Extraordinary DSG Meeting
CSS Consequential Change

29th April 2021

Provided by:

Agenda

- Welcome and introductions
- UEPT – Data Enquiry Service
- API Developer Portal Update
- Outstanding Design Issues
- Data Cleansing Update
- Retail Energy Location Update
- Transition and Cutover Update
- Cloud Programme Update
- AOB

UEPT – Data Enquiry Service

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UEPT – Data Enquiry Service

For UEPT a list of users for DES has been provided to us by the SI.

You will be provided with login details (email address and password details) in readiness for UEPT.

Any password resets will need to be requested via email to xoserve.CSS.STS@xoserve.com with "DES ACCESS" included in the subject.

Where users normally have to accept the various T&Cs this will be replaced by the following text:

> By logging in, you are agreeing to the Terms & Conditions and Data Enquiry Service Terms of Use as held on the Xoserve Website: https://www.xoserve.com/terms-and-conditionshttps://www.xoserve.com/media/1089/des-terms-of-use.pdf
>
> Privacy Notice can be found here: https://www.xoserveservices.com/login/CustomLoginPage.jsp#URL=operations

API Developer Portal Update

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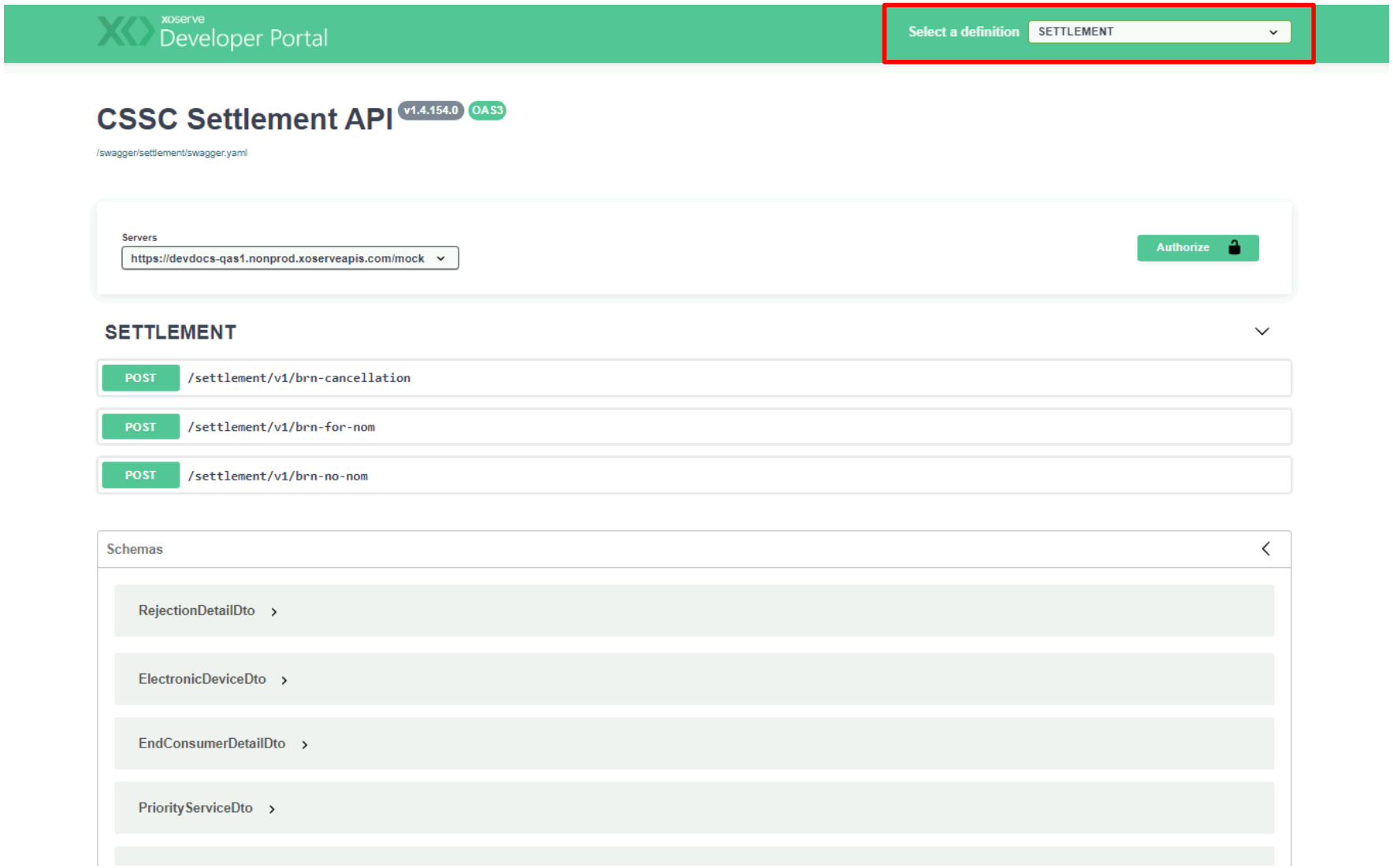
API Developer Portal Update

Our API developer portal (Swagger) is being deployed in two phases:

- Phase 1 is complete, available and includes Settlement APIs
- Phase 2 is in progress and due to complete early June and includes the remaining enquiry APIs

For anyone who would like access to the portal please provide your details including IP address to allow us to set up your connection.

