



DSC Change Proposal

Change Reference Number: XRN 4787

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	Rescheduling of failed SSN
Date Raised	8 th October
Sponsor Organisation	National Grid
Sponsor Name	Cara Finn
Sponsor Contact Details	Cara.finn@nationalgrid.com
Xoserve Contact Name	Helen Field
Xoserve Contact Details	Helen.field@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 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 may lead to challenges around how charges have been derived.</p> <p>National Grid would like Xoserve to make a change to Gemini that will allow a Single Sided Nomination to be reset to zero, by National Grid teams within the day rather than after the day invoice adjustments / reschedules.</p> <p>This change is linked to XRN4785, which is also looking at ensuring improvements are made to way SSN processes operate.</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? What, if any, are the intangible benefits of introducing this change?</i>	Improved Customer experience, and remove the requirement for day after invoice adjustments
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 – Issue to DSG <input type="checkbox"/> Defer – Issue to Consultation <input type="checkbox"/> Reject 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>

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	
Meeting Date: 3rd December 2018 PO presented slide 24 to DSG. PO explained that this change is linked to XRN4785. XRN4787 is a long term solution for the missing Single Sided Nominations. NGT have proposed a solution that would allow them to populate a null value for an absent nomination within the day. PO stated that this change is expected to prevent the need for NGT to produce 'after the day' invoices / reschedules. No further points were made by DSG representatives.	
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		
Please select the customer group(s) who would be	<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 (please provide details below)		
	<input type="checkbox"/> Shipper Impact <input type="checkbox"/> iGT Impact <input type="checkbox"/> Network Impact		
	<input type="checkbox"/> Xoserve Impact <input checked="" type="checkbox"/> National Grid		

impacted if the change is not delivered	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 checked="" 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?	
<input type="checkbox"/> Customer System Changes Required <input type="checkbox"/> Customer Testing Likely Required <input type="checkbox"/> 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 checked="" 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"/> Xoserve impact <input checked="" type="checkbox"/> National Grid Transmission Impact
Workaround currently in operation?	
Is there a Workaround in operation?	<input type="checkbox"/> Yes <input checked="" 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	22%

Document Version History

Version	Status	Date	Author(s)	Summary of Changes
V3	Approved	09/11/2018	Xoserve	Result from ChMC meeting on 7 th November added
V4	With DSG	10/12/2018	Xoserve	Minutes from DSG meeting on 3 rd December added to section C.

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