



DSC Delivery Sub-Group

22nd June 2020



DSG Agenda

22nd June 2020

DSG Agenda (1)

Item	Title	Document Ref	Lead	Action Required From DSG
1.	General Meeting Administration			
1a.	Welcome and Introductions	Verbal	Chair	Introduce yourself
1b.	Previous DSG Meeting Minutes and Action Updates	Verbal	Chair	Approval of the meeting minutes for the previous meeting
2.	Changes in Capture			
2a.	New Change Proposals – For Initial Overview of the Change			
2a.i.	XRN5007 - XRN5007 - Enhancement to reconciliation process where prevailing volume is zero	Slides	James Barlow	For information and discussion
2b.	Change Proposal Initial View Representations – None for this meeting			
2c.	Undergoing Solution Options Impact Assessment Review – None for this meeting			
2d.	Solution Options Impact Assessment Review Completed – None for this meeting			
3.	Changes in Detailed Design – None for this meeting			
3a.	Design Considerations – None for this meeting			
3b.	Requirements Clarification – None for this meeting			
4.	Major Release Update			
4a.	June 2020	Slides	Simon Burton / Surfaraz Tambe	Standing agenda item – for information (if there is an update)
4b.	November 2020	Slides	Ed Healy	Standing agenda item – for information (if there is an update)
4c.	XRN4914 - MOD 0651- Retrospective Data Update Provision	Slides	Tracy O'Connor/ Paul Orsler	Standing agenda item – for information (if there is an update)
4c.i.	XRN5047 – Seasonal Normal Review	Slides		For information
4d.	Minor Release Drop 7	Slides	Julie Bretherton	Standing agenda item – for information (if there is an update)
5.	Retail and Network Delivery Overview	Slides	Richard Hadfield	Standing agenda item – for information (if there is an update)

DSG Agenda (2)

6.	Issue Management			
6a.	AQ Task Force Update	Slides	Michele Downes	Standing agenda item – for information (if there is an update)
7.	AOB			
7a.	Proposals for Resolution of MN09 Exceptions	Slides	Michele Downes	For Information and discussion
7b.	XRN5093 Update of AUG Table to reflect new EUC bands	Verbal	Kate Lancaster	For information and discussion
Annex – For Information				
8.	ChMC Update	Slides	Rachel Taggart	Standing agenda item – for information (if there is an update)
9.	Defect Summary	Slides	Mark Tullett	Standing agenda item – for information (if there is an update)
10.	Portfolio Delivery			
10a.	Portfolio Delivery Overview POAP	POAP published on Xoserve.com		Standing agenda item – for information (if there is an update)

1b. Previous DSG Meeting Minutes and Action Updates

- The DSG Actions Log will be published on the DSG pages of [Xoserve.com](https://www.xoserve.com)



2. Changes in Capture



2a. Change Proposal – For Initial Overview of the Change

2a. Change Proposal – For Initial Overview of the Change

- 2a.i. – XRN5007 - Enhancement to reconciliation process where prevailing volume is zero



2a.i. – XRN5007 - Enhancement to reconciliation process where prevailing volume is zero

Background

- Change raised by Xoserve to prevent MN09 exceptions
- The MN09 exception is generated as a result of a failure to calculate the Reconciliation Factor
- Until it is resolved the exception prevents any further billing of the MPRN
- The scenario in which this occurs is where the prevailing volume used in the calculation is zero
 - Re-rec caused by the replacement of a non advancing read or a site visit read
 - Breaking rec on a previously reconciled, non consuming, period

DSG Discussion

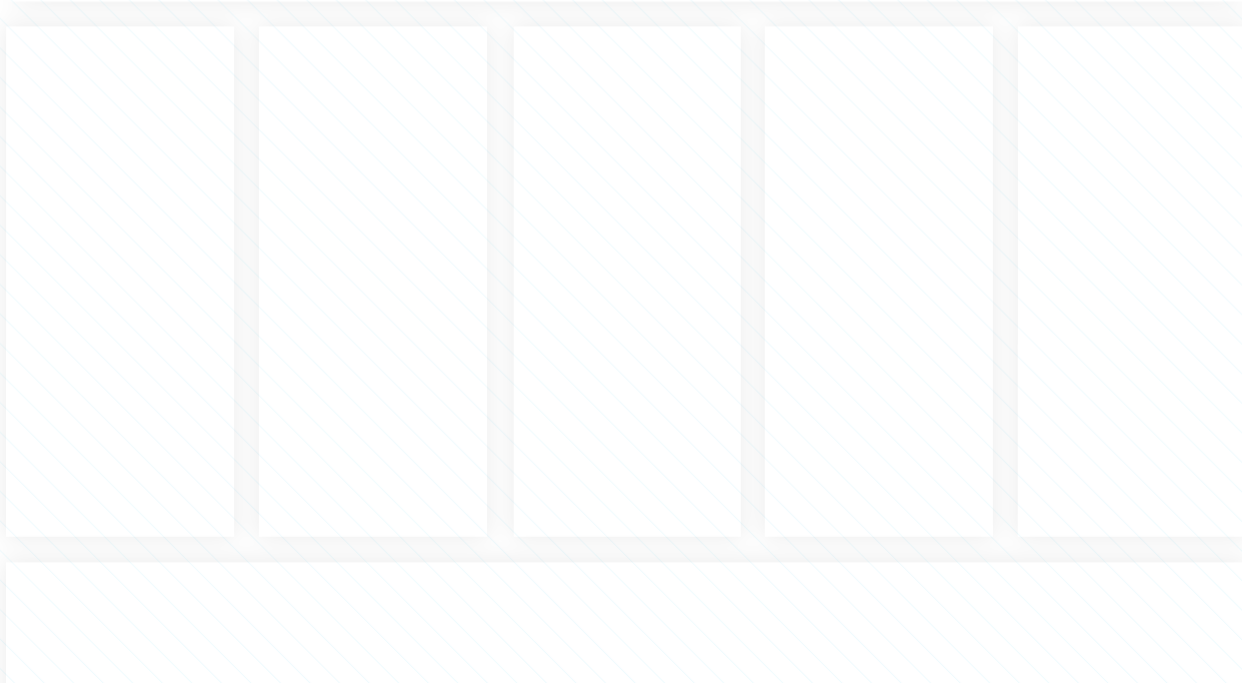
- We are looking into solutions to handle a zero prevailing volume within these calculations whilst achieving the result in line with the intent of the UNC and without impact to customers
- Do DSG members have any initial views, considerations or concerns around the change?
- Are DSG happy for change to progress through capture?