API Developer Portal Screen Example



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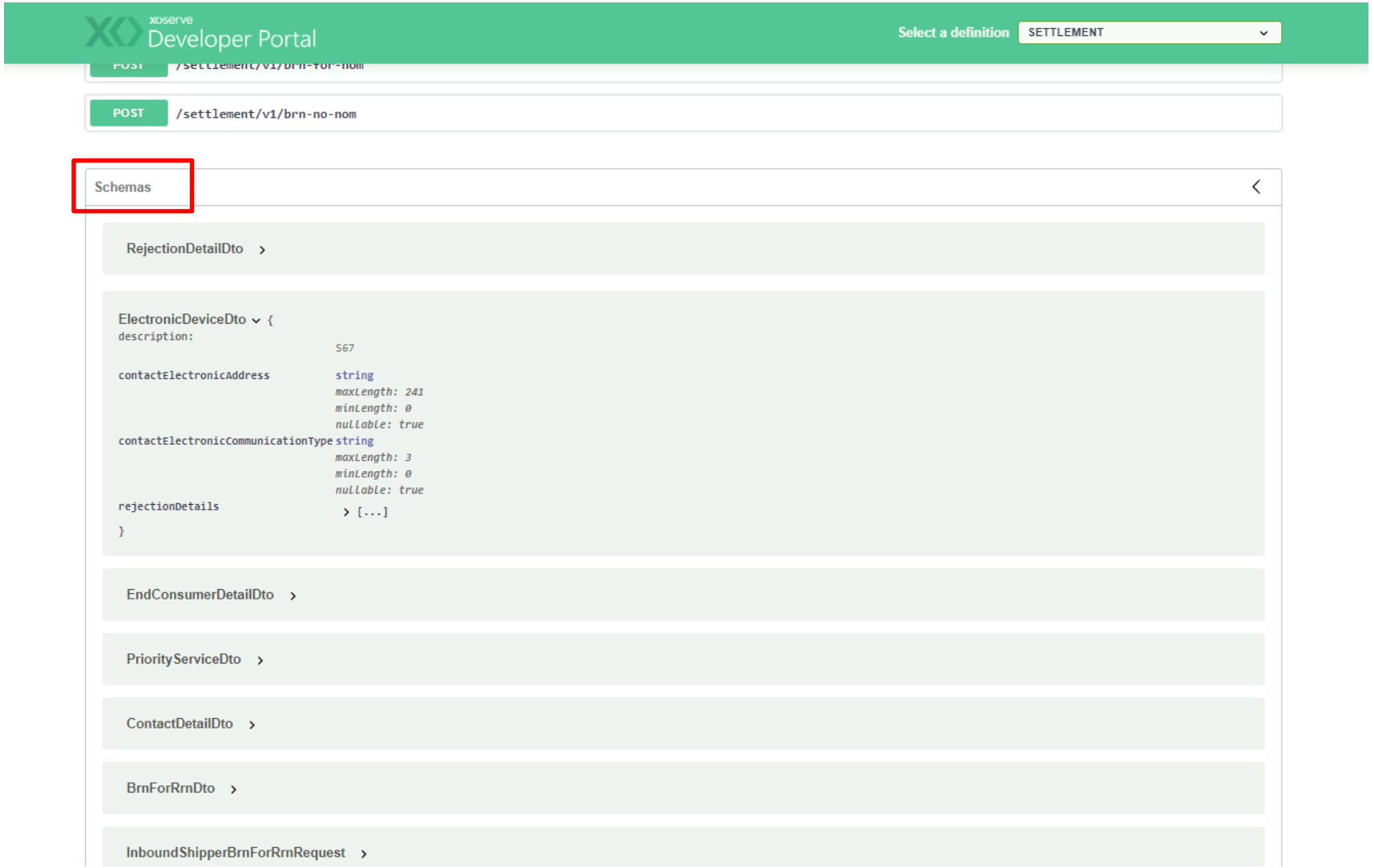

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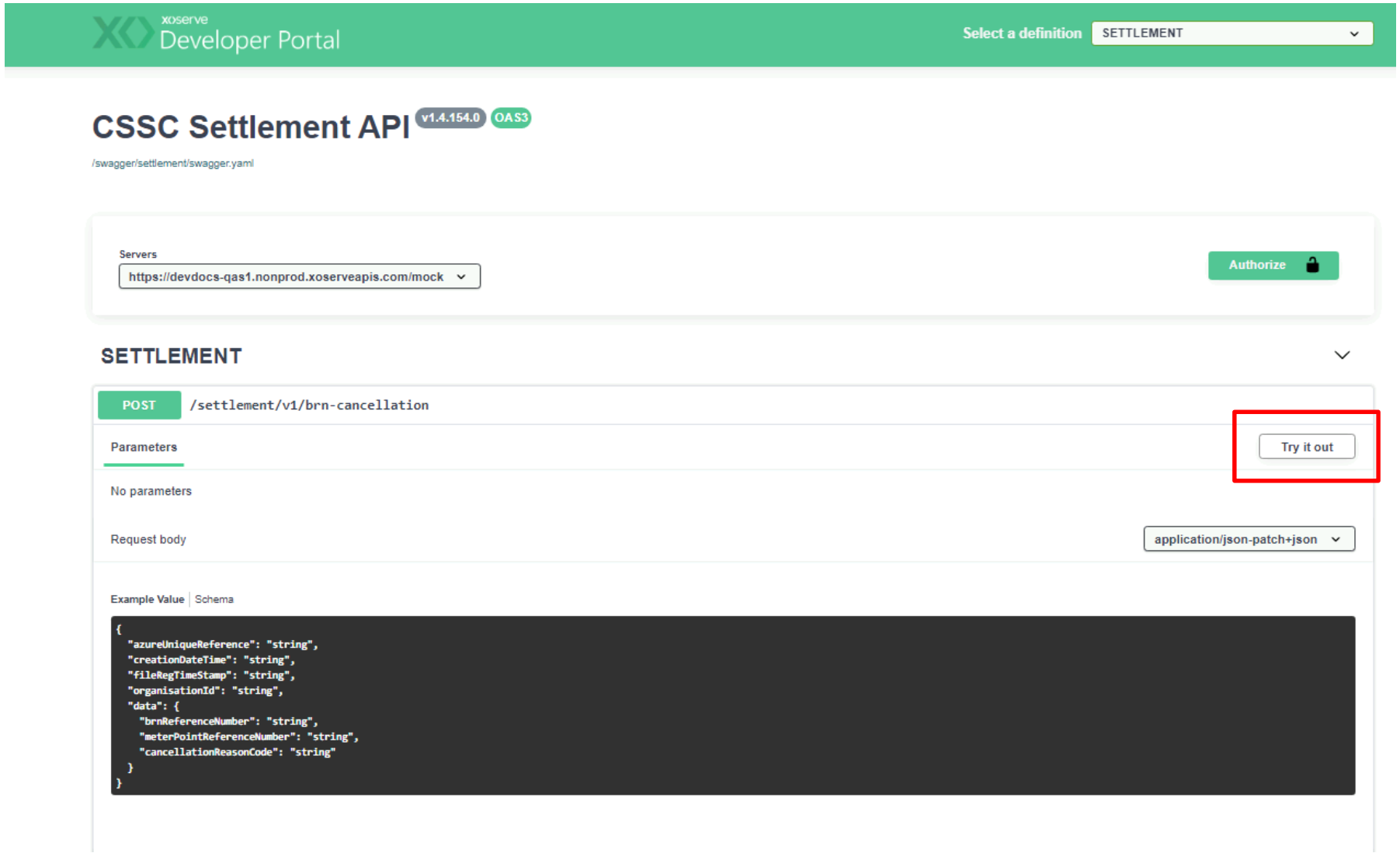

