Xoserve Defect Management Plan
TST-PLN-006

Title of the Programme:

Central Switching System Consequential Changes

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Document Control

Revision History

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Approvals

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References

Reference	Title	Author	Version Number
[1]	Project Initiation Document - Test Workstream	Xoserve Limited	1.0
[2]	NC-0053 Defect Management Plan	SI (Net Company)	1.3
[3]	CSS Test Strategy	Infosys	1.0

Reference	Title	Author	Version Number
[4]	CSS Internal SIT Plan	Infosys	1.0

The referenced documents above are not embedded to ensure that the latest versions are always referred as they will be issued separately.

Table of Contents

1. Introduction

1.1. Purpose

The purpose of this Defect Management Plan is to define the formal management of the defects raised during Consequential Change Market Trials Phase of the CSS programme . The defect management approach specified in this plan will be followed across the entire programme which includes internal and external testing. This approach is agreed in order to maintain an unambiguous management process of the defects from the point of identifying an issue until the defect is resolved. ~~It is written in synchronisation with the SI Defect Management Plan to maintain consistency throughout the programme.~~

The Defect Management Plan describes the overall managing of Defects within the ~~Design Build and Test (DBT) phase of Ofgem faster Switching Programme~~ Consequential Change Market Trials(CCMT) Phase of the programme ~~–~~The purpose of the Defect Management Plan is to support the timely and efficient identification, triaging and the resolution of Defects. Xoserve will manage all the defects raised during the ~~PIT~~ CCMT phase ~~and will continue to support the SI throughout the External System Integration Test Phase~~. ~~This plan will address the supporting role of Xoserve during the external SIT.~~

1.1.1 The purpose of this document is to:

- Define the scope, stages, and activities of the defect management process.
- Define defect types, classifications and definitions.
- Outline the defect management roles and responsibilities.
- Identify the defect management tools.
- Explain defect management governance.
- Define the defect management reporting.
- Define Xoserve roles and responsibilities (from the view point of defect management) during ~~SI test phases.~~ CCMT

1.2. Scope

The scope of the Defect management plan is to manage the defects i~~dentified during the Pre-Integration Test (PIT) phases and~~ during Consequential Change Market Trials ~~post integration~~. ~~It will focus primarily on the issues raised within the Xoserve internal System Integration Test (SIT) phase, Xoserve User Acceptance Test phase and Load Stress Performance (LSP) Test phase.~~ The Defect management process will be from the time of raising the defect up to the resolution. ~~Xoserve will continue to support the SI defect management process during SI external test phases.~~

~~At the completion of the Pre-Integration (PIT) Test phase, the External System Integration Test phase will be commenced. This will be conducted by the System Integrator (Net Company). Xoserve will support the defect management process during the external System Integration Test phase, helping the SI (Net Company) to achieve a successful delivery of test completion. During the SI SIT phase, the issues related to UK Link and Xoserve Limited internal parties will be supported by liaising with the relevant domains to resolve the issues.~~ All defects raised during the ~~external SIT~~ CCMT phase will be recorded ~~and tracked on~~ ~~JIRA~~

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~~by the SI and any defect with an impact on UkLink where Xoserve is responsible for the fix, will be assigned to Xoserve and will be raised~~ on RQM to be managed.

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1.3. Out of Scope

It will be out of scope of the CCMT Defect management process;

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- To raise change requests for the Defects which would be subsequently categorised as change requests. As per the diagram 1 below, the defects categorised as change requests will be closed within the defect management process. Subsequently these will be managed by the Xoserve business process.
- To manage test executions which are planned for a particular day or a certain test phase is out of scope for the defect management.
- To amend any test scripts which need changes as a result of defect triage meeting decisions.
- To perform amendments or additions to data. Notwithstanding that all data related defects (i.e.– Data quality / Data integrity issues) will be tracked and assigned against the source system where the responsible fix organisation will be the owner of that particular data element. Consequently, it is expected that the defect to be resolved by the same fix organisation.
- To plan test resource.
- To manage non-CCMT defects.
- To manage any defects raised through the SI Defect Management process
- ~~To manage any issues raised by ESP or LP which are not a result of Xoserve systems testing.~~

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2. Defect Management Process

