



**Release 3 – Track 2 Market Trials Pre-Meet
9th November 2018**

Market Trials Preparation – Agenda

- Change Background
- Market Trial Preparation
- Defects
- Connectivity Testing
- Entry Criteria

Change Background

Change 4454 will implement the enduring solution for the separation of Cadent and National Grid Transmission.

The TGT short code will continue to be utilised for Cadent as the Distribution Network and NTS will be used for National Grid Transmission and will be associated to NTS Sites as the Transmission Network Operator.

Where previously certain files / reports would only contain TGT this will now reference TGT and / or NTS depending on the files / reports. Users should be aware that this may be a value to demonstrate NTS as its own independent Network.

As part of the interim arrangements UNC Modification 0592S - Separation of National Grid Transmission and Distribution owned networks - Transitional invoicing arrangements - was raised in preparation for the planned transfer of National Grid's gas distribution business from National Grid Gas plc (NGG) to National Grid Gas Distribution Limited (NGGD) using a reverse and rebill process for revenue to be collected by the relevant organisation. This workaround will cease on implementation of the change.

System Access

System access will be updated to reflect the National Grid/Cadent separation and the creation of the NTS short code. Access changes will be made to:

- CMS
- Portal
- DES
- Gemini

Configurations & Routings

Changes to:

- Reports including BW
- Templates
- IX Network & EFT File Transfer Channels

Market Trial Preparation

| Xoserve | Status | Xoserve | Shipper | Distribution | Transmission |
|---|-------------|---------|---------|--------------|--------------|
| Issue Portfolio | In Progress | ✓ | X | X | X |
| Portfolio Recipient | | X | ✓ | ✓ | ✓ |
| Issue Pricing Templates | | ✓ | X | X | X |
| Pricing Template Recipient | | X | X | ✓ | ✓ |
| Issue RTB submission Templates | | ✓ | X | X | X |
| RTB Template Recipient | | X | X | ✓ | ✓ |
| Identify Shipper and Network Groups for Testing | Complete | ✓ | X | X | X |
| Issue Invoice to charge mapping rules | | ✓ | X | X | X |
| Participants to provide necessary email ids | Complete | ✓ | ✓ | ✓ | ✓ |
| Transmission to provide the shared area location where to place the NTS files | | X | X | X | ✓ |
| Connectivity Testing (12 th November) | In Progress | X | ✓ | ✓ | ✓ |
| Log on information for systems provided | Complete | ✓ | | | |

Market Trials Query and Defect Management

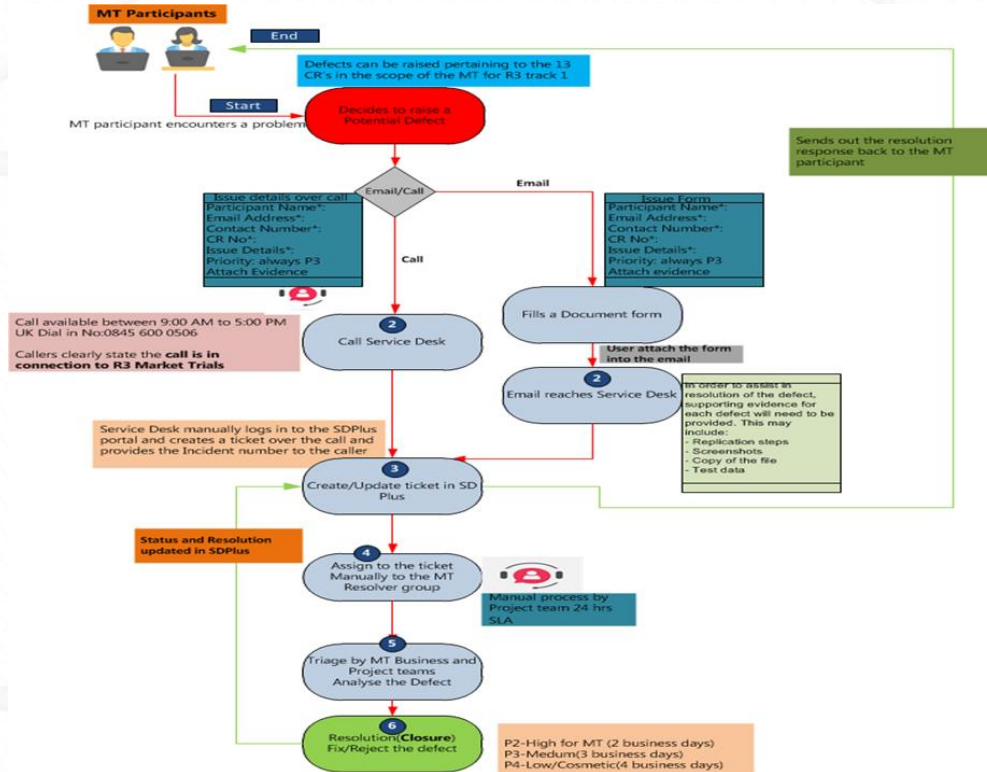
- Market Trials for Track 2 is expected to follow the Query and defect Management principles agreed previously with the participants for Track 1.
- A potential Defect is classed as a functional/technical problem related to the core functionality and system interfaces being tested or used as part of the scope Release 3 MT. This is managed through the Service Desk during business hours on weekdays with the principles outlined in the following slides
- A query can be any request for information or clarification of understanding relating to the scope and processes within Release 3 MT and not necessarily seen as a defect against the Release 3 CRs needing a fix.
- The process to raise, log and get responses to both a Query and Defect from Xoserve Project teams during R3 MT are outlined in the following slides.