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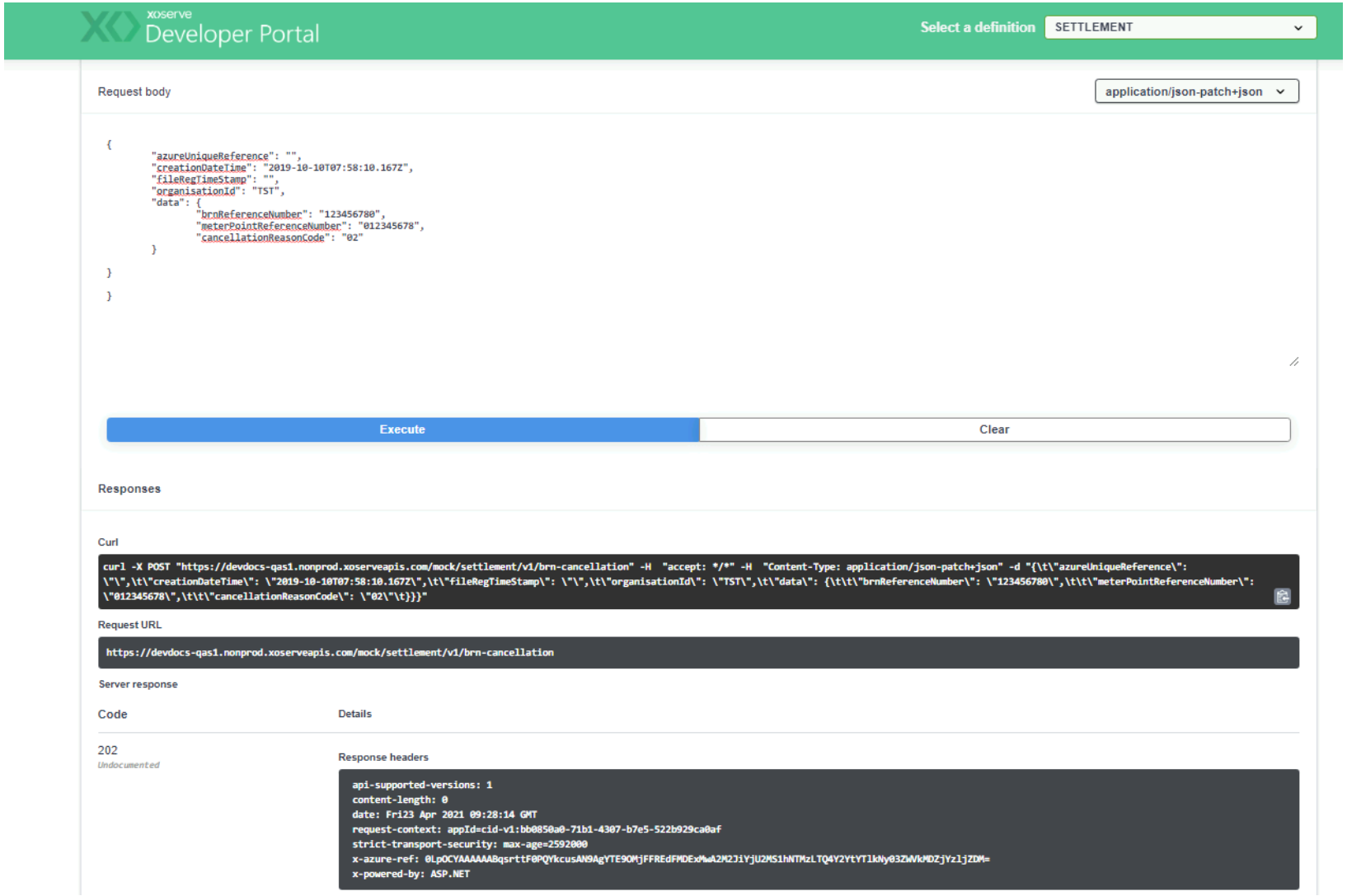

