



DSC Change Proposal

Change Reference Number: XRN 4785

Customers to fill out all of the information in this colour ■

Xoserve to fill out all of the information in this colour ■

Section A1: General Details	
Change Title	SSN Error proofing
Date Raised	8 th October
Sponsor Organisation	National Grid
Sponsor Name	Cara Finn – Darren Lond
Sponsor Contact Details	Cara.finn@nationalgrid.com - Darren.Lond@nationalgrid.com
Xoserve Contact Name	Paul Orsler
Xoserve Contact Details	Paul.orsler@xoserve.com
Change Status	Proposal / With DSG / Out for Consultation / Voting / Approved or Rejected
Section A2: Impacted Parties	
Customer Class(es)	<input type="checkbox"/> Shipper <input checked="" type="checkbox"/> National Grid Transmission <input type="checkbox"/> Distribution Network Operator <input type="checkbox"/> IGT
Section A3: Proposer Requirements / Final (redlined) Change	
<p>National Grid is receiving an increasing number of complaints relating to SSN where shippers are being locked out of their accounts.</p> <p>Currently the only option which allows the problem to be resolved in day is a data fix by Xoserve to reset Single Sided Nominations to zero. Other than a data fix, an after the day invoice amendment can be done but this is very complex because of the fact it depends on what the TSO flowed as well as what was nominated. As well as imbalance charges, cash-out charges have to be amended down to SAP –it is not possible to establish Shipper intent and this could lead to challenges as to how charges are derived.</p> <p>A tactical solution to reduce the amount of Shippers being impacted by the issue of being locked out of their accounts would be to implement functionality where by the EIC code is automatically populated. This will help shippers avoid entering non valid codes.</p> <p>Longer term can we please look to address the functionality that results in the issues with SSN not being able to reschedule / stops having a DSN active at the same time.</p> <p>This is linked to XRN4787, which is looking for a more enduring resolution to the issue of missing Single Sided Nominations.</p>	
Proposed Release	RX / DD/MM/YYYY
Proposed Consultation Period	<input type="checkbox"/> 10 Working Days <input type="checkbox"/> 20 Working Days <input type="checkbox"/> 30 Working days Other:
Section A4: Benefits and Justification	
Benefit Description <i>What, if any, are the tangible benefits of introducing this change?</i>	To reduce the number of SSN errors and



<i>What, if any, are the intangible benefits of introducing this change?</i>	improve the process.
Benefit Realisation <i>When are the benefits of the change likely to be realised?</i>	As soon as the change is implemented.
Benefit Dependencies <i>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.</i>	
Section A5: Final Delivery Sub Group Recommendations	
<i>Until a final decision is achieved, please refer to section C of the form.</i>	
Final DSG Recommendation	Approve / Reject / Defer
DSG Recommended Release	Release X: Feb / Jun / Nov XX or Adhoc DD/MM/YYYY
Section A6: Funding	
Funding Classes	<input type="checkbox"/> Shipper XX% <input checked="" type="checkbox"/> National Grid Transmission 100% <input type="checkbox"/> Distribution Network Operator XX% <input type="checkbox"/> IGT XX%
Service Line(s)	Service Area 20: Gemini system Services
ROM or funding details	
Funding Comments	
Section A7: CHMC Recommendation	
Change Status	<input checked="" type="checkbox"/> Approve – <input type="checkbox"/> Defer – Issue to Consultation <input type="checkbox"/> Reject At the ChMC meeting on 7 th November 2018, this change was approved to enter the Capture phase; ChMC agreed that it doesn't need to proceed to DSG immediately, but can do once solution options are identified.
Industry Consultation	<input type="checkbox"/> 10 Working Days <input type="checkbox"/> 20 Working Days <input type="checkbox"/> 30 Working days Other:
Expected date of receipt for responses (to Xoserve)	XX/XX/XXXX
DSC Consultation	
Issued	<input type="checkbox"/> Yes <input type="checkbox"/> No
Date Issued	
Comms Ref(s)	
Number of Responses	
Section A8: DSC Voting Outcome	
Solution Voting	<input type="checkbox"/> Shipper Approve / Reject / NA / Abstain <input checked="" type="checkbox"/> National Grid Transmission Approve / Reject / NA / Abstain <input type="checkbox"/> Distribution Network Operator Approve / Reject / NA / Abstain <input type="checkbox"/> IGT Approve / Reject / NA / Abstain
Meeting Date	XX/XX/XXXX
Release Date	Release X: Feb / Jun / Nov XX or Adhoc DD/MM/YYYY or NA
Overall Outcome	Approved for Release X / Rejected