2b. Change Proposal Initial View Representations

2b. Change Proposal Initial View Representations

- **None for this meeting**

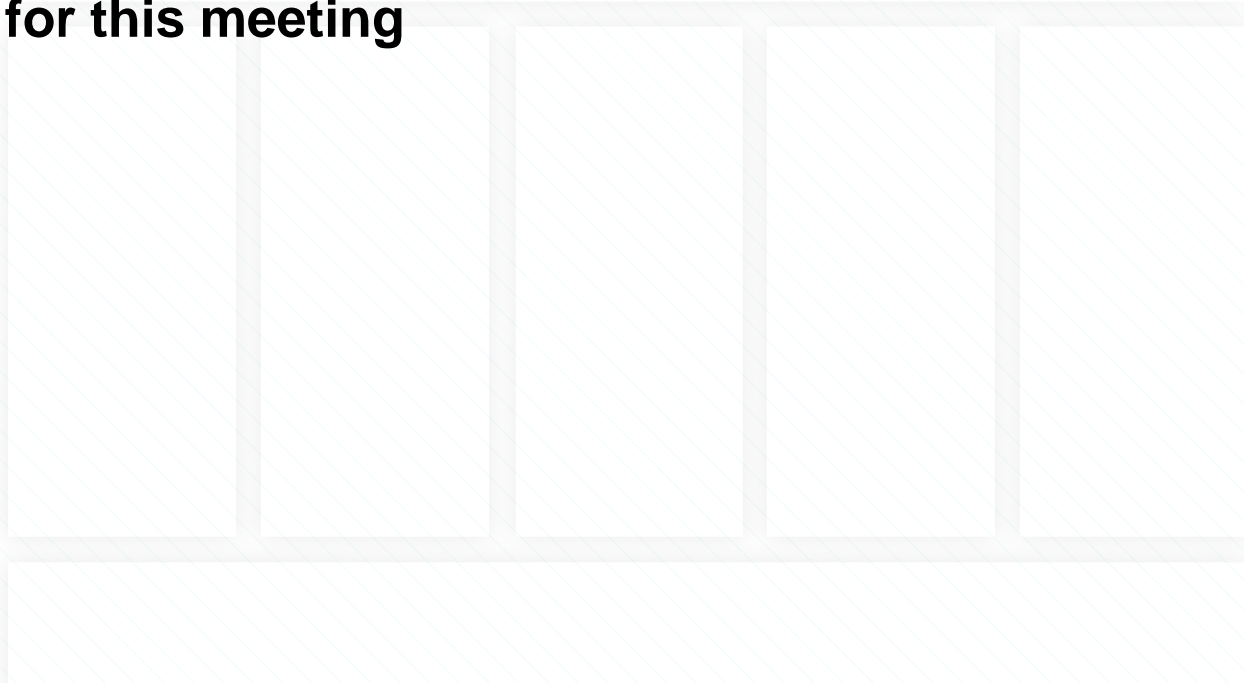




2c. Undergoing Solution Options Impact Assessment Review

2c. Undergoing Solution Options Impact Assessment Review

- **None for this meeting**

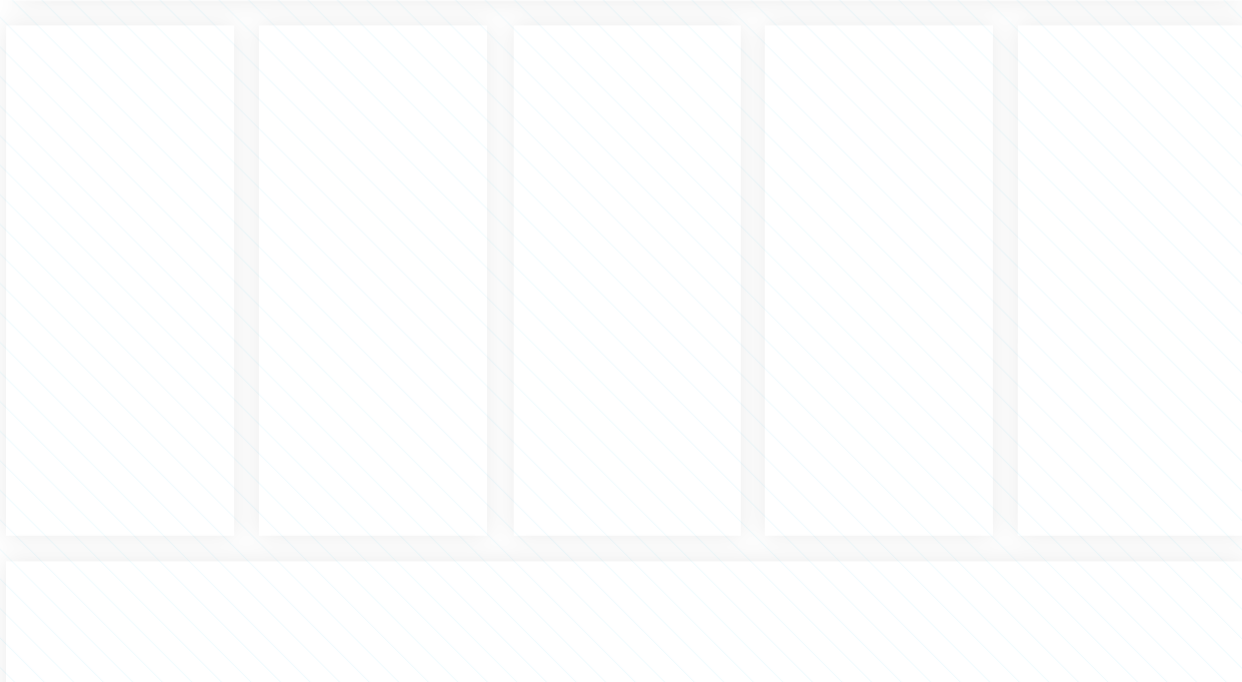




**2d. Solution Options Impact Assessment
Review Completed**

2d. Solution Options Impact Assessment Review Completed

- **None for this meeting**

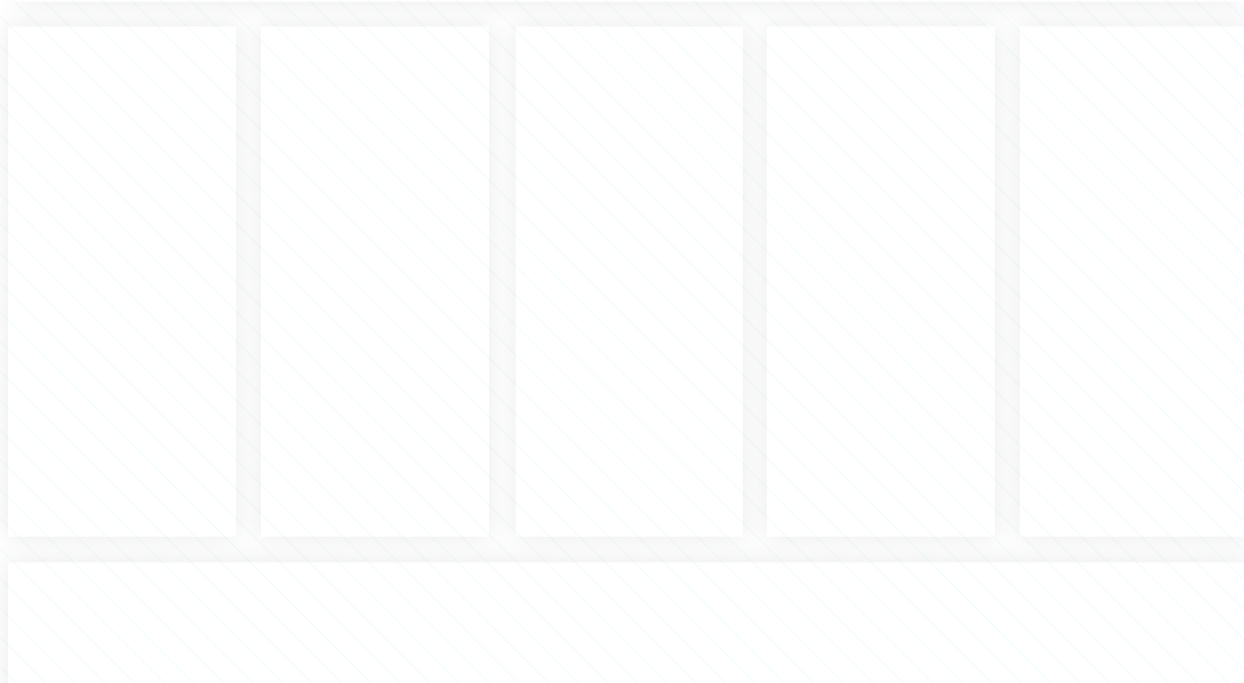




3. Changes in Detailed Design

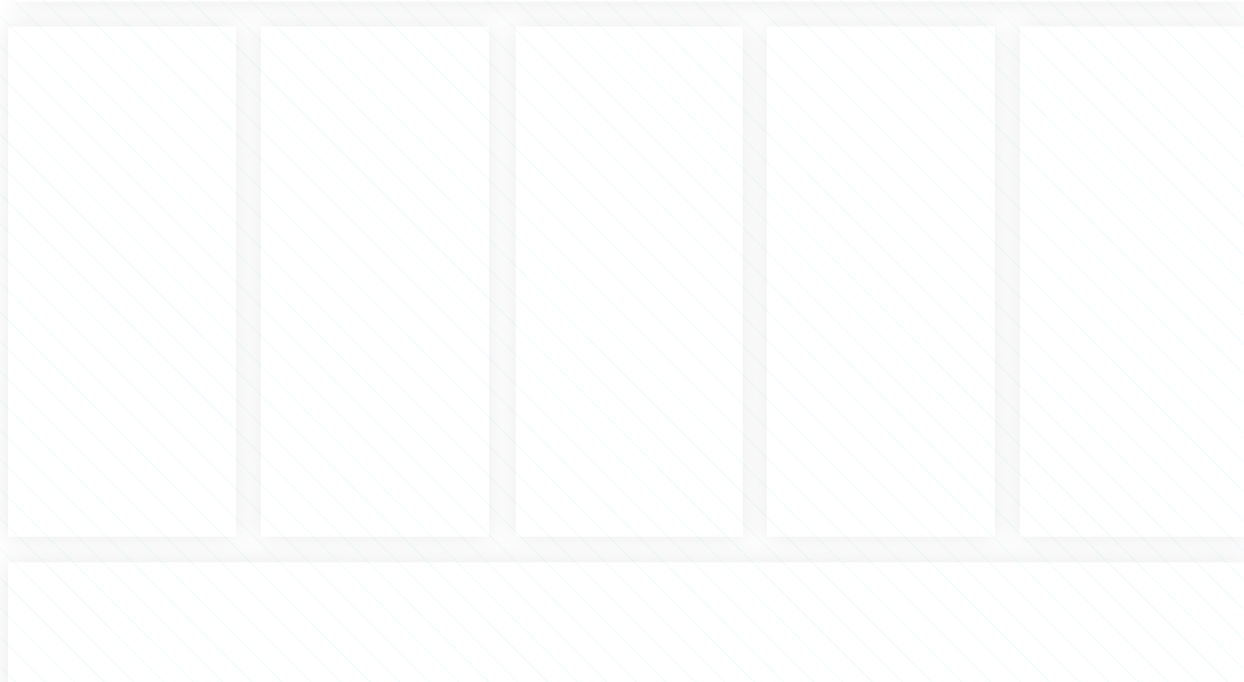
3a. Design Considerations

- **None for this meeting**



3b. Requirements Clarification

- **None for this meeting**





4. Major Release Update






5. Major Release Update

- 4a. June 2020
- 4b. November 2020
- 4c. XRN4914 - MOD 0651- Retrospective Data Update Provision
- 4c.i. XRN5047 – Seasonal Normal Review
- 4d. Minor Release Drop 7