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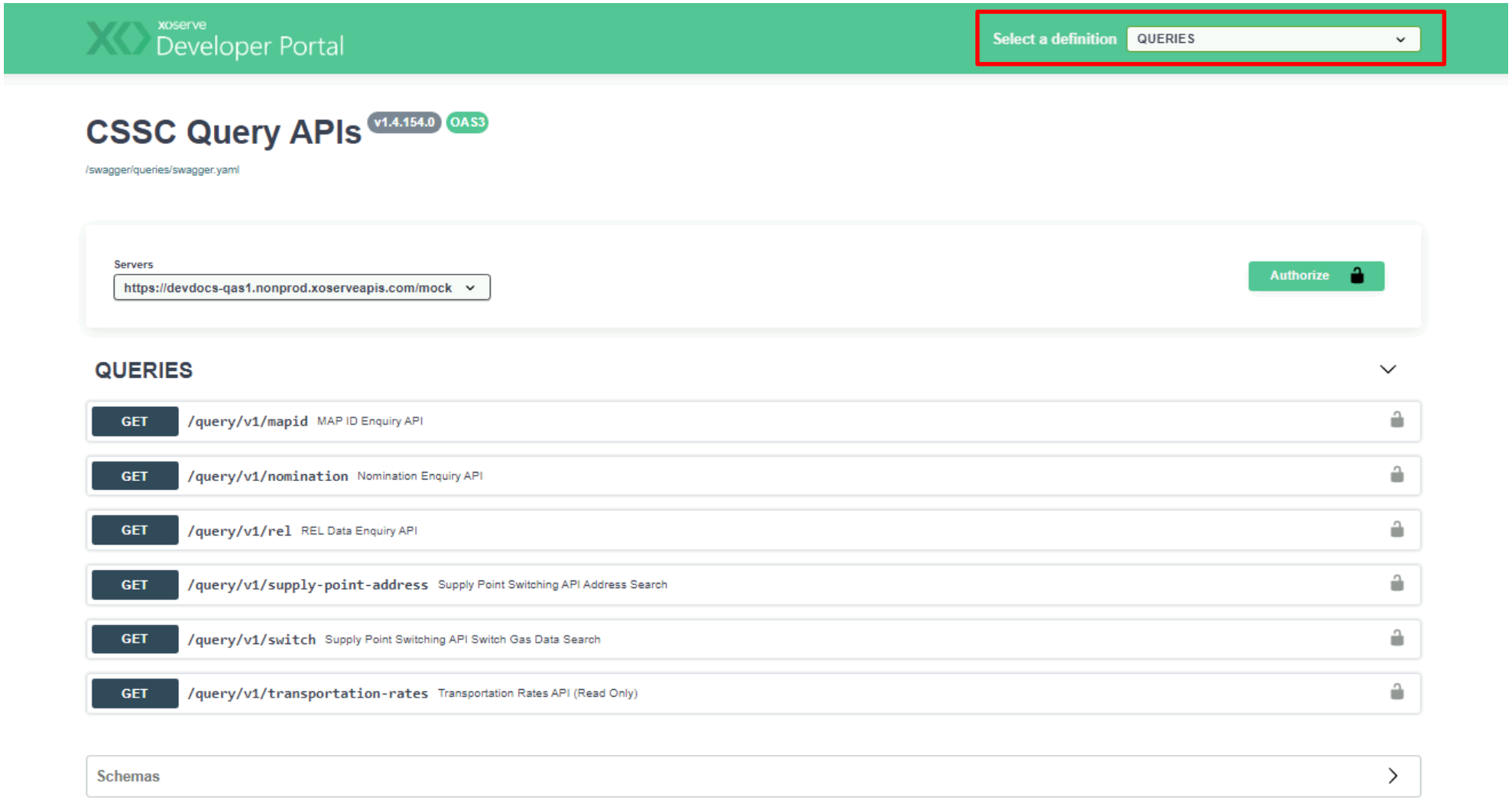

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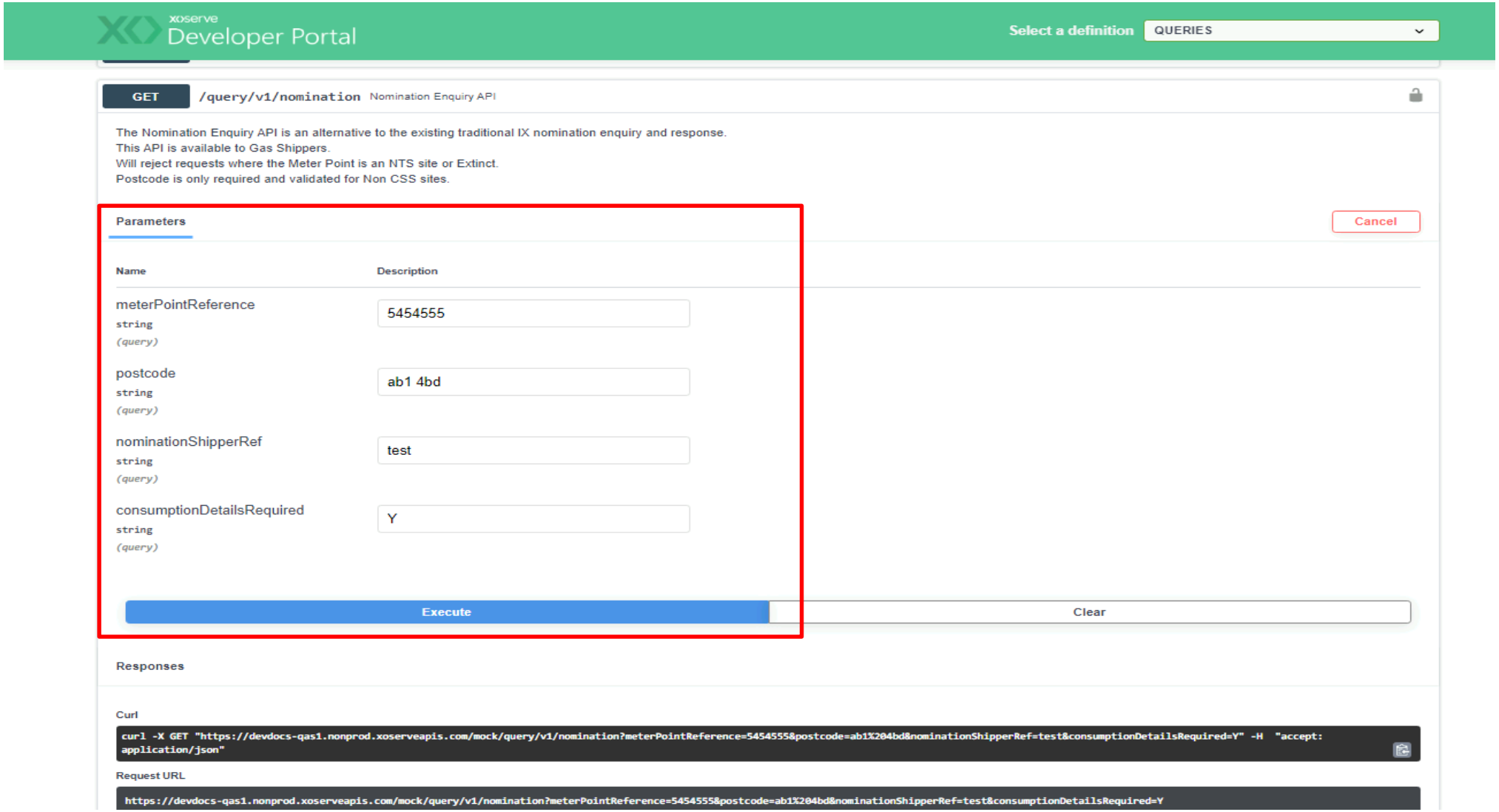

