - Defect Resolution
    - Customer Engagement and support
- Proposed Customer Engagement
- Next Steps and Commitments
- AOB
    - Defect 914 Options for invoicing corrections
- Next Meeting

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Background

- **Amendment Invoice Issues – What's the issue?**
  - A number of functional defects and integration issues are causing presentation issues and charge calculation issues within the AMS invoice, resulting in presentation issues where data is missing or incorrect within the supporting data and incorrect charge calculations which are excluded from the invoice until a fix is deployed.
  - Delays in issuing the amendment invoice supporting information files and additional correction files required to enable customers to validate the charges issued

- **What is Xoserve doing about the issues?**
  - A taskforce consisting of business process and technical experts are working together to fix the issues
  - Resources have been increased for both the technical team and the business. The team will focus on defect resolution, resolving exclusions and releasing reconciliation charges
  - Defect and exclusion resolution plans have been produced and will be tracked, these will be published
  - From October an update on progress will be provided to Contract Management Committee (CoMC) and Change Management Committee (ChMC) monthly

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Task Force Focus Areas (Workstreams)

- There are 4 Primary Focus areas (Streams of work)
  - Business as Usual (BAU)
    - Maintaining the quality of the invoice, and improving the workaround process for issuing supporting AML and ASP files.
  - Technical Design Review and Root Cause Analysis (RCA)
    - Detailed technical review to identify any process improvements, and understand the root cause of functional defect
  - Defect Resolution
    - Managing the resolution of defects associated with the Amendment invoice and supporting files, including data correction and release of reconciliation charges (exclusions).
  - Customer Engagement and support
    - Provide regular updates to Customers
    - Engage with Customers to understand the impact that the issue is having on each organisation and work together to find ways to provide additional support.

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Amendment Task Force: dashboard

Overall RAG status:* **A**

Executive Summary		RAG	
The Amendment Invoice Taskforce is currently at Amber status due to the number of defects outstanding and the volume of exclusions. Issues also experienced with the July and August invoices. The resources of the team have increased, both technical and business, to resolve the defects and release the reconciliation charges currently excluded from the invoice. The scope of the taskforce includes 32 defects as at 1st September 2018 and all exclusions associated with the defects. Aim of the team is to resolve the defects by end of November 2018 and release reconciliation charges in the November invoice issued in December. Any defects identified after 1st September will continue to be prioritised and resolved as BAU. A full time Customer Liaison Manager has been assigned to ensure customers are actively updated with progress and involved with solution options. Reporting will be provided monthly at DSC committee meetings and published on Xoserbve.com.		RCA	**G**
		Defects & Exclusion	**G**
		BAU	**A**

Progress since last month - key milestones	Workstream	Date	Status
Phase 1 Exclusions Plan – Initial Analysis & Profiling completed	Defect & Exclusions	1409/18	**Completed**
Phase 2 Exclusions Plan – Pattern Analysis & Fix Planning completed	Defects & Exclusions	28/09/18	**Completed**
Plan Completed for Defect Resolution	Defects & Exclusions	14/09/18	**Completed**
Exclusion Analysis (Procedure Update)	RCA	28/09/18	**In progress**
Deploy fixes for 6 defects	Defect & Exclusions	30/09/18	**Completed**

Priorities for next month – key milestones	Workstream	Date	Status
Exception Analysis (Procedure Update)	RCA	05/10/18	**In progress**
AML Scheduling	RCA	05/10/18	**In progress**
POC for single AML/ASP file	RCA	05/10/18	**In progress**
Automation of Offline ASP Mismatch files	RCA	12/10/18	**In progress**
UBID Phase 2 Deployment	RCA	05/10/18	**In progress**
Deploy fixes for 9 defects	Defect & Exclusions	31/10/18	**In progress**
Release charges for 21,964 MPRNs	Defect & Exclusions	31/10/18	**In progress**

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*R = programme objectives at risk and no agreed plan to resolve; A = programme objectives at risk, with agreed plan in place to resolve; G = on track.