MT Defect Management Process



- The high level process for Defect Management is outlined above.
- Defects should be reported to the Xoserve Service Desk via telephone (0845 600 0506). This is the same number as used for production incidents, therefore, it is important that callers clearly state the call is in connection to R3 Market Trials.
- The Service Desk is open 24 hours a day. However, R3 Market Trials support will be 9.00am to 5.00pm, Monday to Friday (UK time).
- All calls will be initially logged at the Service Desk as a P3, however, this is not necessarily the category it will retain. All queries/defects will be amended as required by the Market Trials Business Triage team. An email facility to raise defects is also available using servicedesk@xoserve.com, where evidence should be attached directly. A standard template will also be provided to all primary & secondary contacts.
- In order to assist in resolution of the defect, supporting evidence for each defect will need to be provided. This may include:
 - Replication steps
 - Screenshots
 - Copy of the file
 - Test data

MT Defect Management Process



MT Defect Management Process

- All defects through the Service Desk will be given a ticket reference number; This number is how we will track your 'defect', so please use it whenever you contact us – either by email or phone
- NB: If a defect results in changes to multiple system components, these will all be managed under the same ticket reference number.
- Provide your evidence by replying to the automated email which confirms your ticket reference number - This will ensure your evidence is attached to your ticket.
- If the following circumstances arise, then Market Trials participants may be asked to report suspected defects only by email, rather than by phone call for a given period of time:
 - P1 / P2 production incidents arise which result in high call volumes – and need to be given priority over Market Trials
 - The number of Market Trials calls substantially exceeds predicted volumes and impacts upon the ability of Service Desk to respond to normal production incidents.
- Market Trials participants will be notified on the daily progress call, and via email, if the contingency process has been invoked.
- Defects will be fixed in our existing development environments
- Fixes will go through the standard testing lifecycle before being approved for deployment
- Defects fixes will be deployed to the Market Trials environment and any necessary post-deployment checks performed

MT Defect Management Process

- Daily Triage management is planned within Xoserve to determine the fixes , understand fix and retest progress, the weekly calls with Industry parties on Friday will provide a summary status to all.
- One day prior notice to industry will be provided where defect impacts industry interface systems as well.
- The defect priority and fix time is listed below
- Defects impacting common code elements will be clubbed and deployed as release within MT system weekly (currently planned on Friday)
- To support confidentiality, details of individual defects will only be shared with other Market Trials participants where there is a wider impact. (Any such defects will be anonymised.)

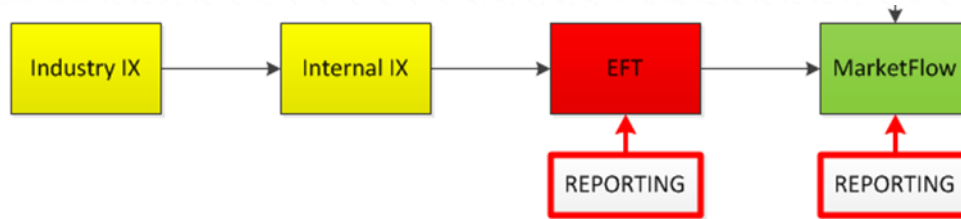
| Severity | Description | Resolution Time |
|---------------------|--|-----------------|
| P2 - High | A failure preventing testing or usage of a significant part of the system or for which no workaround exists. Example: (a) Web/portal accessibility is entirely affected and there is no workaround for that process via files. (b) Transfer of ownership process is affected due to a code/data issue and there is no workaround via File or web. | 2 business days |
| P3 - Medium | A failure affecting crucial system functions but for which a workaround exists, enabling testing and usage of the system to continue. Example: File process activity for read upload is impacted via file process, but there is a workaround with Web portals. | 3 business days |
| P4 - Low / Cosmetic | A failure, which does not seriously impact functionality and testing/usage of the system can continue; or an error that causes annoyance or a documentation problem with little impact on testing or usage of the system. Example (Low): Failure of a particular batch process which is not impacting the execution of other files related to that process and any queries received from shippers on the data/functionality issues in Market Trials phase. Also new user access creation/reset. Example (Cosmetic): Query received from Stakeholders on documentation. | 4 business days |

MT Query Management Process

- A query can be any request for information or clarification of understanding.
- Market Trials queries should be emailed to box.xoserve.UKLRRelease3@xoserve.com and should not be raised via the Service Desk.
- Queries will be added to the Market Trials Query Log, and assigned a reference number which will be quoted in any correspondence.
- Depending on the nature of the query, we will liaise with technical teams and business Subject Matter Experts to provide a response
- Interim updates and final responses will be emailed to the query originator
- The objective will be to respond to all queries within 5 days, with urgent queries, that are directly affecting an organisations ability to continue with testing, will be prioritised.
- If a defect ticket is identified as a query, the originator will be notified via email that the query has been transferred to the Market Trials Query Log, and the ticket closed.