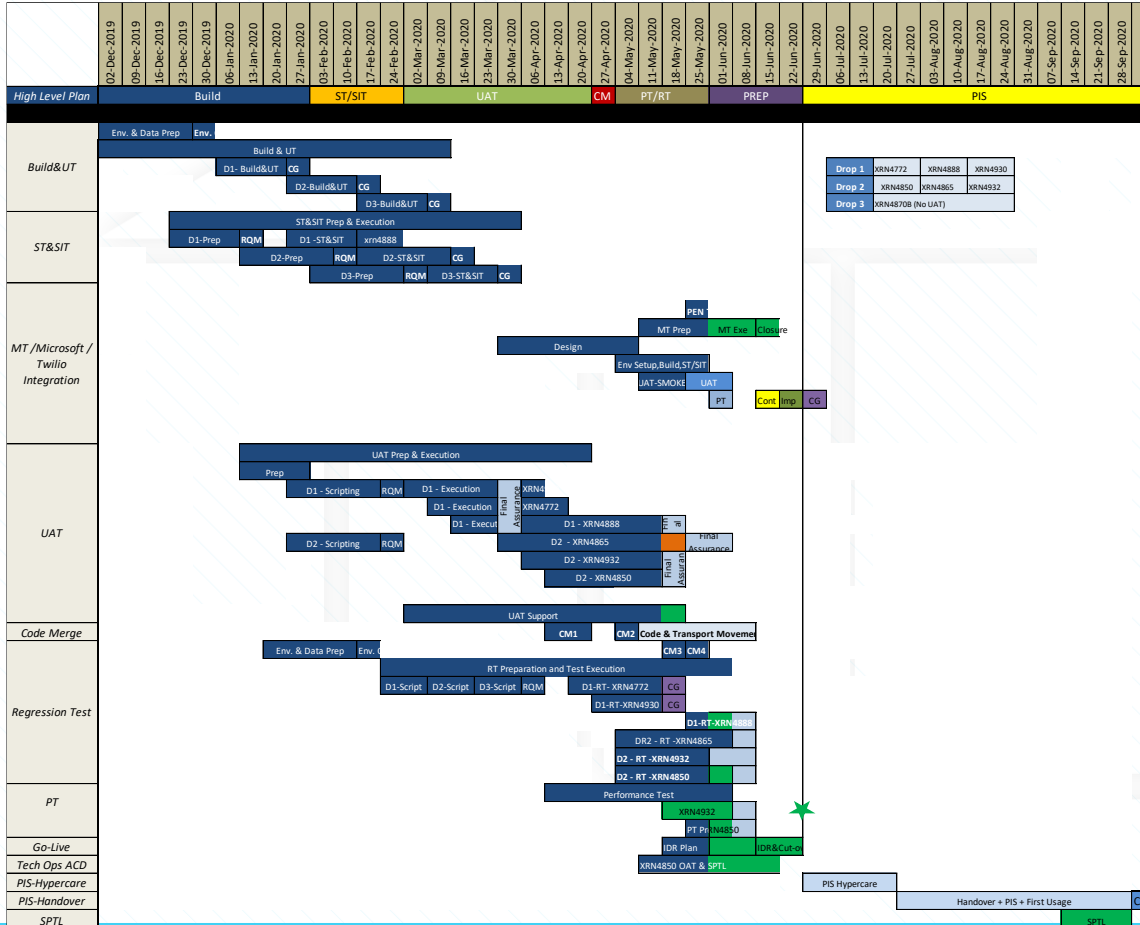


4a. XRN4996 - June 2020 Release update

4a. XRN4996 - June 20 Release - Status Update

22 nd June 2020	Overall Project RAG Status: 			
	Schedule	Risks and Issues	Cost	Resources
RAG Status				
Status Justification				
Schedule	<ul style="list-style-type: none"> • Plan: Issues with UAT and RT have been experienced by Xoserve which is has had a cumulative impact on plan. RAG status remains Amber, however we remain on track to Go Live on 27th June • Delivery: User Acceptance Testing (UAT) and Regression Testing (RT) has been completed for all changes • Performance Testing: In progress for remaining 2 changes, XRN4888 and XRN4850 • Penetration Testing: PEN testing has been completed, no Critical or High risk findings have been identified • Market Trials: MT has completed and signed off by all participants • iDR: iDR for CMS is scheduled for 17th June • Implementation: Implementation date of Saturday 27th June confirmed. Implementation approach shared. • XRN4850 Bulk Migration: We are prioritising a bulk migration solution to address the limitations of using BAU processing files to migrate the millions of customer contact details to ensure there is a migration tool available as close to Go Live as possible. For high volumes of migrations into UK Link, please contact your Customer Advocate for coordination. 			
Risks and Issues	<ul style="list-style-type: none"> • Risk – There is a risk that the progress of June 20 project phases will be impacted because of the impacts on resources (i.e. illness/remote working) of the spread of COVID-19 leading to a delay to the implementation of the release. 			
Cost	<ul style="list-style-type: none"> • Project Delivery costs are in line with approved BER 			
Resources	<ul style="list-style-type: none"> • Weekly monitoring of Xoserve SME resources supporting multiple demands (e.g. BAU defects, Future Releases, COVID19 priorities etc.) is ongoing 			

XRN4996 - June 20 Release Timelines



Key Milestone Dates:
Capture completion
 - 19/09/19

Design completion
 - 13/12/19

Build & Unit Test completion
 - 31/01/20

System Testing completion
 - 03/04/20

UAT completion
 - 05/06/20

Regression Test completion
 - 12/06/20

Market Trials completion
 - 19/06/20

Implementation
 - 27/06/20

PIS Completion
 - 25/09/20 (provisional)

June 20 Release Summary

June 20 Release consists of 7 changes, Implementation is planned for June 2020:

In Scope

- **XRN4772** - Composite Weather Variable (CWV) Improvements
- **XRN4888** - Removing Duplicate Address Update Validation for IGT Supply Meter Points via Contact Management Service (CMS)
- **XRN4930** – Requirement to Inform Shipper of Meter Link Code Change
- **XRN4850** - Notification of Customer Contact Details to Transporters
- **XRN4865** - Amendment to Treatment and Reporting of CYCL Reads
- **XRN4932** - Improvements to the quality of the Conversion Factor values held on the Supply Point Register (MOD0681S)

- **XRN4780 (B)***** – Inclusion of Meter Asset Provider Identity (MAP Id) in the UK Link system (**CSS Consequential Change**)

Descoped

- ~~**XRN4691**** - CSEPs: IGT and GT File Formats (CGI Files)~~
- ~~**XRN4692**** - CSEPs: IGT and GT File Formats (CIN Files)~~
- ~~**XRN4780 (B)** - Inclusion of Meter Asset Provider Identity (MAP Id) in the UK Link system (CSS Consequential Change)~~
- ~~**XRN4871 (B)**** - Changes to Ratchet Regime (MOD0665)~~
- ~~**XRN4941*** - Auto updates to meter read frequency (MOD0692)~~

* Pending Solution/MOD approval by ChMC/DSG for remaining CRs. Descoped at ChMC on 08/01/20

** Descoped at eChMC on 22/11/19

*** Added to scope (revised scope from original)



4b. XRN5110 – November 2020 Release update

4b. XRN5110 Nov 20 - Scope

XRN5110 November 20 Release consists of 6 changes. Implementation is planned for November 2020

1. Drop 1

- **XRN 4931 - Submission of a Space in Mandatory Data on Multiple SPA Files**
- **XRN 4897 - Resolution of deleted Contact Details (contained within the S66 records) at a Change of Shipper event**
- **XRN 4899 - Treatment of Priority Service Register Data and Contact Details on Change of Supplier Event**

2. Drop 2

- **XRN 4801 - Additional Information in DES**
- **XRN 4871b - Ratchet Regime Changes**
- **XRN 5014 - Facilitating HyDeploy2 Live Pilot**

Descoped changes

- **XRN 4941 - MOD 692 – Auto Updates to Read Frequency**
- **XRN 4992 - Supplier of Last Resort Charge Types**

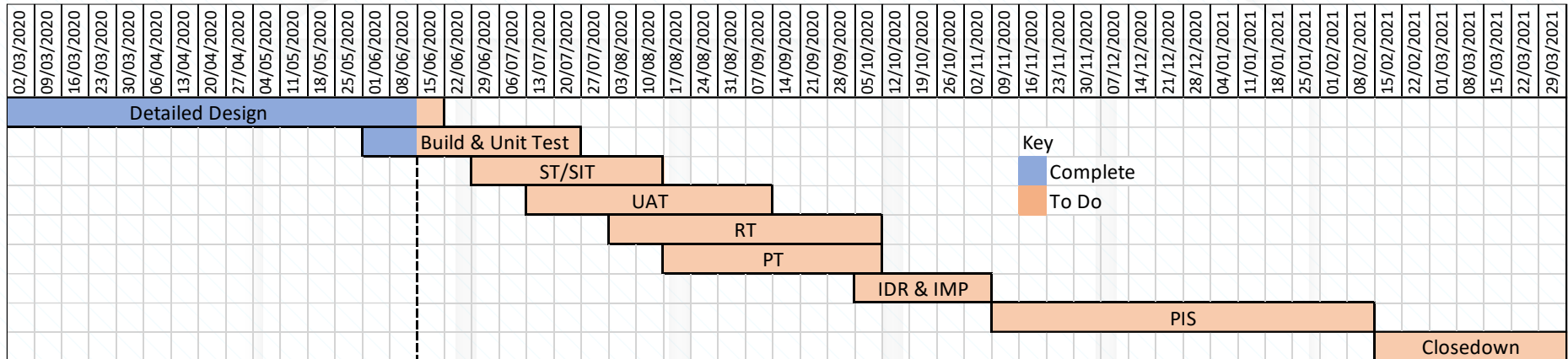
To be delivered by CSSC

- **XRN 4750c - MAP ID**

4b. XRN5110 Nov 20 - Status Update

22/06/20	Overall Project RAG Status			
	Schedule	Risks and Issues	Cost	Resources
RAG Status				
Status Justification				
Schedule	<ul style="list-style-type: none"> • Design activities: Drop 1 complete Drop 2 due to finish -19/06/20 • Nov 20 – Split into two drops for Delivery Drop1 <ul style="list-style-type: none"> • Build Activities started at risk - 01/06/20 • SIT Activities due to start - 29/06/20 Drop 2 <ul style="list-style-type: none"> • Build Activities due to start - 22/06/20 • SIT Activities due to start - 20/07/20 • Return to Green is the completion of Design and Project Plan approved by 19/06/20 			
Risks and Issues	<ul style="list-style-type: none"> • Risk: Design may not complete to plan due SME prioritization of June 20 delivery • Risk: Build and UAT could be delayed for Drop 2 if Design activities are not completed by 19/06/20 • Risk: Build and UAT plan could be impacted if there is delay to the planned environment move • Risk: COVID-19 may impact availability of key resources 			
Cost	<ul style="list-style-type: none"> • IRC approved 04/06/20 • BER approved 10/06/20 • Return to Green is XEC approval on 23/06/20 			
Resources	<ul style="list-style-type: none"> • SME resources have been ringfenced to complete November 20 but note risk above 			

XRN5110 Nov 20 - Delivery Timeline





**4c. *XRN4914 MOD 0651- Retrospective Data Update
Provision –
Proof of Concept Progress update***

4c. XRN4914 MOD 0651- Retrospective Data Update Provision – Proof of Concept Progress update

22 nd June 2020	Overall Project RAG Status: ●			
	Schedule	Risks and Issues	Cost	Resources
RAG Status	●	●	●	●
Status Justification				
Schedule	<p>Delivery:</p> <ul style="list-style-type: none"> Step 2 Deep Dive in progress though progress has been delayed due to SAS access issues and sickness within the Xoserve Customer Change team The project team are working towards completing deep dive analysis by the end of June, though this is dependent on resources being in place to support POC. Step 2 Output overview (type of outputs) to be shared as part of this DSG meeting The intention is to publish Step 2 outputs ahead of next ChMC in July then present the findings and recommendations at the meeting <p>Customer Engagement and Communications:</p> <ul style="list-style-type: none"> Ongoing communication with POC participating members on progress of Step 2 deep dive Intention is to present findings in July ChMC 			
Risks and Issues	<ul style="list-style-type: none"> There is a risk that resources in place to support Retro POC deep dive analysis are pulled from Retro to support priority or urgent MOD work <p>Mitigation: Project team are working with resources to ensure they are ringfenced to support POC where possible to meet planned timescales</p>			
Cost	<ul style="list-style-type: none"> Approval received from DN's for BER of £270k for proof of concept. Costs within approved budget. 			
Resources	<ul style="list-style-type: none"> Xoserve Customer Change team leading execution of POC Step 2 with input from SMEs where required 			

XRN4914 – Retro proof of concept – Timeline

2019 / 2020

November

December

January

February

March

April

May

June

Checkpoint 1
29th Nov

★ 8th Dec data sliced

Checkpoint 2
4th Feb

Checkpoint 3
May 1st

Customer Engagement

Initial Customer engagement kick-off 4th Nov
Initial Customer engagement of File receipt and triage

★ Customer / Advocates encouraging participation

Kick-off prep

Test files can be accepted

Actual data files can be accepted

File Triage

Bi - Weekly project update via external communication methods

Recommendations ★

Support

Design (Step 1)