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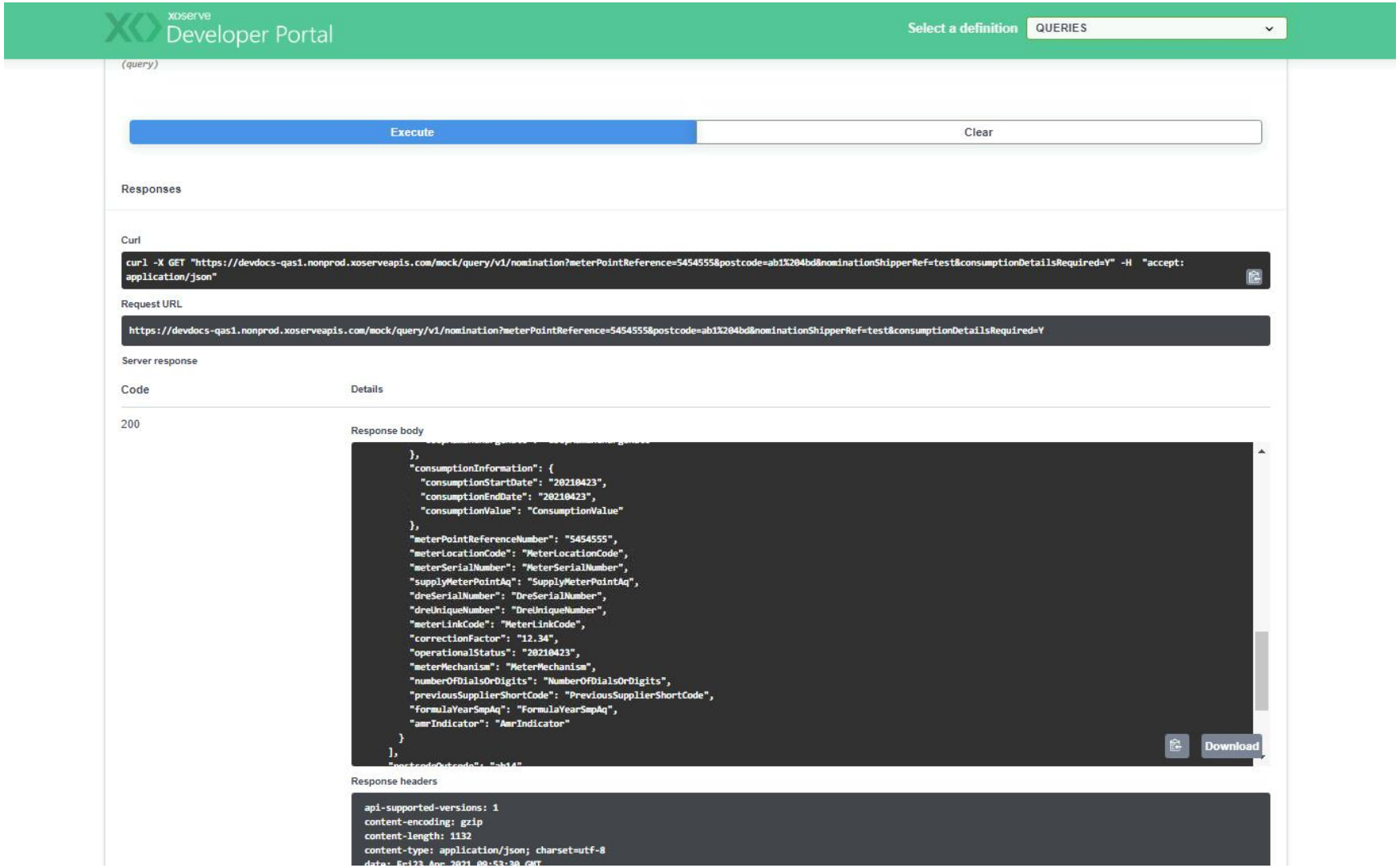


Switching Programme Design Issues

Provided by:

Design Issues Overview

The following outstanding design issues have been raised that could impact the UK Link design