Connectivity Testing

- Connectivity testing at a high level aims to test the connectivity between Industry party and Xoserve MT test instance following the rules set within the File transfer guidelines published within R3 MT Approach. All registered parties should ideally test connectivity at least once



- Reports will be run against the EFT and MarketFlow components in Release 3 MT environment. This will provide a view of valid & invalid inbound file flows to this point in the system.
- EFT classifies files as Valid or Invalid, based on a number of criteria. For example:
 - File Type – must be a recognised file type & valid for that organisation type
 - File Length – 8.3 or 5.8.3 format, depending on which IX folder the file was sent from.
- Valid files will flow from EFT into AMT Marketflow, and will be subject to the next level of reporting. Files will be processed within AMT MarketFlow – and either validated or rejected

Connectivity Testing

- Stakeholder Confirmation – an organisation-specific report, is to be emailed to Primary & Secondary contacts confirming the success or otherwise of their testing. Defects will be addressed as appropriate.
- Given the timing agreed for Connectivity testing (week before starting Market Trials), parties are asked to adhere to timelines of Connectivity testing from 12th November to 16th November.
- We require you to also use the log-in information and the links to the other systems involved including CMS, DES and Portal.
- If you require us to send you a sample file to process through the system please let us know as soon as possible and we can send this too you.

What you are expecting to see

- What type of referrals do you want to see,
 - Full Transfer Of Ownership process though to live status?
 - Capacity amendment referral to acceptance?
- How much involvement do you intend to have?
- What information do you want to see in the portfolios?
- Are you only expecting invoicing files?
- Will you be completing much DES/Portal testing?

Entry Criteria

| 1 | Market Trials - Entry Criteria | Evidence | Owner | Completion Date | RAG | Comments |
|------|---|---------------------------|-----------------|-----------------|-------|--|
| 1.01 | Potential Test scenarios and scripts have been fully documented and shared with the industry (with exceptions noted where applicable) | MT Scenarios | Xoserve | | Blue | 6/11/18 Scenarios shared with industry on in webex plus issued on email. |
| 1.02 | Test Data Provision to Registered External parties has taken place | Email Confirmation | Xoserve | | Green | Planned to be complete by 14 th |
| 1.03 | Resources are in place to support test execution, defect management and status monitoring. | Email Confirmation | Xoserve | | Green | |
| 1.04 | Suitable Xoserve test environments are available for use for the duration of MT and that all Environments are fully prepared and signed off | Email Confirmation | Xoserve | | Green | |
| 1.05 | MT Code Components have been moved into MT Environment post Acceptance Testing | Email Confirmation | Xoserve | | Green | |
| 1.06 | Test data requirements have been clearly defined and an appropriate process in place to manage data requirements. | Approach document | Xoserve | | Green | |
| 1.07 | Confirmation that all Market Trials Participants have all the information required to successfully test requested changes | DSG Pre meet confirmation | MT Participants | | Green | |

Entry Criteria ctd.

| 1 | Market Trials - Entry Criteria | Evidence | Owner | Completion Date | RAG | Comments |
|------|---|---------------------------|---------------------------|-----------------|-------|--|
| 1.08 | Completion of internal Xoserve Acceptance Testing | Email Confirmation | Xoserve | | Green | 7/11/18 – planned finish is the 9 th with contingency until the 16 th |
| 1.09 | MT registration process has been offered to all parties that may be interested in MT | Registration list | Xoserve + MT Participants | 05/10/2018 | Blue | 5/10/18 - Sent to all contacts within the customer change team |
| 1.10 | A clear defect management process that has been communicated to all parties and appropriate governance is in place in order to impact assess defects. | Defect Management Process | Xoserve + MT Participants | | Green | 5/11/18 - documented in Market Trials Approach document |
| 1.11 | All required SLA's for defect support and resolution are in place. | Approach document | Xoserve + MT Participants | | Green | 5/11/18 - documented in Market Trials Approach document |
| 1.12 | No open defects from previous test cycles that are impacting Market Trials testing | Project Confirmation | Xoserve | | Green | |
| 1.13 | Participants identified and contact details confirmed | Contact Sheet | Xoserve + MT Participants | 19/10/2018 | Blue | 19/10/18 Registration closed and participant details were provided to project team from customer change team |
| 1.14 | Connectivity testing has been planned and completed for Market Trials Participants | DSG Pre meet confirmation | Xoserve + MT Participants | | Green | To commence on the 12 th November |