Progress to Date

Activity / Milestone Completed	Completion Date	Benefits
Technical design RCA completed	20/08/2018	Set of recommendations and work packs agreed and planned
UBID phase 1 implemented	25/08/2018	Provide some reduction in mismatches reaching the ASP/AML files.
Defect Resolution	As at 28/09/2018	49 defects fixed and deployed in the last 12 months
UBID phase 2 implementation	early October	Reduction in the number of mismatches between the ASP/AML files
Automation of the ASP correction file	early October	Customers will receive the file earlier than currently

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Amendment Invoice – Resolution Plan

	2018				2019	
	Sep	Oct	Nov	Dec	Jan	Feb
Defects	Eliminate Backlog (32 @ 1/9) ③					
	BAU @ M+1 ④					
Exclusions	Eliminate Backlog to 31/10					
			BAU @ M+1			
Offline Automation	ASP Correction file ②					
Design & RCA	UBID P1 ⟩ P2 ①					
	Solution Work Packages ⑤					
Benefits Delivery	① Mismatch reduction will be measured & reported, visible for Sept Invoice Cycle	② Accelerated Offline file production + backlog reduction	③ Significant Mismatch & Exclusion reduction	④ All new defects fixed by end of following month (M+1)	⑤ Number of small system, scheduling and procedure changes – delivering final set of mismatch fixes	

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Task Force Workstream Updates

BAU Stream Update

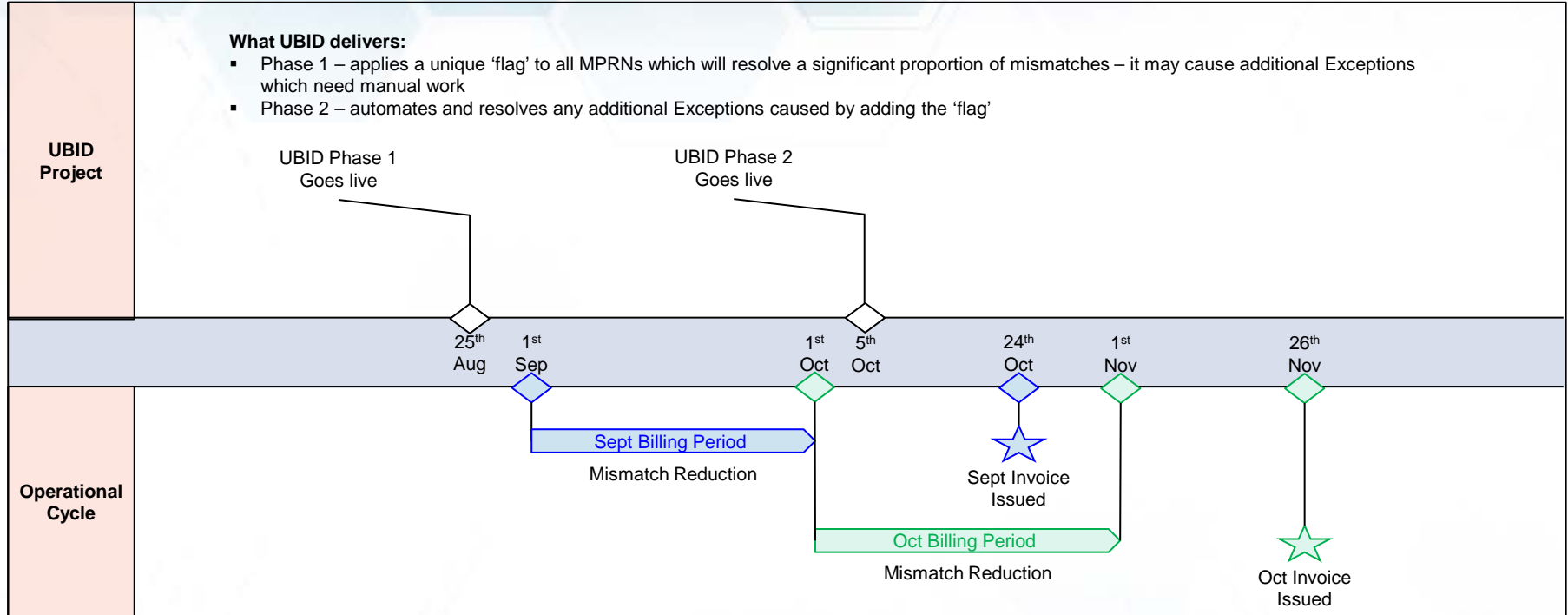| Area	Action	Progress
ASP Mismatch	• Reduce the delay issuing mismatch files • Remove manual error within the files	• Backlog of files is reducing slowly. • Due to an increase in class 3 activity, the size of the ASP file has increased for some customers. This has created additional work to process the data and resulted in delays issuing the mismatch files • From October (September billing period), the ASP correction files will be issued prior to invoice payment due date (with the exception of some customers who receive larger files, these customers will be contacted directly)
July Amendment Invoice contained incorrect Unidentified Gas Reconciliation charge	• Identify reason for the error • Implement process improvement	• Error was due to a manual error; screen allows a User to select an option to re-calculate the charge. This is a requirement but should only be used in exceptional circumstances • The screen has been updated to include a warning message if the option is selected
Delay in issuing August AML and Correction files	• Carry out lessons learnt • Implement and document any process improvements identified • Monitor	• Issue with the delay caused by a manual process not carried out before the files were produced • All manual processes are being documented to ensure they are not missed in the future • Plan to automate