DI Ref	Title	Current Status
DI-1270	Supplier of Last Resort Process	Discussions are ongoing with the programme around the enduring process for SoLR events
DI-1164	Retail Energy Location design issues and governance	Various design issues have been raised in relation to REL and this will be discussed at a future Ofgem Design Forum meeting.
DI-1196	Operational Choreography	CRs CR-D060 and CR-D061 have been raised to support the detection and resolution of data misalignment with CSS

Data Working Group Gas Update

April 2021

Provided by:

Gas Address Data Update

Plot to Postal Address	Baseline	Current	Commentary
	Jan-18	Apr-21	
GT Registered Sites	43,548	14,374	We have seen a slight increase of 157 sites this month. Xoserve continue to encourage the cleansing of this pot via our CSSC DSG forum, other operational forums and one to one operational meetings.
GT Unregistered Sites	60,209	8,324	This pot has decreased by 53 sites this month. These sites are within a number of BAU processes with monthly portfolios and reporting being issued to customers for action where appropriate.
IGT Registered Sites	60,514	44,388	IGT registered sites has increased by 1,666 sites. IGT Unregistered sites has decreased by 3,021 sites. These pots are actively managed by BAU IGT processes and reported via the appropriate governance workgroups.
IGT Unregistered Sites	69,215	69,016	

MTD Cleanse	Baseline	Current	Commentary
	TBC	TBC	

Address Profiling	Baseline	Current	Commentary
	Jun-19	Apr-21	
Dummy Post Codes	180,340	30,234	Cleansing reports continue to be issued to industry for action. The reduction in figures for Dummy Post Codes will be in part due to a report change following a review of the original reporting specification and is not only picking up VV post codes values. The majority of the missing building name/building number are due to plot addresses. These will be cleansed via the BAU process upon ownership of the site.
Missing Post Town	63	109	
Missing Building Name, Building Number & Delivery Point Alias	40,738	38,669	
Missing Building Name and Building Number	172,701	185,344	