Please send the completed forms to: <mailto:box.xoserve.portfoliooffice@xoserve.com>

Document Version History

Version	Status	Date	Author(s)	Summary of Changes
2	Approved	09/11/2018	Xoserve	Result from ChMC meeting on 7 th November added

Template Version History

Version	Status	Date	Author(s)	Summary of Changes
3.0	Approved	17/04/2018	Emma Smith	Template approved at ChMC on 11 th July

Section C: DSC Change Proposal: DSG Discussion

(To be removed if no DSG Discussion is required; Xoserve to collate where DSG discussions occur)

Section C1: Delivery Sub-Group (DSG) Recommendations	
DSG Summary	
<p>Meeting Date: 3rd December 2018</p> <p>Paul Orsler (PO) presented slide 23 to DSG. PO explained that SSN stands for 'Single Sided Nomination'. In addition to the content on slide 23, PO mentioned that since the implementation of Project Nexus, there have been intermittent problems where Shippers are being locked out of their Gemini accounts; therefore, National Grid Transmission (NGT) have had additional activities to calculate invoice charges, which have to be generated after the day and have the potential to lead to challenges from Shippers.</p> <p>XRN4785 was proposed by the IS Team at NGT, PO explained. XRN4785 is a tactical change with the purpose of finding a solution to reduce the number of occasions when Shippers are locked out of their Gemini accounts. PO explained that NGT are sponsoring the change and will fund it even though this change is a benefit to Shippers.</p> <p>PO presented slide 23 for awareness; he explained that it is felt that the change is a 'value add' change for Shippers, and shouldn't impact any systems or processes, though asked Shippers to ratify this assessment.</p> <p>Eleanor Laurence (EL) wanted to know if Xoserve knew of any changes Shippers would need to make as a result of this change. PO said no, and added that Shippers only need to be kept aware regarding the progress of this change.</p> <p>PO and DSG ratified the assumption that there is no Shipper Impact as a result of this change.</p>	
Final Capture Document / Requirements - DATE	TBC
Final Capture Document Requirements - DATE	TBC
Final DSG Recommended Release - DATE	TBC

Appendix 1

Change Prioritisation Variables

Xoserve uses the following variables set for each and every change within the Xoserve Change Register, to derive the indicative benefit prioritisation score, which will be used in conjunction with the perceived delivery effort to aid conversations at the DSC ChMC and DSC Delivery Sub Groups to prioritise changes into all future minor and major releases.