Develop (Step 1)

Design (Step 2)

Develop (Step 2)

Testing (Step 1)

Testing (Step 2)

Technical Support (Innova & Data Strategy) – Excluding Environment maintenance which continues

Analysis

Test data files in

Actual data files in

Step 1 Compare / Outcome / Aggregate

Output from Step 1 (Volunteer Shippers > ChMC > PAFA > Website)

RGMA & MAM Raw Data

Core Retro Shipper Pack Industry Pack

Key: ● Completed ● On-target ● Medium risk ● Slipped / High risk ● Planning ■ Dates need to be confirmed post Step 2 results as volumes will inform task size



4c.i. – XRN5047 Seasonal Normal Review

For Information

XRN5047 Seasonal Normal Review

Overview

- Seasonal Normal Review is a 5 yearly activity carried out by Xoserve to update the Weather Adjusted Annual Load Profile (WAALP) values in UK Link.
- This year will be the first time WAALP values will be updated into SAP UK Link system, previous updates were made on legacy UK Link system.
- A program will be developed to facilitate the update of WAALP values into SAP
- NDM Read Estimates will be based on revised WAALP values post implementation in July
- A report will also be created to ensure validation is carried out on Seasonal Normal activities
- This is an internally driven initiative and will seek no funding or approval from DSC





Current Status

- Design and Build have been completed and testing is currently in progress
- Functionality to be implemented in July ahead of annual AQ activities it supports



4d. Minor Release Drop 7 Update

4d. XRN5152 – Minor Release Drop 7 - Status Update

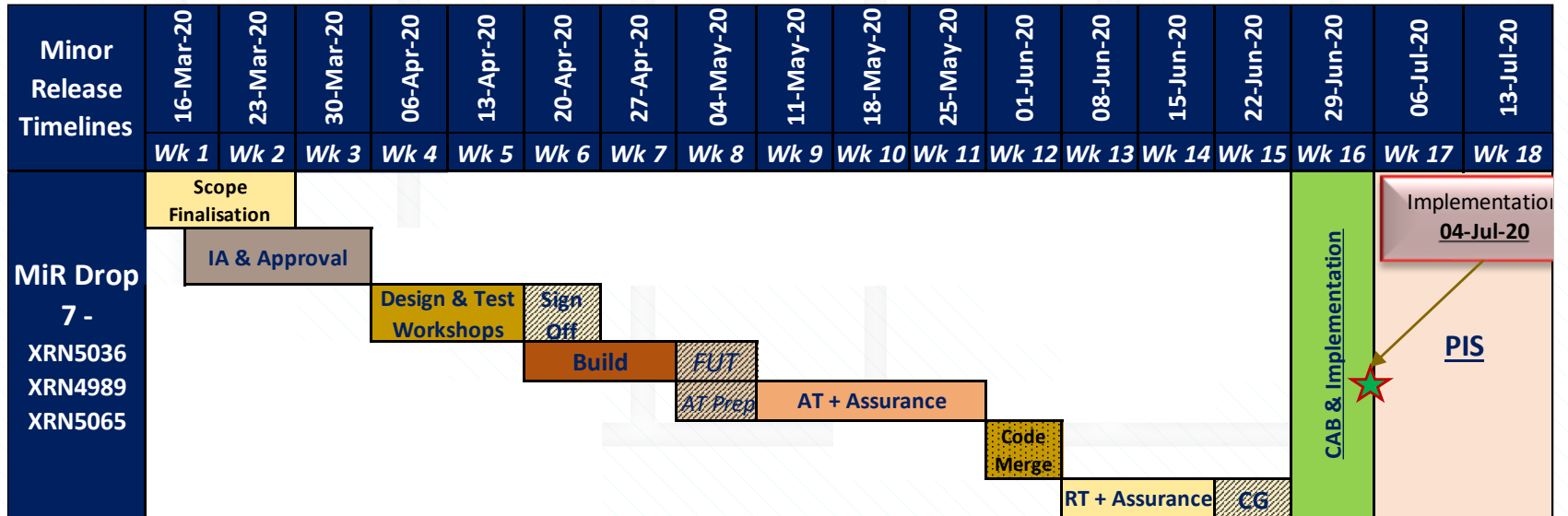
12/06/20	Overall Project RAG Status:			
	Schedule	Risks and Issues	Cost	Resources
RAG Status				
Status Justification				
Schedule	<ul style="list-style-type: none"> • Three changes in XRN5152 Minor Release Drop 7 to be implemented on 04/07/2020: <ul style="list-style-type: none"> ➤ XRN5036 – Updates to Must Read Process (removes AMR and SMART from Must Read contacts - precursor to Nov 2020) ➤ XRN4989 – Online Solution for Credit Interest Process (to automatically issue the supporting info through IX) ➤ XRN5065 – Addition of Email Address to DES Last Accessed Report (security enhancement) • Scope / Implementation Date Approval received from ChMC – 08/04/20 • Capture Phase Completed / Impacts Assessments produced / signed-off – 03/04/20 • Design Phase Completed – 12/05/20 • BER approved at ChMC – 13/05/20 • Detailed Implementation plan approved – 10/06/2020 • Acceptance Testing / Assurance Completed – 02/06/2020 • Code Merge Completed – 06/06/2020 • Regression Testing Started – 08/06/2020 			
Risks and Issues	<ul style="list-style-type: none"> • There is a risk that Minor Release 7 could have resources issues during Implementation due to Gemini Migration Project going live 5th July 2020 – Xoserve Implementation approach agreed internal • Monitoring Regression Testing closely as MiR7 is working parallel with June-2020 PT 			
Cost	<ul style="list-style-type: none"> • Changes are being delivered as part of Minor Release Budget. 			
Resources	<ul style="list-style-type: none"> • Weekly monitoring of Xoserve SME and Business Process Users to support testing 			

XRN5152 – Minor Release Drop 7 Timelines

Key Dates:

- Impact Assessment Completed – 03/04/20
- Design Complete and Approved – 20/04/20
- Build Complete MiRD7– 12/05/20
- Testing / Assurance Complete – 29/06/20
- Implementation Complete – 04/07/20
- PIS Complete – 17/07/20

Dates to be baselined following the completion of Detailed Design





5. UK Link Releases Update



June 2020 DSG

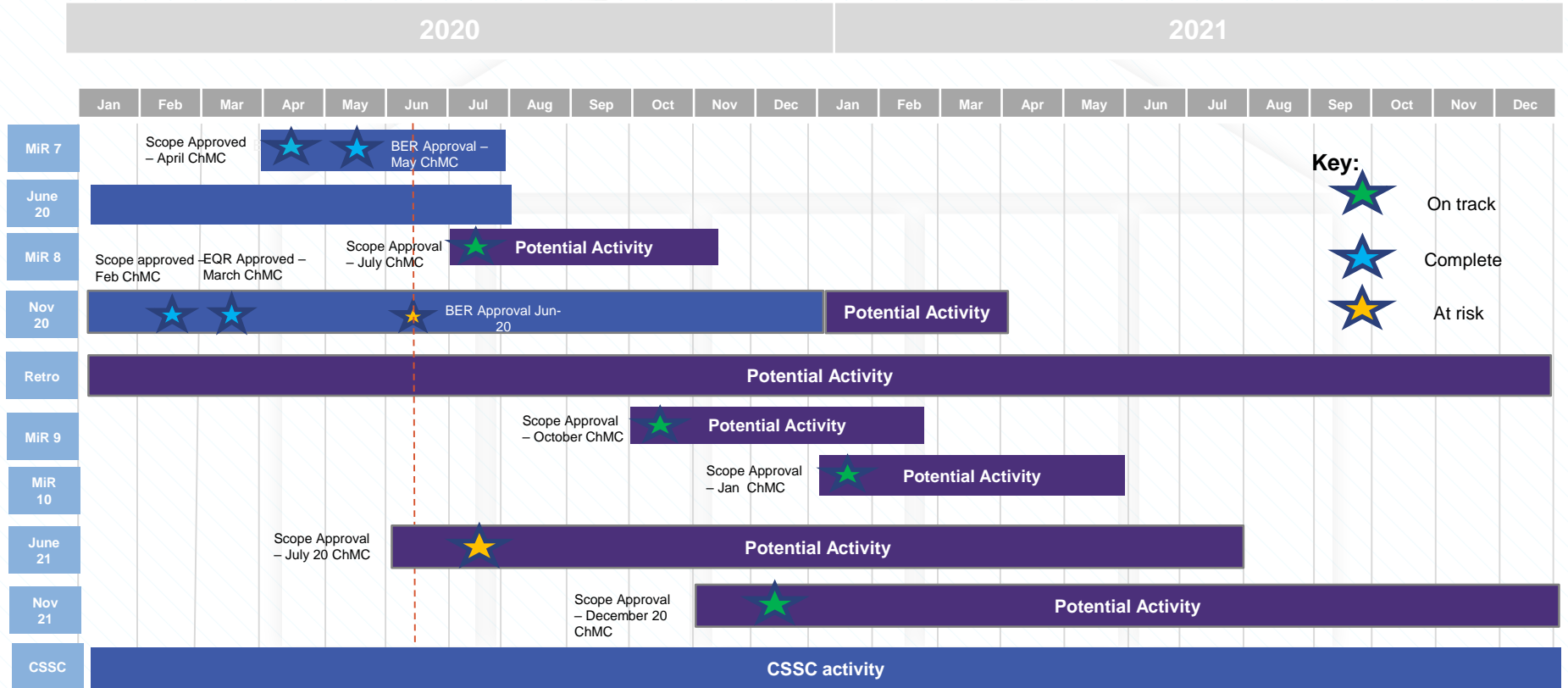
UK LINK FUTURE RELEASES UPDATE – FOR INFORMATION

UKLink Future Releases

Agenda:

- Future Releases Governance Timeline 2020 – 2021
- Changes in delivery
- Glossary

2020/2021 UK Link Governance Timeline



Key:

- ★ On track
- ★ Complete
- ★ At risk

- Please note that this slide includes potential activity within UK Link over the next 24 months
- Assumes 3x Minor Releases required prior to May 2021

