



Governance Sub-Committee Meeting Minutes

In Attendance

Jane Goodes (JG)
Megan Troth (MT)
Chan Singh (CS)
Rachel Taggart (RT)
Helen Bevan (HB)
Sally Hardman (SH)
Helen Chandler (HC)
Heather Ward (HW)
Richard Loukes (RL)
Oorlagh Chapman (OC)
Claire Roberts (CR)
Ross Easton (RE)

Date: 27th July 2021

Time: 10:00

Facilitator: Jane Goodes

1. Introduction and Background

Jane Goodes (JG) welcomed all to the meeting and confirmed the meeting agenda

MT provided a background regarding the new iteration of Xoserve's website. MT advised this was last developed in November 2018.

2. Project 1Stop

MT provided a background regarding the new iteration of Xoserve's website. MT advised this was last developed in November 2018. Since that implementation, based on customer feedback, Xoserve have been looking to identify various ways in which they can improve the change pages and overall customer journey and experience on Xoserve.com.

MT explained that Project 1Stop has been created in order to completely understand all of Xoserve customer needs, alleviate their pain points and to create an overall more positive experience when navigating through Xoserve change information.

Key Benefits describe involve the following:

- Customers will need to spend less time consolidating change information from various places on the Xoserve website.

- Increased ease of change information access.
- Benefits are also expected to be realised by new market entrants, as change information will be clear, concise, and suitable for all customers types.
- Consistent and aligned information across all change pages.
- Appropriate level of information to be made available (e.g. information on future releases etc.) to allow customers to plan their own future change roadmap.

User Stories:

MT advised there were many responses received from the survey issued which included a number of ideas and website improvements with regards to change. Those responses have now been translated into User Stories MT will be presenting. The idea is to aid customers in understanding how improvements will work better for them.

MT added that each user story has been compiled with a hope to prioritise the changes depending on customer needs and pain points.

User Story 1:

As a customer I would like to access uniform and up to date information on all UKL Releases and Investment Change on the Xoserve website so that I can accurately plan all upcoming change into my change pipeline

Task

- Standardised information given across all release pages making it relevant for customers and what they need to know
- Have a standalone page for each Investment change, and all DSC and Investment change to be accessed from one central area
- Create a homepage visual map of all/upcoming releases with links into each release -each specific release to show a list of all changes included (with links into each individual change), release status incl. RAG status, proposed release date, key risks, next steps, key dates, list of meetings (with links) where these changes will be discussed etc.

User Story 2:

As a customer, I would like to be notified or be able to access the latest news and upcoming important information in regards to DSC and investment change so I can understand if any updates require my attention

Task

- A timely updates page or email notification for customers which gives a breakdown of the latest updates / news regarding Xoserve Change -this could be on a subscription basis or a live standalone page on the website
- Create a banner / highlighted areas on the front page / change page informing customers of all changes that are close to their implementation date

User Story 3:

As a new customer working on DSC and Investment change, I would like to be given an overview of the change process in order to give me a further understanding of how change works in Xoserve

Task

An overhaul of the 'New to the process' page on Xoserve.com –this would contain a breakdown of the process, how to raise a change, useful documentation and who customers can speak to if they have any questions.

User Story 4:

As a customer, I would like to know where I can talk to somebody to gain further detail regarding a specific change should I have questions. This will help me gain a further understanding of the change and potentially alleviate concerns I have with a change or my own change pipeline planning.

Task:

Adding in links on the change proposal page linking to other areas e.g. contact information (potentially a contact form on each XRN page), a link to the 'new to the process' page etc.

OC added that she would like changes to be linked to mods labelled differently to DSC Changes. This would give a clear distinction of which changes have been raised from mods and which are standalone/DSC change. HW also agreed with this as it provides clarity for customers looking for regulatory change.

User Story 5:

As a Customer, I would like to be able to easily navigate individual Change Proposal documents that contain key details only - this will help give me more of a concise view of a change, with further details/documentation being available elsewhere.

Task

Overhaul the Change Proposal template, meaning that when customers view a change proposal, they will just see the details of the change proposal itself. We are proposing to keep all further related documentation separate from the change proposal itself, and storing this on the dedicated XRN page, therefore if you wanted to access a certain documentation in relation to a change (e.g. a Solution Change Pack) this will be easily identifiable as a separate document rather than having to scroll through the change proposal document.

HW asked where a change requires a participant to do things to their systems. HW asked it might be good to have a document that explains what customers would need to do to their files before an implementation. SH also supported this and stated that its difficult finding the information that they need without having to trawl through all the documentation old and new to find the information.

CR asked if documents can be in tracked changes, so people and customers can see what has been updated. CR also added that further details about what and why a change impacts a customer would be

MT suggested that as this project progresses, they are constantly looking to evolve the change function of the website in line with customer requirements.

User Story 6:

As a customer, I want to be able to view change information that is specifically related to my constituency / customer type so that my interactions with the website are less time intensive and more focused

Task

We could potentially develop our change landing page which would allow any visiting party to key in who they were (from a drop down list) and they will then experience the website that is built around their organisation / constituency.

User Story 7:

As a customer, I want to be able to easily search and find anything change related and receive an accurate and insightful result -this will mean I can save time finding what I need and my interactions with the website are less time intensive

Task:

Develop the search function on the Xoserve website to become more insightful. For example to search key words related to the change you were looking for if you did not know the XRN number, or even search for things such as 'Shipper Changes' which could bring back all changes that will impact Shippers.

User Story 8:

As a customer, I want to be able to access one clear and concise view of change in the form of an up to date and accurate change register that is simple and easy to use -this will help me filter on the changes I need to view and help me forward plan

Task

- Develop an online view change register where you can filter on the specific changes you wish to see (e.g. changes that will be implemented within the next 6 months and are Shipper impacting) and then be able to download a copy of this filtered view.
- We would also take the view of our customers when developing this register in order to understand the key headings that they need to see so that the view is simple, insightful and easy to use.

User Story 9:

As a customer I want to be able to provide and update industry responses before final submission so that I can ensure I seek opinion from impacted teams within my organisation and give a single rounded response.

Task

Develop the online change pack function so customers do not have to submit their online response straight away, they would be able to save the response and review this before the final submission.

Xoserve is asking all customer to take part in the project 1Stop survey that was issued Tuesday 8th June as further detail and ideas of improvement are welcomed. For any further discussions about the project or user stories presented, please do not hesitate to contact the change team at uklink@xoserve.com.

Prioritisation:

MT advised that from the survey responses and improvements suggested, the project team will now look to prioritise the work they carry out on the website based on customer feedback. Therefore, taking this into account, three user stories have been outlined as first priority.

1. As a customer I would like to access uniform and up to date information on all UKL Releases and Investment Change on the Xoserve website so that I can accurately plan all upcoming change into my change pipeline
2. As a Customer, I would like to be able to easily navigate individual Change Proposal documents that contain key details only -this will help give me more of a concise view of a change, with further details/documentation being available elsewhere
3. As a customer, I want to be able to access one clear and concise view of change in the form of an up to date and accurate change register that is simple and easy to use -this will help me filter on the changes I need to view and help me forward plan.

The team have made an assumption based on the amount of feedback they have received for each themed user story.

Feedback has been taken into account as well as multiple customer forums and previous feedback given.

The Governance group all agreed these three suggested prioritised user stories should be progressed first.

JG added that the aim of this meeting has been to gather views from customers on what they would like to see progressed and worked on as user stories.

5. AOB

No items were raised for AOB.

Next Meeting