* iGT baseline reporting from Jan-20

Significant Risk - Immediate mitigation required

Increased Risk - Urgent mitigation required

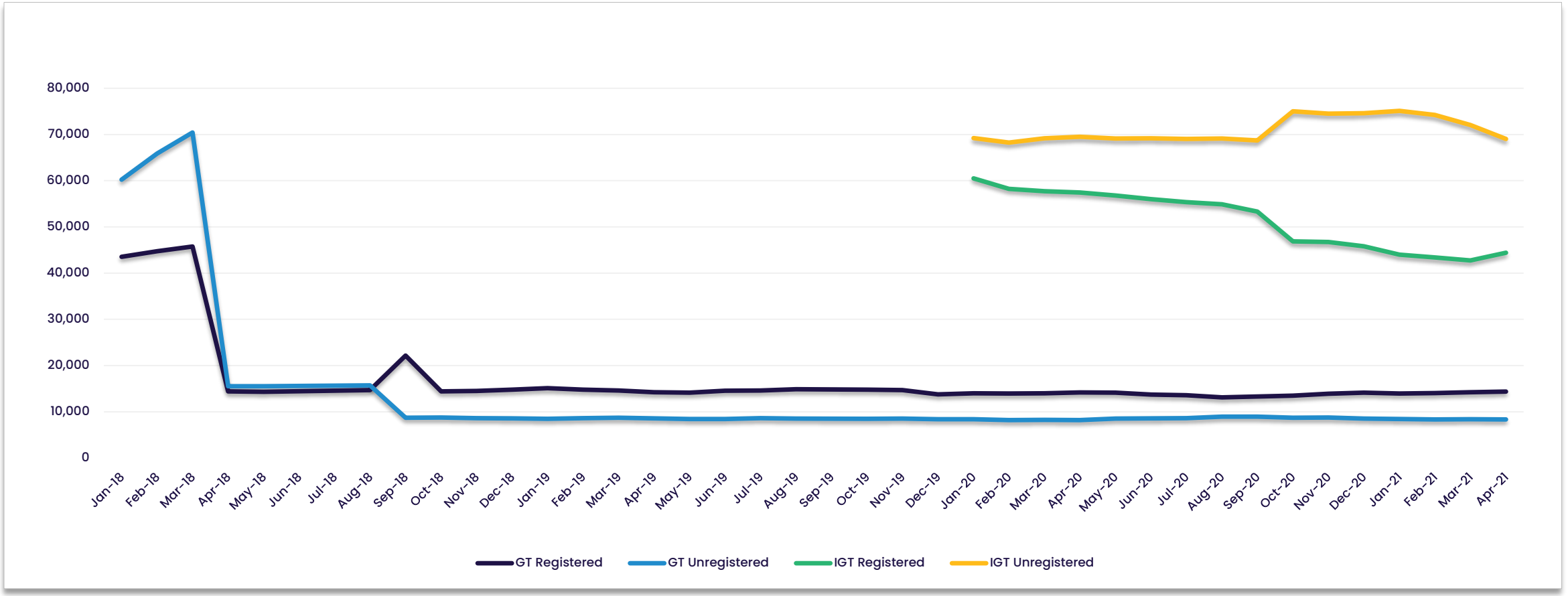
At Risk - Manageable with mitigation

On track - But being closely monitored

On track

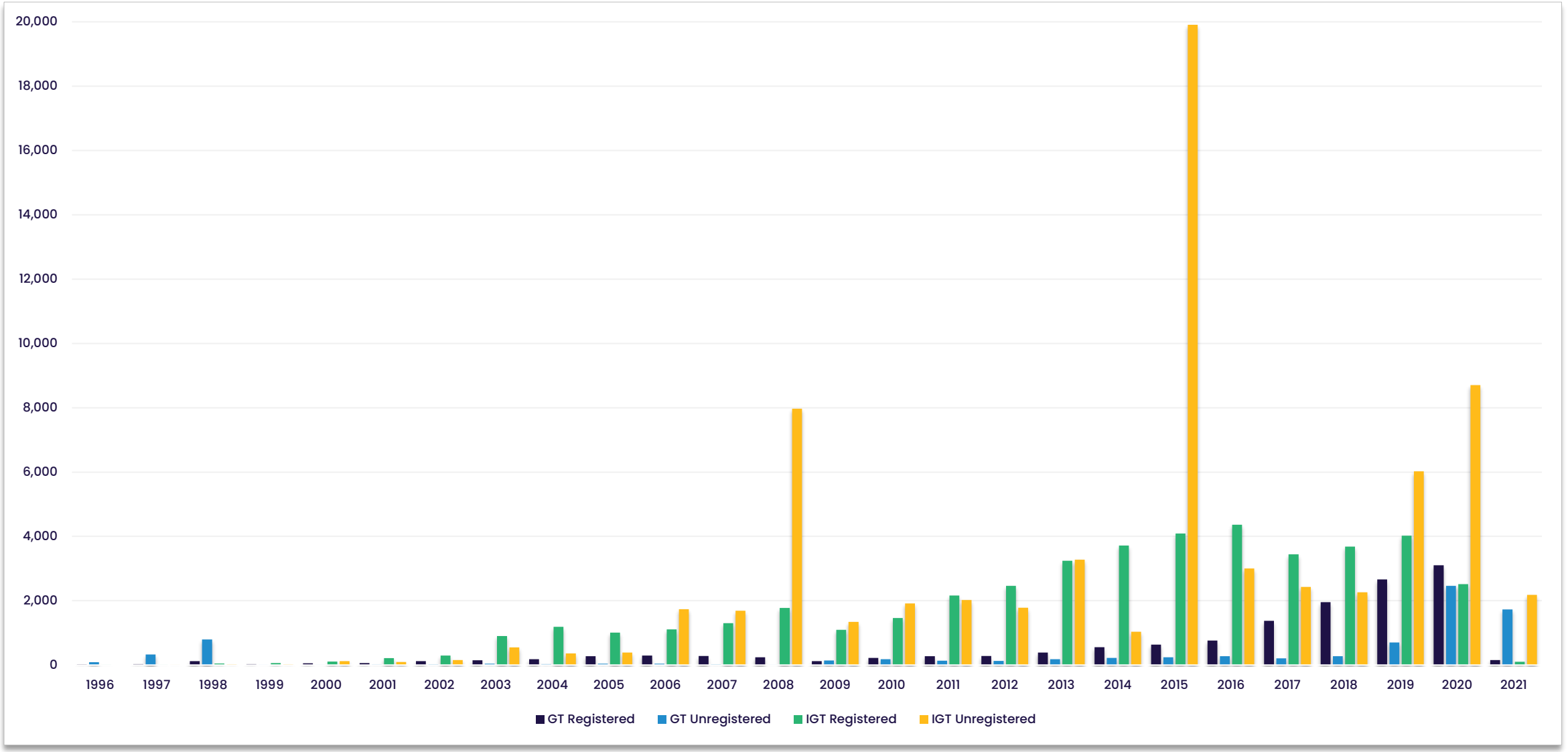
Complete

Gas Plot to Postal Address Volumes



Shipper Size	MPRN Count					
	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21
Large	48,962	48,361	46,714	46,314	45,765	48,118
Medium	8,430	8,372	8,042	8,078	8,219	7,672
Small	3,230	3,185	3,148	3,050	2,955	2,972

Gas Plot Address Age Profile



Gas Update

Consequential Changes		RAG		Completion Date		Commentary
		Prev	Curr	Baseline	Forecast	
MAP ID	Creation of MAP ID Field in UK Link.	C	C	Jul-19	Jul-19	MAP ID was successfully implemented in our July minor release. MAP ID's contained within an RGMA flow will now be held within UK Link.
	Initial population of MAP ID detail within UK Link.	C	C	Nov-20	Nov-20	Following industry consultation the initial population of MAP ID is being delivered as part of the November 20 release rather than the June 20 release. In the interim MAP data continues to be cleansed and populated with ongoing discussions via CMAP and 1-2-1's with Xoserve.
	Ongoing population of MAP ID from MAPs and enduring solution implementation	G	G	Jul-19	Nov-21	Detailed design workshops for MAP C solution continue. Industry change pack issued for consultation to ChMC Industry participants. Change packs to be created for MAMCOP approval following completion of design workshops. Currently on track for November 21 delivery. MAP ID will continue to be populated via MAP's via interim loads to UK Link.
Shipper/ Supplier Mapping	Cleansing activity for Shipper/Supplier mapping.	G	G	Feb-20	Jun-21	This is now a BAU process with the data being mastered by Xoserve. Ongoing cleansing continues with a number of suppliers with a timeline of end of August for responses. Xoserve are tracking this but the population is nearing completion.
	Transfer of ownership of stakeholder data from SPAA to Xoserve.	C	C	Feb-20	Feb-20	Ownership of the process has transferred to Xoserve. This is now an Industry BAU process as defined within SPAA.
RMP Status	Recognition & mapping of existing meter point status to new RMP values.	C	C	Nov-20	Nov-20	Detailed design is complete with the mapping of meter point status and meter status to new RMP status values complete and approved by the Industry via ChMC governance.
LEN Indicator	LEN indicator creation in UK Link.	N/A	N/A	Jun-21	Apr-22	This will be implemented as part of Xoserve consequential programme. Design, build and testing complete following approval via the DSC governance
	LEN indicator data transformation/ update / operational processes.	N/A	N/A	TBC	TBC	Detailed requirements to be defined for the enduring process in order define datasets to be held.
	LEN site investigation	N/A	N/A	TBC	TBC	Need further information to understand this requirement.

Retail Energy Location Update

Provided by:

Retail Energy Location Update

We have received an updated list of unmatched meter point address details, this is currently being analysed. This includes 21,256 meter points within the 0 to 9 confidence score pot.