Change Index – UK Link Allocated Change

Proposed Release	XRN	Change Title	Current Status	UK Link Release	Complexity	Finance
Jun-20	4865	Amendment to Treatment and Reporting of CYCL Reads	In Delivery	June 2020	Small	Shippers / DNO
	4772	Composite Weather Variable (CWV) Improvements	In Delivery	June 2020	X-Large	Shippers / DNO
	4930	Requirement to Inform Shipper of Meter Link Code Change	In Delivery	June 2020	Small	Shippers
	4932	Improvements to the quality of the Conversion Factor values held on the Supply Point Register (MOD0681S)	In Delivery	June 2020	Medium	Shippers / DNO
	4850	Notification of Customer Contact Details to Transporters	In Delivery	June 2020	X-Large	IGTs / DNO
	4888	Removing Duplicate Address Update Validation for IGT Supply Meter Points via Contact Management Service (CMS)	In Delivery	June 2020	Medium	IGTs
	4780b	MAP ID Part B	In Delivery	June 2020	Large	Shippers
CSSC	4627	Consequential Central Switching Services	In Delivery	June 2021	N/A	Shippers
Retro	4914	Retro Proof of Concept	In Delivery	Standalone	N/A	DNO
Nov 2020	5014	Hydeploy Live Trial	In Delivery	Nov 2020	Large	Northern/DNO
	5036	Updates to must read process	In Delivery	Nov 2020	Small	DNO
	4897/ 4899	Contact details – resolution of deleted contact details and PSR data at change of shipper event	In Delivery	Nov 2020	Large	Shippers
	4992	Supplier of last resort charge type	In Delivery	Nov 2020	Medium	Shippers
	4931	Submission of space in mandatory data on multiple SPA files	In Delivery	Nov 2020	Medium	Shippers
	4801	Additional info into DES	In Delivery	Nov 2020	Medium	Shippers
	4780c	MAP ID part C (CSSC)	In Delivery	Nov 2020	Large	CSS
	4941	Auto updates to meter read frequency	In Delivery	Nov 2020	Large	Shippers
	4871b	Ratchet regime changes part B	In Delivery	Nov 2020	Large	DNO
MiR D7 Jul-20	5036	Updates to Must Read Process	In Delivery	MiR Drop 7	Small	Minor Release
	4989	Online Solution for Credit Interest Process	In Delivery	MiR Drop 7	Small	Minor Release
	5065	Addition of E-mail Address to DES Last Accessed Report	In Delivery	MiR Drop 7	Medium	Minor Release

Glossary

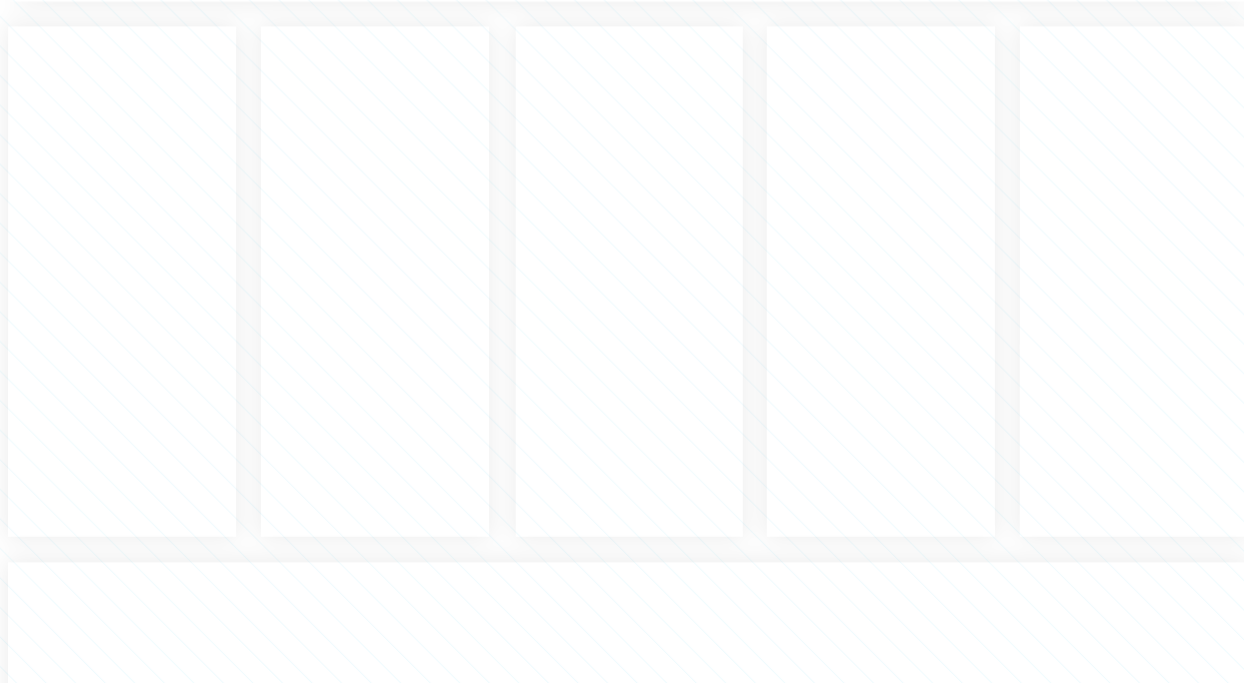
Project Phase Abbrev.	Project Phase
FUT	Factory Unit Testing
IA	Impact Assessment
IDR	Implementation Dress Rehearsal
PIS	Post Implementation Support
PT	Performance Testing
RT	Regression Testing
SIT	System Integration Testing
ST	System Testing
Capture Artefact Abbrev.	Capture Artefact
CP	Change Proposal
HLSO(s)	High Level Solution Option(s)



6. Issue Management

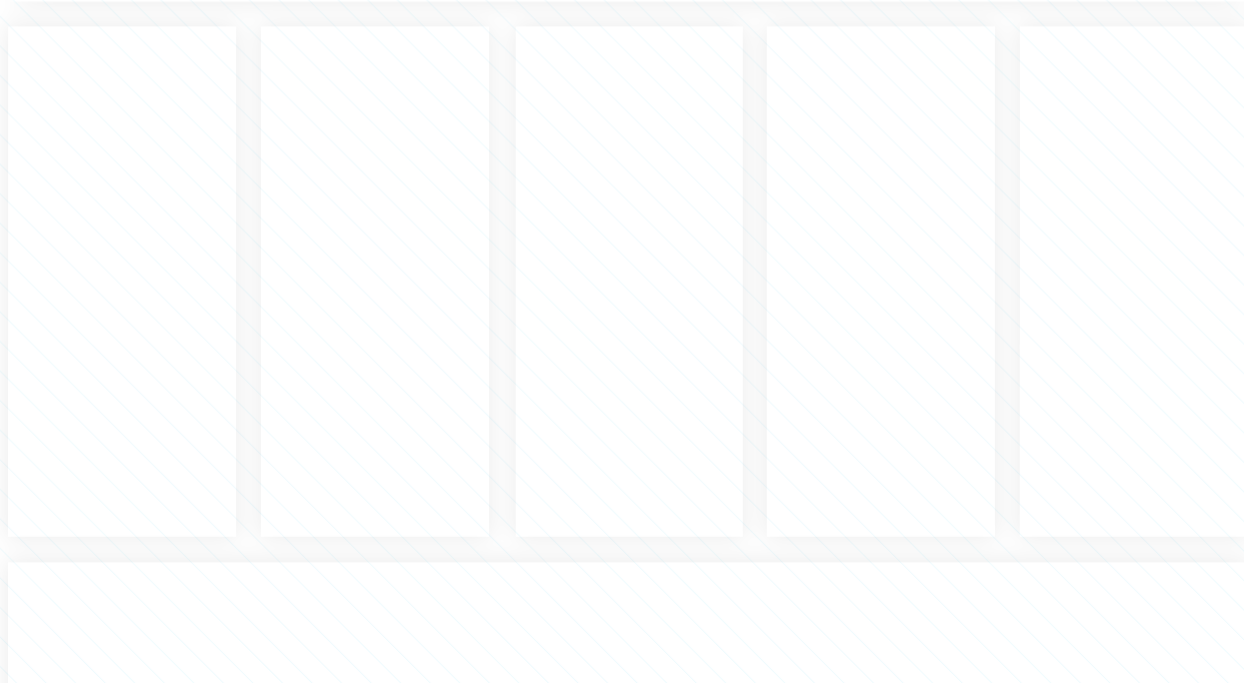
6. Issue Management

- 6a. AQ Taskforce Update



AQ Defects

- The AQ issue register can be found on [Xoserve.com](https://www.xoserve.com) for resolution fix dates.





6a. AQ Taskforce Update

17th June 2020

Version 0.1

Summary

- A number of taskforce resources continue to focus on supporting our business continuity efforts, as well as continued support and assessment of COVID-19 related MODs. This work, whilst an understood priority has impacted the pace of the taskforce.
- However our focus remains on ensuring that the right level of quality is being applied to the known AQ defects. Positively we see numbers of new defects falling whilst our resolution rate increases month on month (see AQ Defect Status slide).
- A concerted body of work is currently in progress to undertake high value capacity adjustments for defect 61866 (Incorrect FYAQ values applied). Re-assessment of the internal process used to ensure that all necessary financial adjustments post defect fix/AQ correction are completed is now underway.
- A formal root cause activity (slide 6) has now been instigated with our technical service provider to analyse all AQ defects to provide clear recommendation on what is causing defects to be identified. This work will last 6 weeks and will result in a root cause analysis report highlighting areas for fix, process improvements, reporting enhancements and other necessary changes as required.
- The first phase of additional MI reports to further strengthen our operational management/procedures as well as aid root cause is due to deliver in mid-June. These reports will not only provide greater control but will also in the short term (until root cause is permanently addressed) identify additional areas for investigation and resolution.
- A separate body of work has also been instigated within Technology Operations and Business Operations to review and implement improvements to the overall defect process. The AQ taskforce are working closely with this group to ensure the right level of root cause, fix and test assurance are being applied which will result in quicker resolution times.