RCA Stream Actions

Activity	Target Completion Date	Benefits	Target Status
Package 3A: Additional Analysis: Tools and Class 3	02/11/2018	• Additional analysis required before benefits are understood. Areas were identified during RCA work as potential reasons for mismatches	On target
Package 3B: Additional Analysis: DM Rec Interface	08/02/2019		On target
Package 3C: Additional Analysis: AML Extraction Process	11/01/2019		On target
Package 4A: Exception Analysis: Procedure Update	05/10/2018	• Process improvements to ensure speedier closure of exceptions to release charges on the invoice and reduce mismatches	At Risk
Package 4B: Exclusion Analysis: Procedure Update	28/09/2018		At Risk
Package 5A: Service Improvement CRs: Automation and Reporting	28/12/2018	• Automated reporting internally to enable validation & invoice analysis prior to issue	On target
Package 5B: Service Improvement CRs: Automation and Reporting	18/01/2019		On target
Package 6: Code Review	22/02/2019	• Identify any further improvements areas to reduce mismatches	On target
Package 7: AML Scheduling	05/10/2018	• Delivery of file before payment due date	On target
Package 8: PoC for single AML/ASP file	05/10/2018	• Merge of files	On target
SAP Automation of Offline ASP Mismatch files	12/10/2018	• Earlier delivery of files	On target
UBID Phase 1	25/08/2018	• Reduction in mismatches	Complete
UBID Phase 2	05/10/2018		On target

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What UBID delivers:
- Phase 1 – applies a unique 'flag' to all MPRNs which will resolve a significant proportion of mismatches – it may cause additional Exceptions which need manual work
- Phase 2 – automates and resolves any additional Exceptions caused by adding the 'flag'

UBID Project

UBID Phase 1
Goes live

UBID Phase 2
Goes live

25th Aug | 1st Sep | 1st Oct | 5th Oct | 24th Oct | 1st Nov | 26th Nov

Operational Cycle

Sept Billing Period
Mismatch Reduction

Sept Invoice Issued

Oct Billing Period
Mismatch Reduction

Oct Invoice Issued

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Defect and Exclusions Resolution Plan

- Defect Resolution Plan as at 30th September 2018

  Microsoft Excel
  Worksheet

- Exclusion Resolution Plan as at 30th September 2018
    - Please note this is a **draft** document.

  Microsoft Excel
  Worksheet

- These documents will be updated, tracked and published weekly on Xoserve.com

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Proposal for Engaging Customers

- Monthly progress updates provided to Contract Management Committee (CoMC) and Change Management Committee (ChMC)

- Updated plans published on Xoserve.com

- DSG will be used to discuss and agree any solution options

- Customer Liaison Manager will continue to be the first port of call for customers

Key Commitments

- BAU
  - Continue to focus on issuing backlog of off-line files
  - Continue to support customers resolving individual issues

- Technical Design Review and Root Cause Analysis (RCA)
  - Continue to focus on design and performance improvements

- Defect Resolution
  - Resolution of defects and resolving exclusions and releasing reconciliation charges

- Customer Engagement and Support
  - Continue with 1 to 1 customer engagement
  - Provide monthly updates to CoMC and ChMC
  - Provide weekly progress updates and track against plan on the Xoserve website

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