An official programme letter has been issued by DCC to request cleansing of the unmatched data set.

Bilateral meetings continue with DCC, the next meeting is planned for the 26th April and updates will be provided.

DCC are running a REL Communication Session on the 26th April where we will be walking through the REL screens in DES and API access to REL data.

Transition and Cutover Update

Provided by:

Transition & Cutover Updates

- CR-D071 has been impact assessed by Programme stakeholders and a decision is expected shortly
- The Transition Test Plan has been drafted by the Switching Programme and is in the process of being reviewed by parties
- Preparations are underway to commence DM Live Rehearsal where Cycle 2 will test Transitional processes
- The Switching Programme Transition approach around rollback/fix forward is still being discussed with all stakeholders currently
- Discussions are also ongoing to understand the approach for processing held switches post Go-live.

REL Provision Update

- REL will be available via DES at Transition Stage 2
- APIs will be available to use at Go-Live (based on the current Switching Programme transition plan assumptions)
- This is being reflected in our internal planning as well

Transition CRs / Potential Changes

- Following on from the approval of CR-D062 a potential CR is stilling being explored to introduce reconciliation for the API based deltas that will be used during Transition stages 2 & 3– an options paper is being progressed.
- CR-D071 has been raised within the Switching Programme to remove In-flights from the scope of Transition – programme decision expected soon
- A change to the delta update frequency during Transition Stage 3 is currently being explored

Internal Transition Planning Update

- Detailed transition planning workshops have commenced with both functional and technical workstreams being fully engaged.
- To support the implementation of the new DES screens a potential system outage has been identified as being required on the weekend prior to transition stage 2
- Significant analysis and planning has commenced towards defining activities that Xoserve will need to undertake ahead of entry into TS1 such as:
    - Enabling the Service Wrapper
    - Deploying / 'Early Productionisation' of API environments to de-risk cutover etc.
- Internal planning of environments, retrofit activity merge Nov21 release into CSSC Programme environments & Transition Testing has been progressed

Transition Risks

Risk	Mitigation	Exposure
There is a risk that the SoLR process might kick off during the transition period because of a supplier going out of business at that time leading to Landmark needing to cater to additional volumes and also the potential for additional requirements for PUIs to undertake to ensure Transition timelines are maintained	This has been raised with Ofgem and Si. This is being addressed at the programme level. SI is in the process of drafting scenarios to assess options	Low
Risk that additional Transitional changes could change scope of Transition should more changes be identified as Transition planning continues at the Central programme level leading to changes to the Transition plan and Xoserve planned activities	Xoserve are actively involved in all programme work groups to monitor and mitigate this risk	Medium
Risk that reconciliation of API based delta change may not be deployed in time for DM LR leading to an impact during Transition Testing	Xoserve are working with the SI to agree an approach with minimal impacts	High
Risk that the reconciliation of API based delta change could impact transition timelines as the reconciliation approach is yet to be finalized leading to downstream impacts	Xoserve are working with the SI to agree an approach with minimal impacts	Medium
Risk that catch up processing of held switches is not being exercised/rehearsed during Central Programme Transition Testing leading to impacts during actual Transition	Xoserve are working with the SI assess if this activity can be tested in advance of Transition	High
Risk that that the catch-up processing approach is yet to be fully defined and agreed at the central programme level Mitigation	Xoserve are working with the SI to collectively define an approach	High
Risk that the scope of Programme Change Freeze from 3rd January 2022 is not clearly defined	Xoserve are working with the SI and Ofgem to understand the scope of the proposed change freeze. Internally, we have drafted a strawman	Medium

Cloud Programme Update

Provided by:

Internet Browser Support

Post implementation of the cloud programme access to our services via web browsers will need to support TLS1.2, this will include:

- Microsoft Edge v16 or higher
- Google Chrome v57 or higher
- Firefox v52 or higher
- Safari v 11 or higher

Please note that IE will no longer be supported

Source - https://caniuse.com/wasm

Security

Your IT departments may well have been notified that core Microsoft and Google services will not support TLS lower than 1.2 from this summer (2021). Therefore browsers will have to be upgraded to allow normal operation of many parts of the internet.

The Faster Switching Programme introduced stringent security obligations for all programme participants. Xoserve are taking the step to align to global security standards are well as our security policy to only support TLS1.2 and higher.

Older TLS versions are cryptographically insecure with varied vulnerability which could allow somebody to intercept the traffic between systems, creating a potential security breach.

If you feel this impacts your organisation please raise with me (Emma Lyndon) directly.

User Security

During our security analysis we have discovered that there are a couple of areas that we need to change, but these will have enhanced benefits to our customers.

- **Single Identity**
  - Users will be able to have a single identity based on their corporate email address for all Xoserve and Correla products. Historically where user accounts have been deleted we have not been able to re-use this account, e.g. for myself emma.Lyndon@xoserve.com would have become emma.lyndon1@xoserve.com. Going forward a single user identity will allow the re-use of an ID where necessary.
- **Multiple Roles**
  - We are looking into a future enhancement that will enable us to combine the current multiple user accounts held by a user into a single user account. This is currently under analysis and estimation and may not be available for day one.

User Security

Password policy will be updated, current policy is 5+ years old and we feel from a security perspective this needs to be reflective and current.

The updating of this policy will allow password reset self-service by individual users rather than an admin function

As part of the migration of user accounts all passwords will need to be reset and users will have to create a new password that aligns to the updated policy.

If you are an LSO, as a privileged user, we will bring in a multi factor authentication regime. This requirement is in line with CSS requirements, our security policy and privacy by design principles supporting EU-GDPR/DPA 2018 compliance requirement.

As a future enhancement users will be able to update their own information, e.g.name spelt incorrectly you can update it without having to delete and re-create the user account.

AOB

Provided by:

Thank you