AQ Defect Status (breakdown as at June 20)

56

Defects impacting AQ since August 2019
(+1 raised since last month)

12

Open Defects
(-5 on previous month)

44

Resolved defects
(+6 on previous month)

3

Analysis

(same as previous month)

7

UAT

(+2 on previous month)

0

Awaiting Deployment

(-2 on previous month)

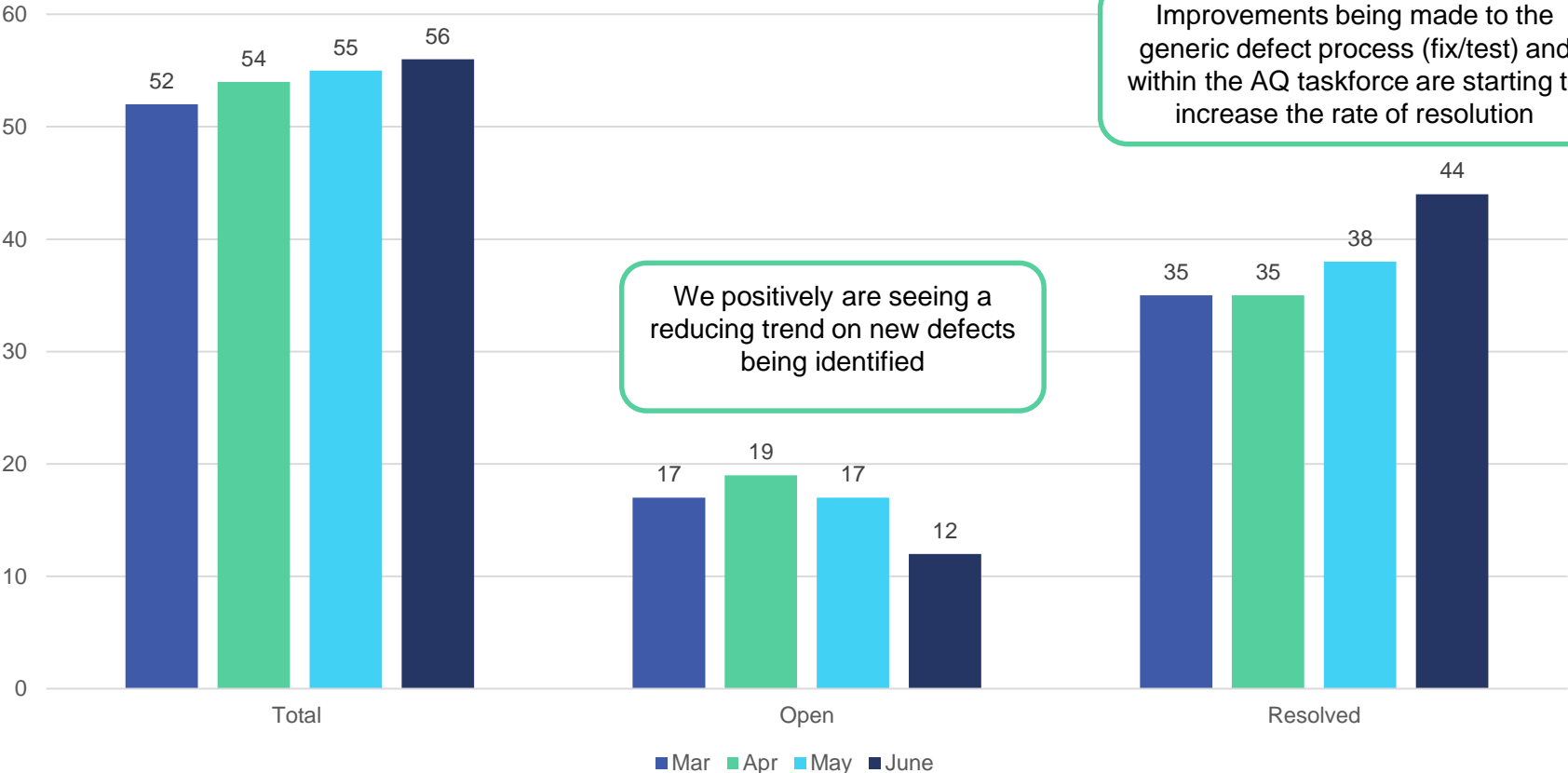
2

Fixed, Deployed
Awaiting Data Correction

(-1 on previous month)

Open defect details can be found in the Appendix

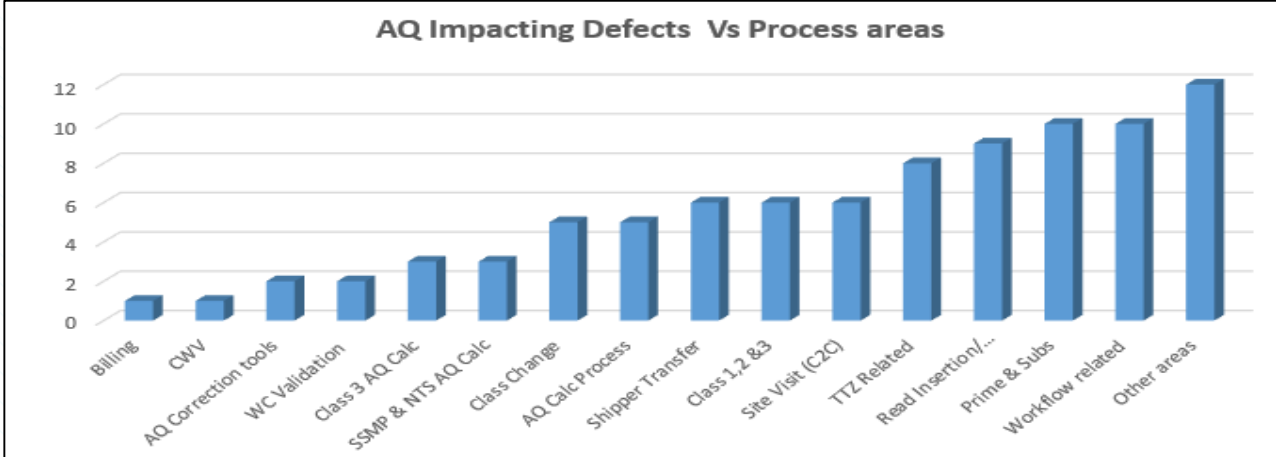
AQ Defect Status (Feb 20 - June 20)



Improvements being made to the generic defect process (fix/test) and within the AQ taskforce are starting to increase the rate of resolution

We positively are seeing a reducing trend on new defects being identified

Formal Root Cause Analysis (RCA) Activity



Timeline: Week 1 wc. 8th June, Week 2, Week 3, Week 4, Week 5-6

Defects Analysis



- AQ Calc process
- SSMP & NTS AQ Calc
- Class 3 AQ Calc
- Read Insertion
- Read replacement

- Shipper Transfer
- Class 1,2 & 3 related
- TTZ related
- Workflow related
- WC Validation
- AQ Correction tool

- Class Change
- Site Visit
- Other areas (isolated defects)

- Prime & Subs
- Billing
- CWV

- Final RCA recommendations
- AQ Process Stabilisation packages
- New operational reporting
- Process Improvements

RCA Outputs





APPENDIX

Open AQ defects

Defect No.	Issue Description	Lifecycle Status
60230	Volume and energy calculated incorrectly for Prime and Sub meter points	Fixed, Deployed Awaiting Data Correction
60917	Following an update to a meter (non-physical) the volume which is calculated is based on the opening exchange read (OPNX) as opposed to calculating from the final exchange read (FINX)	Fixed, Deployed Awaiting Data Correction
60942	For meter points that have had a class change from 4 to 3, following receipt of reads (via the UBR file) the system is unable to identify the last read date for volume calculation when there is no actual read present during the class 4 period. Therefore AQ calculation is not using the latest read.	UAT
62028	Following acceptance of a replacement read for an 'inactive' read, the system is incorrectly accepting the read, when it should reject.	UAT
62164	The net-off volume / energy is being incorrectly calculated as zero for class 4 prime sites	UAT
61019	When receiving a Site Visit read and an RGMA read on the same day the system is incorrectly processing the reads in the wrong order causing energy and volume to be incorrectly calculated.	UAT
62178	Where volume and energy is incorrectly loaded, the system is not creating an exception	UAT
61866	While deriving the FYAQ/SOQ values for 01/04/2020 during class change effective on 1st, 2nd and 3rd of Jan 2020, instead of using the rolling AQ/ SOQ of 01/12/2019 values, the previous year values (01/12/2018) have been used which is incorrect.	UAT
61452	Reconciliation process is being excluded for prime and sub sites where there has been a class change or a meter exchange or the generation of an estimated shipper transfer read, therefore AQ is not being calculated	UAT
61453	Where there has been a read replacement, or a manual read has been inserted, the total deemed volume and total deemed energy is being incorrectly populated for reconciliation charges of prime and sub sites	Analysis
61647	Energy is not updated correctly following read replacement	Analysis
62513	When the Cyclic read is received in the Class 3 period before RGMA asset update activity date (D-1), the incorrect energy values are being calculated	Analysis

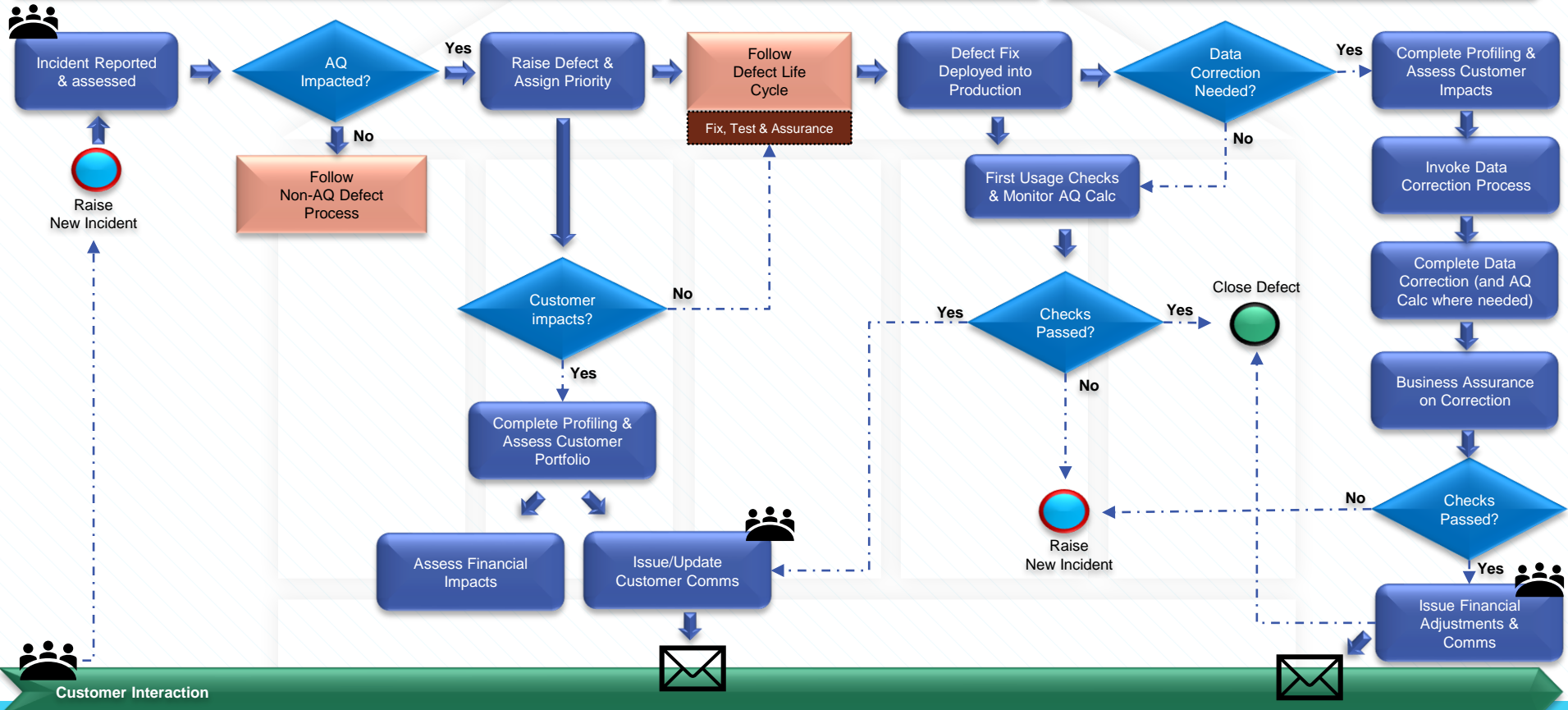
New AQ Defect Life Cycle – Process being followed