Change Driver Type	<input type="checkbox"/> CMA Order <input type="checkbox"/> MOD / Ofgem <input type="checkbox"/> EU Legislation <input type="checkbox"/> License Condition <input type="checkbox"/> BEIS <input checked="" type="checkbox"/> ChMC endorsed Change Proposal <input type="checkbox"/> SPAA Change Proposal <input type="checkbox"/> Additional or 3 rd Party Service Request <input type="checkbox"/> Other <i>(please provide details below)</i>
Please select the customer group(s) who would be impacted if the change is not delivered	<input type="checkbox"/> Shipper Impact <input type="checkbox"/> iGT Impact <input type="checkbox"/> Network <input type="checkbox"/> Xoserve Impact <input checked="" type="checkbox"/> National Grid <input type="checkbox"/> Transmission Impact
Associated Change reference Number(s)	NA
Associated MOD Number(s)	NA
Perceived delivery effort	<input type="checkbox"/> 0 – 30 <input checked="" type="checkbox"/> 30 – 60 <input type="checkbox"/> 60 – 100 <input type="checkbox"/> 100+ days
Does the project involve the processing of personal data? <i>'Any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier' – includes MPRNS.</i>	<input type="checkbox"/> Yes <i>(If yes please answer the next question)</i> <input checked="" type="checkbox"/> No
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:	<input type="checkbox"/> New technology <input type="checkbox"/> Vulnerable customer data <input type="checkbox"/> Theft of Gas <input type="checkbox"/> Mass data <input type="checkbox"/> Xoserve employee data <input type="checkbox"/> Fundamental changes to Xoserve business <input type="checkbox"/> Other <i>(please provide details below)</i> <i>(If any of the above boxes have been selected then please contact The Data Protection Officer (Sally Hall) to complete the DPIA.</i>
Change Beneficiary <i>How many market participant or segments stand to benefit from the introduction of the change?</i>	<input type="checkbox"/> Multiple Market Participants <input type="checkbox"/> Multiple Market Group <input type="checkbox"/> All industry UK Gas Market participants <input type="checkbox"/> Xoserve Only <input type="checkbox"/> One Market Group <input checked="" type="checkbox"/> One Market Participant
Primary Impacted DSC Service Area	Service Area 20: UK Link Gemini System Services
Number of Service Areas Impacted	<input type="checkbox"/> All <input type="checkbox"/> Five to Twenty <input type="checkbox"/> Two to Five <input type="checkbox"/> One
Change Improvement Scale? <i>How much work would be reduced for the customer if the change is implemented?</i>	<input type="checkbox"/> High <input type="checkbox"/> Medium <input checked="" type="checkbox"/> Low
Are any of the following at risk if the change is not delivered?	
<input type="checkbox"/> Safety of Supply at risk <input type="checkbox"/> Customer(s) incurring financial loss <input type="checkbox"/> Customer Switching at risk	
Are any of the following required if the change is delivered?	

Customer System Changes Required Customer Testing Likely Required Customer Training Required

Known Impact to Systems / Processes	
Primary Application impacted	<input type="checkbox"/> BW <input type="checkbox"/> ISU <input type="checkbox"/> CMS <input type="checkbox"/> AMT <input type="checkbox"/> EFT <input type="checkbox"/> IX <input checked="" type="checkbox"/> Gemini <input type="checkbox"/> Birst <input type="checkbox"/> Other <i>(please provide details below)</i>
Business Process Impact	<input type="checkbox"/> AQ <input type="checkbox"/> SPA <input type="checkbox"/> RGMA <input type="checkbox"/> Reads <input type="checkbox"/> Portal <input type="checkbox"/> Invoicing <input type="checkbox"/> Other <i>(please provide details below)</i>
Are there any known impacts to external services and/or systems as a result of delivery of this change?	<input type="checkbox"/> Yes <i>(please provide details below)</i> <input type="checkbox"/> No
Please select customer group(s) who would be impacted if the change is not delivered.	<input type="checkbox"/> Shipper impact <input type="checkbox"/> Network impact <input type="checkbox"/> iGT <input type="checkbox"/> impact <input type="checkbox"/> Xoserve impact <input type="checkbox"/> National Grid Transmission Impact
Workaround currently in operation?	
Is there a Workaround in operation?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If yes who is accountable for the workaround?	<input type="checkbox"/> Xoserve <input type="checkbox"/> External Customer <input type="checkbox"/> Both Xoserve and External Customer
What is the Frequency of the workaround?	
What is the lifespan for the workaround?	
What is the number of resource effort hours required to service workaround?	
What is the Complexity of the workaround?	<input type="checkbox"/> Low <i>(easy, repetitive, quick task, very little risk of human error)</i> <input type="checkbox"/> Medium <i>(moderate difficult, requires some form of offline calculation, possible risk of human error in determining outcome)</i> <input type="checkbox"/> High <i>(complicate task, time consuming, requires specialist resources, high risk of human error in determining outcome)</i>
Change Prioritisation Score	28%