Xoserve Change Request

A Change Request is a Xoserve internal mandate to carry out a change, which will require project management and delivery resources, on a Xoserve operation, asset or internal service.
Change Reference Number: XRN 5118

Section 1: Customer Contact Information		
Requester *(Xoserve Employee)*	**Name**	James Barlow
	Contact Number	0121 229 2802
	Email Address	james.barlow@xoserve.com
Date Raised:	15/01/2020	
Indicator of financial scale of change	☒ < = £50k ☐ < = £250k ☐ < = £500k ☐ > = £500k	
Section 2: Change Details		
Change Request Title	Change to how 'Actual MR date' field is populated in UK Link	
Analysis	☐ Firm Quote for Analysis ☒ Firm Quote for both Analysis and Delivery	
Change Driver Type	☐ CMA Order ☐ MOD / Ofgem ☐ EU Legislation ☐ License Condition ☐ BEIS ☐ ChMC endorsed Change Proposal ☐ SPAA Change Proposal ☐ Additional Service Request (ASR) – DSC Customers ☐ 3rd Party Service Request – None DSC Customers ☒ Xoserve Internal CR (business improvement initiative) ☐ Other*(please provide details below)*	
Section 3: Change Description		

A change is required to how the 'Actual MR date' field in UK Link is populated from the UMR file for Class 4 sites.

The Actual MR date is used as the trigger date for the Rolling AQ calculation process. Currently the Actual MR date field is populated based on the date provided by the Shipper in the header record of the Meter Read submission file (UMR) which is not always the date the file is loaded in UKLink. For example, files are received where the date in the header is in the past and by using this the reads may not meet the criteria to be included in the AQ calculation.

The monthly Rolling AQ calculation job is run on the 12th of each month and considers Valid Meter Read submissions as the trigger for a calculation when received from the 11th of the previous month, to the 10th of the current month.

In cases where the read file is submitted after the 10th of the current month, with a date before the 10th in the header, these readings are not being considered for triggering the AQ calculation.

The change required is for the 'Actual MR date' to be populated with the date the read was loaded in UKLink to maximise the reads available for AQ calculations.

Customer Requested Implementation date	N/A

Associated Change Reference Number(s)	None
Associated MOD Number(s)	None
Perceived delivery effort *(If known)*	☒ 0 – 30 ☐ 30 – 60 ☐ 60 – 100 ☐ 100+ days
A Data Protection Impact Assessment (DPIA) will be required if the delivery of the change involves the processing of personal data in any of the following scenarios:	☐ New technology ☐ Vulnerable customer data ☐ Mass Data ☐ Theft of Gas ☐ Fundamental changes to Xoserve business ☐ Xoserve employee data ☒ Other*(please provide details below)* There is no change to the processing of personal data as a result of this change.

<table>
<tr><td colspan="2" align="center">Section 4: Change Benefits</td></tr>
<tr><td>Benefit Description
What, if any, are the tangible benefits of introducing this change?
What, if any, are the intangible benefits of introducing this change?</td><td>The delivery of this change will maximise the volume of reads available to the Rolling AQ calculations each month.</td></tr>
<tr><td>Benefit Realisation
When are the benefits of the change likely to be realised?</td><td>☒Immediately upon delivery   ☐ Within 6 months of delivery
☐ Within 1 year of delivery   ☐ Between 1 and 3 years of delivery
☐ More than 3 years after delivery</td></tr>
<tr><td>Benefit Dependencies
Please detail any dependencies that would be outside the scope of the change, this could be reliance on another delivery, reliance on some other event that the projects has not got direct control of.</td><td>None</td></tr>
<tr><td colspan="2" align="center">Are any of the following below required if the change is delivered?</td></tr>
<tr><td colspan="2" align="center">☐ External Customer System Changes Required ☐ External Customer Testing Likely Required
☐ External Customer Training Required ☒ No</td></tr>
<tr><td colspan="2" align="center">Section 5: Known Impact to Systems / Processes</td></tr>
<tr><td>Primary Application impacted</td><td>☐BW   ☒ ISU   ☐ CMS   ☐ AMT
☐ EFT   ☐ IX   ☐ Gemini   ☐ Birst
☐ Other *(please provide details below)* ☐ None</td></tr>
<tr><td>Business Process Impact</td><td>☒AQ   ☐SPA   ☐RGMA   ☒Reads
☐Portal   ☐Invoicing   ☐ Other *(please provide details below)*
☐ None</td></tr>
<tr><td>Are there any known impacts to external services/processes/documentation and/or systems as a result of the delivery of this change?</td><td>☒ No</td></tr>
<tr><td>Will the change be visible to any external customers as a result of delivering this change?</td><td>☐ Yes *(please provide details below)*</td></tr>
<tr><td colspan="2" align="center">Section 6: Workaround currently in operation?</td></tr>
<tr><td>Is there a workaround in operation?</td><td>☐ Yes
☒ No</td></tr>
<tr><td>If yes who is accountable for the workaround?</td><td>☐ Xoserve
☐ External Customer
☐ Both Xoserve and External Customer</td></tr>
<tr><td>What is the frequency of the workaround?</td><td>N/A</td></tr>
<tr><td>What is the lifespan for the workaround?</td><td>N/A</td></tr>
<tr><td>What is the number of resource effort hours required to service the workaround?</td><td>N/A</td></tr>
</table>

What is the perceived complexity of the workaround?	☐ Low *(easy, repetitive, quick task, very little risk of human error)* ☐ Medium *(moderate difficult, requires some form of offline calculation, possible risk of human error in determining outcome)* ☐ High *(complicated task, time consuming, requires specialist resources, high risk of human error in determining outcome)*