Defect Cycle - Stages

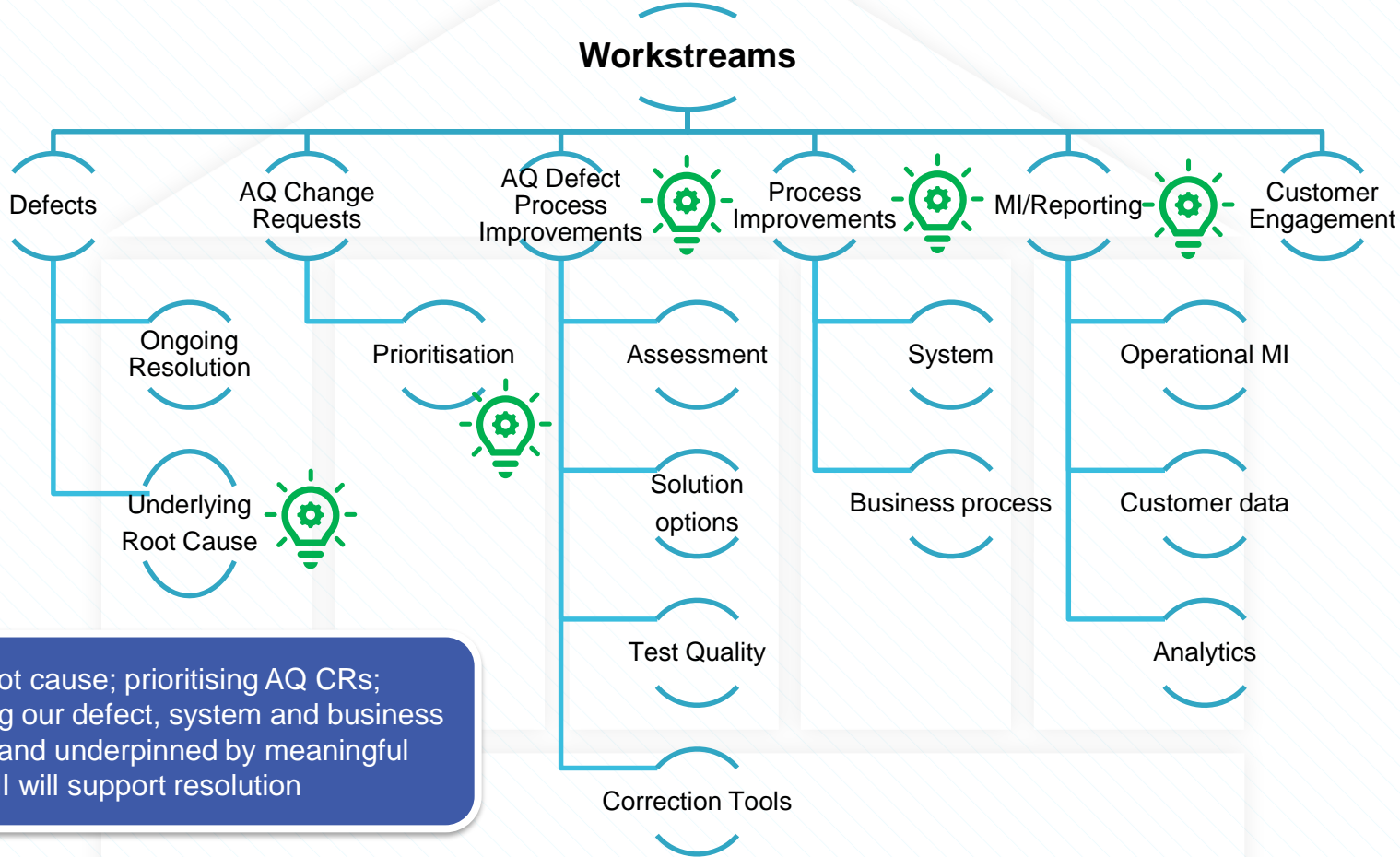
Stage 1 – Assessment

Stage 2 – Fix, Test & Deploy

Stage 3 – Data Correction & AQ Re-Calc



AQ Taskforce Workstreams



Deriving root cause; prioritising AQ CRs; streamlining our defect, system and business processes and underpinned by meaningful data and MI will support resolution



7. AOB

7.AOB

- 7a. Proposals for Resolution of MN09 Exceptions
- 7b. XRN5093 Update of AUG Table to reflect new EUC bands



7a. Proposals for Resolution of MN09 Exceptions

DSG 22nd June 2020

Background

- An 'Exception' is raised by UKLink SAP system where the system is unable to complete an activity for an MPRN(s). These system exceptions then require to be investigated and resolved.
- The majority of exceptions are resolved via a technical or business solution and have no impact to customers as they are resolved before they are needed in the next step of the process. However, there are three outstanding exceptions which we are unable to resolve.
- A communication was sent to customers on 27th April 2020 providing details of these Exceptions and impacted MPRNs are issued in the Amendment Invoice MI issued around the 20th business day.
- One of these Exceptions; MN09 is raised following receipt of a Site Visit Read/Check Read for Class 4 meter points where the prevailing volume is zero.
- A change has been raised and is currently planned to be implemented in October 2020 if the change can be delivered in a 'minor release'. If this is not possible, the next 'major release' the fix can be implemented would be November 2021.

MN09 Exceptions

- For Class 4 meter points, following receipt of a Check Read, the system is unable to process the Check Read when the prevailing volume is zero, an Exception is created, however there is currently no process to resolve the Exception without further impacts on other processes.
- The exception is generated during the reconciliation process when deriving the reconciliation energy and charges, this impacts the reconciliation factor used for the calculation for NDM MPRNs.
- There are currently c 10,000 MPRNs impacted by this scenario for Class 4 meter points. Does not affect Class 3 MPRNs.
- Following an Exception being raised, any subsequent reconciliations will also be held from billing.
- In this scenario the AQ is not impacted.
- The following slide provides options to resolve the Reconciliation charges, however, the proposals may have an impact on the AQ.
- The proposal is to carry out a consumption adjustment for the Check to Check period. This will release the reconciliation charges and any subsequent held reconciliations.

Options

Option	Description	Pros	Cons
1	Do nothing: MN09 Exceptions remain outstanding until full solution is implemented	Following implementation of the fix, the reconciliations will be processed and AQs will be calculated using the revised consumption (if applicable)	The number of impacted MPRNs will continue to increase & any subsequent reconciliation will also be held.
2A <i>(recommended)</i>	Carry out consumption adjustment for the relevant period to release the reconciliation charges. Do nothing with the AQ, let the AQ calculate as normal. Monitor any changes in the AQ to identify any impacts on Capacity charges (AQ changes charging band).	Reconciliation charges released. AQs monitored to ensure no impact to Capacity charges. Discuss with customer options to amend AQ (AQ Correction or carry forward current AQ)	Impacts to AQ as the AQ calculation which will result in the AQ reducing where the consumption is used in the calculation. Impacts daily allocations however this is corrected through reconciliation processes.
2B	Carry out consumption adjustment for the relevant period to release the reconciliation charges. Carry forward the AQ as at 1 st June 2020 until full solution is implemented.	Reconciliation charges released. AQ is not impacted as AQ as at 1 st June will be carried forward each month (where a read is received).	AQ is not revised following receipt of a valid read. AQ will remain at the same value until the full solution is implemented.
2C	Carry out consumption adjustment for the relevant period to release the reconciliation charges. Apply a backstop date to all affected MPRNs so the AQ does not calculate.	Reconciliation charges released. AQ is not impacted as backstop date is applied to prevent revision of the AQ.	Requires Shipper to submit an AQ Correction which will prevent a revised AQ being calculated for at least 9 months.

Next Steps

- A communication will be issued to all Shippers and Distribution Networks
- The communication will include any preference on the options discussed/agreed at DSG today
- The options and preferred solution will be made visible to Change Management Committee.
- If an option is agreed a plan will be made available on how we will deliver and timescales.



**7b. XRN5093 Update of AUG Table to reflect
new EUC bands**

7b. XRN5093 Update of AUG Table to reflect new EUC bands

- Verbal update from Kate Lancaster.



