

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 5174

Section 1: Customer Contact Information	
Requester <i>(Xoserve Employee)</i>	Name James Barlow
	Contact Number 0121 229 2802
	Email Address james.barlow@xoserve.com
Date Raised:	05/05/2020
Indicator of financial scale of change	<input checked="" type="checkbox"/> <= £50k <input type="checkbox"/> <= £250k <input type="checkbox"/> <= £500k <input type="checkbox"/> >= £500k
Section 2: Change Details	
Change Request Title	Agreed FINT Replacement Reads Incorrectly Triggering Rolling AQ Calculation
Analysis	<input type="checkbox"/> Firm Quote for Analysis <input checked="" type="checkbox"/> Firm Quote for both Analysis and Delivery
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 type="checkbox"/> ChMC endorsed Change Proposal <input type="checkbox"/> SPAA Change Proposal <input type="checkbox"/> Additional Service Request (ASR) – DSC Customers <input type="checkbox"/> 3 rd Party Service Request – None DSC Customers <input checked="" type="checkbox"/> Xoserve Internal CR (business improvement initiative) <input type="checkbox"/> Other <i>(please provide details below)</i>
Section 3: Change Description	
<p>A change is required to UK Link to ensure when an estimated transfer read is replaced by the incumbent Shipper, the replaced final read does not trigger an attempt to calculate a new Rolling AQ.</p> <p>When a Change of Shipper estimated read is required, two reads with the same value are created in UKLink. The reads are recorded with the 'Customer Read Reason' as 'OPNT' as the opening read and 'FINT' as the final read.</p> <p>When an estimated transfer read is replaced the 'Customer Read Reason' is updated to 'R' (replacement) for the opening read and 'FINT' is maintained for the final read.</p> <p>This change is to prevent a read with a 'Customer Read Reason' of 'FINT' from triggering an AQ calculation where the estimated transfer read has been replaced.</p>	
Customer Requested Implementation date	N/A
Associated Change Reference Number(s)	None
Associated MOD Number(s)	None
Perceived delivery effort <i>(If known)</i>	<input checked="" type="checkbox"/> 0 – 30 <input type="checkbox"/> 30 – 60 <input type="checkbox"/> 60 – 100 <input type="checkbox"/> 100+ days

<p>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:</p>	<input type="checkbox"/> New technology <input type="checkbox"/> Vulnerable customer data <input type="checkbox"/> Mass Data <input type="checkbox"/> Theft of Gas <input type="checkbox"/> Fundamental changes to Xoserve business <input type="checkbox"/> Xoserve employee data <input checked="" type="checkbox"/> Other <i>(please provide details below)</i> There is no change to the processing of personal data as a result of this change
Section 4: Change Benefits	
<p>Benefit Description <i>What, if any, are the tangible benefits of introducing this change?</i> <i>What, if any, are the intangible benefits of introducing this change?</i></p>	This change is to prevent a read with a 'Customer Read Reason' of 'FINT' from triggering an AQ calculation where the transfer read has been replaced.
<p>Benefit Realisation <i>When are the benefits of the change likely to be realised?</i></p>	<input checked="" type="checkbox"/> Immediately upon delivery <input type="checkbox"/> Within 6 months of delivery <input type="checkbox"/> Within 1 year of delivery <input type="checkbox"/> Between 1 and 3 years of delivery <input type="checkbox"/> More than 3 years after delivery
<p>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></p>	None
Are any of the following below required if the change is delivered?	
<input type="checkbox"/> External Customer System Changes Required <input type="checkbox"/> External Customer Testing Likely Required <input type="checkbox"/> External Customer Training Required <input checked="" type="checkbox"/> No	
Section 5: Known Impact to Systems / Processes	
<p>Primary Application impacted</p>	<input type="checkbox"/> BW <input checked="" type="checkbox"/> ISU <input type="checkbox"/> CMS <input type="checkbox"/> AMT <input type="checkbox"/> EFT <input type="checkbox"/> IX <input type="checkbox"/> Gemini <input type="checkbox"/> Birst <input type="checkbox"/> Other <i>(please provide details below)</i> <input type="checkbox"/> None
<p>Business Process Impact</p>	<input checked="" 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> <input type="checkbox"/> None
<p>Are there any known impacts to external services/processes/documentation and/or systems as a result of the delivery of this change?</p>	<input checked="" type="checkbox"/> No
<p>Will the change be visible to any external customers as a result of delivering this change?</p>	<input type="checkbox"/> Yes <i>(please provide details below)</i>
Section 6: Workaround currently in operation?	
<p>Is there a workaround in operation?</p>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<p>If yes who is accountable for the workaround?</p>	<input type="checkbox"/> Xoserve <input type="checkbox"/> External Customer <input type="checkbox"/> Both Xoserve and External Customer
<p>What is the frequency of the workaround?</p>	N/A
<p>What is the lifespan for the workaround?</p>	N/A
<p>What is the number of resource effort hours required to service the workaround?</p>	N/A
<p>What is the perceived complexity of the workaround?</p>	<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>

High (*complicated task, time consuming, requires specialist resources, high risk of human error in determining outcome*)