Annex – For Information

8. DSC Change Management Committee Update

10th June 2020 meeting

New Change Proposals

Xoserve Ref No.	Change title	Next steps	Service area
XRN5186	Modification 0701: Aligning Capacity booking under the UNC and arrangements set out in relevant NExAs	Approved to Capture	Service Area 11: NExA Supply Meter Points
XRN5187	Modification 0696 - Addressing inequities between Capacity booking under the UNC and arrangements set out in relevant NExAs	Approved to Capture	Service Area 11: NExA Supply Meter Points

New Change Proposals – Post Initial Review

Xoserve Ref No.	Change title	Next steps	Service area
XRN5144	Enabling Re-assignment of Supplier Short Codes to Implement Supplier of Last Resort Directions	Approved to Capture	CSSC Change

New Change Proposals – Post Solution Review

Xoserve Ref No.	Change title	Next steps	Service area
XRN4645A	The rejection of incrementing reads submitted for an Isolated Supply Meter Point (RGMA flows)	Solution Option 1a approved	Service Area 3: Record, submit data in compliance with UNC

Detailed Design Outcomes – May Change Packs

Xoserve Ref No.	Change title	Voting Outcome
5065	Addition of Email Address to DES Last Accessed Report	Approved on 10 th June
5036	Updates to must read process	Approved on 10 th June
4989	Online End to End Credit Interest Process	Approved on 10 th June

Change Documents

- BER - Approved
 - XRN5164 CSEP Data Assurance Performance Monitoring Capability (DDP Drop 9)
 - XRN5110 UK Link November 2020 Release



9. DSG Defect Summary

Defect Summary Stats

Stats as per RTC extract taken on Thursday 11th June 2020 at 3pm

Defect Landscape (Open/Closed vrs PGL/New)

	PGL Defects						Newly Discovered Defects						GRAND RELEASE TOTALS	
	D1	D2	D3	D4	D5	TOTAL	D1	D2	D3	D4	D5	Not Set		TOTAL
Urgent Fix (D1/D2)	0	0	0	0	0	0	0	0	0	0	0	0	0	0
R5.14	0	0	0	0	0	0	0	0	0	2	0	0	2	2
On Hold	0	0	0	0	0	0	0	0	0	16	0	0	16	16
Requires CR	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Release Planning	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Future Release Dependent	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Currently Unallocated	0	0	0	0	0	0	0	0	1	39	0	0	40	40
TOTAL OPEN	0	0	0	0	0	0	0	0	1	57	0	0	58	58
Resolved	0	7	34	81	16	138	9	226	587	460	19	13	1314	1452
Fix Deployed - Pending Data Correction	0	0	0	0	0	0	0	0	1	5	0	0	6	6
TOTAL CLOSED	0	7	34	81	16	138	9	226	588	465	19	13	1320	1458
GRAND TOTAL	0	7	34	81	16	138	9	226	589	522	19	13	1378	1516

Note: We are now using a new tool for Defects, called RTC therefore going forward, the Defect numbers will be RTC IDs as opposed to HPQC IDs; which will be reflected in the following slides going forward.

R5.12b

The below fix was deployed to production on the 15th of May 2020 (Inclusive of Amendment Invoice Impacting Defects)

Defect ID (RTC)	Status	Description	Release	Deployed/closed on:	Amendment Invoice Impacting
61450	Resolved	Reads with type CM, RD and XO on same date as FINC/FINX reads, to be inactivated	R5.12	15/05/2020	No

Release 5.13a is scheduled for the 22nd of May, and Release 5.13b is scheduled for the 29th of May (*Next Slide*)

Note: We are still planning a fortnightly release deployment. However if fixes are ready in the interim, we may deploy in between releases. This is why you may see “a” and “b” suffixes in the release names.

R5.13a & R5.13b

The below fixes were all deployed to production on the 22nd and the 29th of May 2020 (Inclusive of Amendment Invoice Impacting Defects)

Defect ID (RTC)	Status	Description	Release	Deployed/closed on:	Amendment Invoice Impacting
61020	Resolved	MIF files are incorrect Nov 19 billing period	R5.13	29/05/2020	No
61024	Resolved	Shipper transfer read is having POS read as last last read date	R5.13	29/05/2020	No
61025	Resolved	Incorrect volume sent to CMS from retrieve adjustment details service for class 4 sites	R5.13	22/05/2020	Yes
61423	Resolved	AQ Correction cancelation issue	R5.13	22/05/2020	No
61716	Resolved	Incorrect Volume-Energy updated against OPNT/OPNX/OPNC reads, which is impacting AQ Calculation	R5.13	22/05/2020	No
61862	Resolved	Incorrect record count populated in CDN file after transformation in Marketflow has been observed	R5.13	22/05/2020	No
62270	Resolved	The DNI contract menu is not getting displayed in UKLink portal	R5.13	22/05/2020	No

Release 5.14a is scheduled for the 5th of June 2020 (*Next Slide*)

Note: We are still planning a fortnightly release deployment. However if fixes are ready in the interim, we may deploy in between releases. This is why you may see “a” and “b” suffixes in the release names.

R5.14a

The below fixes were all deployed to production on the 5th of June 2020 (Inclusive of Amendment Invoice Impacting Defects)

Defect ID (RTC)	Status	Description	Release	Deployed/closed on:	Amendment Invoice Impacting
61896	Resolved	High Value rec report is not displaying data properly and requires some code changes	R5.14	05/06/2020	Yes
62063	Fix Deployed - Pending Data Correction	The URS file failed in Marketflow due to missing S72 segment	R5.14	05/06/2020	No

Release 5.14b is scheduled for the 12th of June, and Release 5.15a is scheduled for the 19th of June

Note: We are still planning a fortnightly release deployment. However if fixes are ready in the interim, we may deploy in between releases. This is why you may see “a” and “b” suffixes in the release names.

Urgent Fixes

The below fixes were all deployed as an Urgent Fix (D1/D2)

Defect ID	Status	Description	Release	Deployed On:	Amendment Invoice Impacting
60929	Resolved	(Linked to 1475) Confirmation requested as class 1 is getting accepted where AQ is less than class 1 threshold(58.6).	Urgent Fix (D1/D2)	16/05/2020	No
60967	Resolved	(linked to 1437) SAP-Missing EUC in CFR for 01st OCT.	Urgent Fix (D1/D2)	16/05/2020	No
61000	Resolved	Old Consumer contact details are not issued in EDL file as D for the scenario where MPRN has CON contact as primary BP and Emergency contacts as relationship BP and a Confirmation CNC received with only CON data	Urgent Fix (D1/D2)	03/06/2020	No

Amendment Invoice Impacting Defects - Open

Defect ID	Status	Primary Business Process	Description
61005	UAT Execution	READS	MR15 exception not created when the variance volume was negative but total volumes was positive and vice versa
61019	UAT Execution	RGMA	Incorrect Volume in SAP due to multiple check read processing on same day in incorrect sequence
61159	Assigned	READS	(ON HOLD as this is locked under an urgent CSI based on Problem Record 2505)Class change from 4 to 1 not updating total check to check volume and energy against MRD
61452	UAT Execution	READS	Rec is not happening for Prime and sub site when there is RGMA or class change or shipper transfer estimated read
61453	Clarification Required	READS	Issue in Reconciliation for Prime Sub sites : Total deemed volume and total deemed energy is populated incorrectly in case of Read replacement and read insertion scenario
61941	UAT Execution	READS	Check to Check rec is not happening for a particular MPRN
62028	UAT Execution	READS	Replacement read for inactive read is getting accepted and loaded as active read, where it should be rejected. (SLA Waiver)
62060	Assigned	READS	(On HOLD objects are currently locked under defect#61926 and defect#1458. and defect#60996) The cyclical read received with read on class change end date should be made inactive to avoid issues with rec

Amendment Invoice Impacting Defects – Open Cont'd

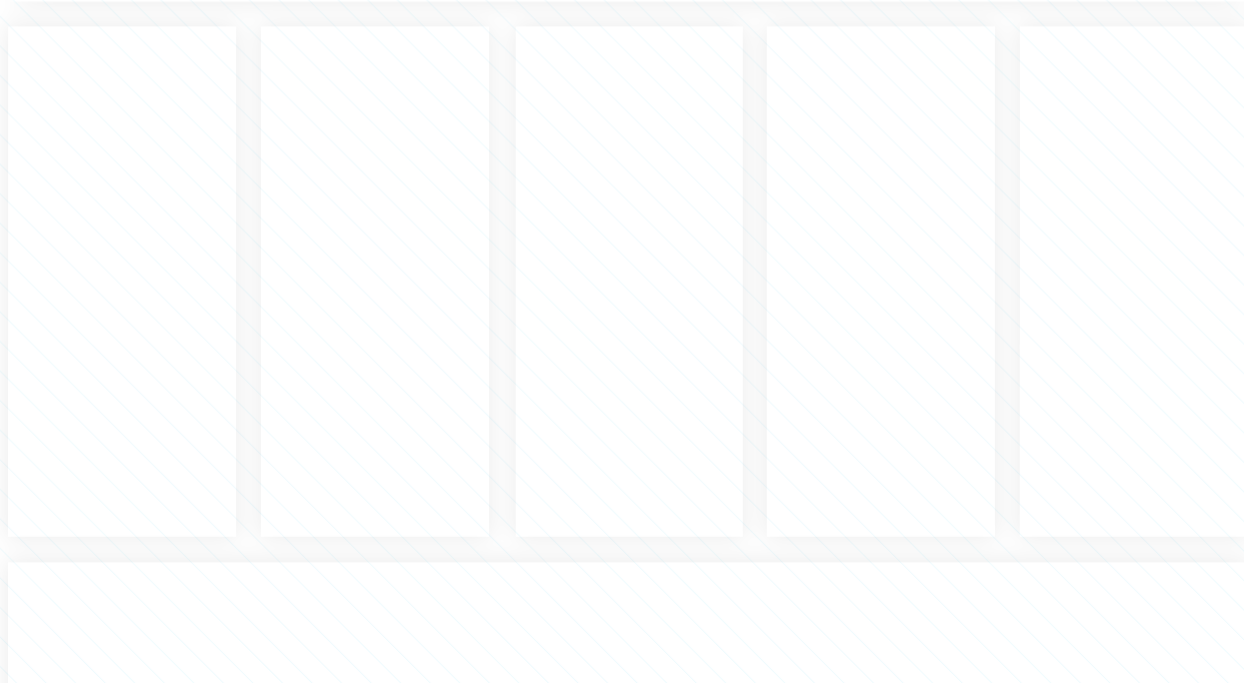
Defect ID	Status	Primary Business Process	Description
62134	Fix In Progress	READS	(Object locked with defect 61716, Defect 61024 and Defect 60942) NDM Replacement read – Class 4 , system has created 0 volume between OPNT and FINC reads
62178	UAT Execution	READS	Exception needs to be created in cases where profiles upload results in errors
62397	UAT Execution	INV	Amendment billing issue; When a bill adjustment trigger is spanning across two contracts, it is not getting properly billed.
62432	UAT Execution	INV	ASP Simulation Job Failure for the Bill Month 03.2020
62434	DRS Needed	INV	There are incorrect Records In the ASP Simulation File
62513	Assigned	READS	ON HOLD object locked with Defect #61926 and Defect#62060. (Introduced by Defect 1464) - When the Cyclic read is received in the Class 3 period before RGMA activity date(D-1), the Profile values are being loaded.
62634	Assigned	READS	Inconsistent C2C behavior of RGMA activity with partial reads through UPD file(Identified during defect 61714 testing)
62687	Assigned	READS	The read inserted or replaced for class 3, after a class change from 3 to another, is considering class 3 FICC date as the next read date



10. Portfolio Delivery

10. Portfolio Delivery

- 10a. Portfolio Delivery Overview POAP



10a. Portfolio Delivery Overview POAP

- The POAP is available [here](#).