2.1 Defect Process Flow

The defect process diagram

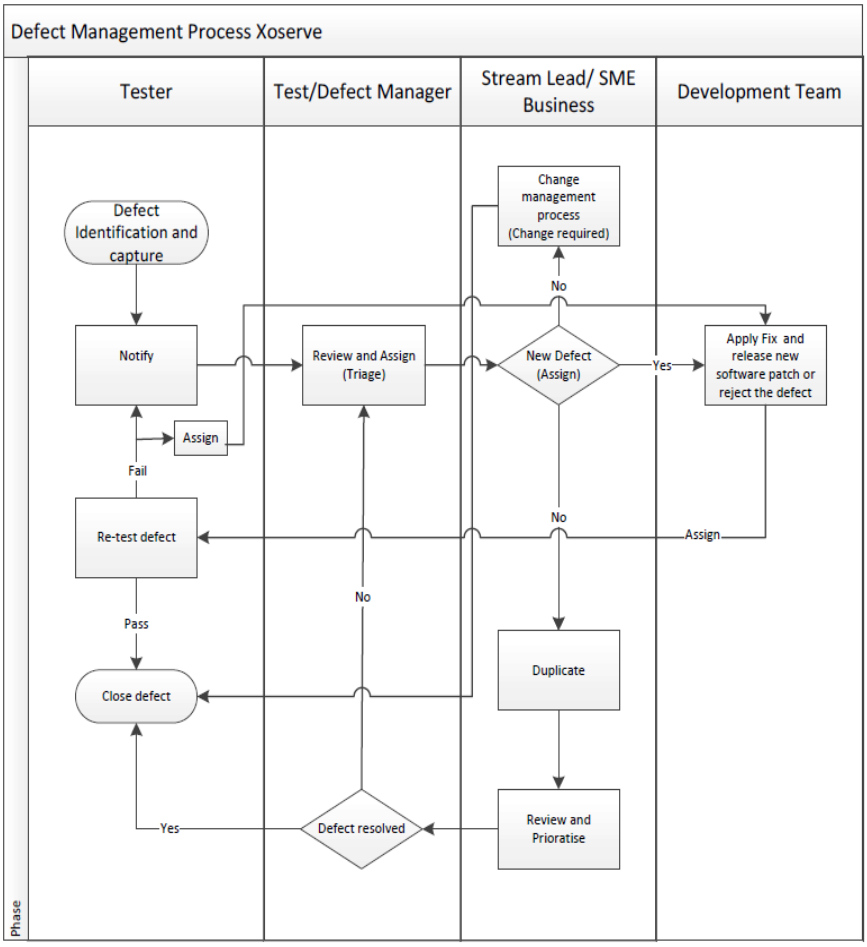

Diagram 1

2.1.1 Identification and Capture

A defect could be defined as an error within the code which produces an unexpected result which is presented in an inadvertent means. During the ~~Internal System Integration, User Acceptance,~~ CC Market Trials ~~and other~~ Test phases, if a system or an application produces unexpected results which are not conformed to the expected results of the Test

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Specification, then a defect will be raised by the tester ~~within the domain test team responsible for testing that particular interface, system or application.~~

The above-mentioned defect recording procedure will be followed for any defects found during the Consequential Change Market Trials phase ~~SME assurance process. Each defect which was raised against a specific script assured by the SMEs will need to be assured prior to changing the status to 'Resolved'.~~

~~Prior to SIT phase commencement, all issues identified against any particular test environment will be captured and raised by the Xoserve environment / release manager. Subsequently assigned to the relevant domain environment team for resolution.~~

~~Any Defects raised against the CSS Simulator are raised by the domain test teams in their respective PIT test phases and assigned to the Xoserve Test Team for initial assessment.~~

All defects will be recorded on the defect management tool RTC (Rational Team Concert) and will be linked to the respective test cases in RQM (Rational Quality Manager.) These will initially bear a status of '**New**'.

Agreed contacts within the participating industry organisations will be provided with access to raise defects within RTC

2.1.2 Review and assignment (Triage process)

All defects with the status of '**New**' will be initially reviewed (Triage process) by the Test/Defect Manager and the Severity & Priority will be assigned. Thereafter the same will be assigned to the respective stream defect lead/SME.

Consequently, this will change the defect status to '**Assigned**'

2.1.3 Agreement on the defect validity

The Triage process will continue with the stream lead/business representatives/SMEs to assess the validity of the defect. If the defect is invalid ~~or a duplicate~~ (raised by the same ~~domain test team~~ organisation) then the status will be changed to '**Duplicate**' / '**Invalid**' and finally will be closed.

If the defect is a duplicate (raised by a different organisation ~~domain test team~~) then the status will be changed to 'Duplicate' and linked to the parent defect. Post closure of the parent defect, the child entities will automatically be closed. Post discussions with Tech-ops and relevant stakeholders, all non-CSS BAU defects would correspondingly be categorised as invalid for the CSS programme defect management. These will be handed back to the standard BAU defect management process. Any CSS impacted BAU defects will follow this defect management plan.

2.1.4 Application of the defect fixes & release management

If the defect validity is confirmed, thereafter the same will be investigated (status – 'In Progress') by the respective development team and a fix will be applied, where the defect

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status will be changed to '**Fixed/Awaiting Testing**'. And the fix will be released through the formal release management process where the defect will be ready for re-test.

2.1.5 Re-testing of defects

Post defect fix, the same will be assigned to the respective test team for re-test and the status will be '**Fixed/Awaiting Testing'**. Following a successful re-test of the defect the status will be changed to '**Resolved**' > '**Fixed**' by the originator who raised the defect initially and the defect will be closed with comments including any available evidence (screenshots) attached of the correct system behaviour. Defects failed post re-test will be directly assigned back to the ~~fix organisation~~.the appropriate fix team within Xoserve ~~Defects raised against any SME assured test scripts will be required to be SME assured prior to closure.~~

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2.1.6 Change Management process

During the triage process if a defect is deemed to be a change, then the defect will be closed within the tool, but the issue will go through the change management process in order for the change to be assessed, approved & applied.

2.2 Defect Status Definitions

Status	Description	Owner
New	A 'New' Defect is any issue initially identified within a particular domain and recorded in the Defect Management tool (RQM). All mandatory attributes relating to the defect have been populated in the relevant fields within the tool. And wherever possible, screenshots or any other evidence of the issue are attached. The Defect will initially be assigned to the Xoserve Defect Manager (Triage process) by the individual tester.	Xoserve Defect Manager
Duplicate	The Xoserve Defect Manager would identify the defect as a potential duplicate when testers from different ~~domains~~ organisations raise the same defect, then the defect will be reviewed by the domain stream lead/SME to confirm that it is a duplicate. If so, the latest defect will be termed as duplicate. If not, the same would follow the triage process like any other issue.	Xoserve Defect Manager
Invalid	The Defect will be **'Invalid'** when rejected by the business/SME and assigned to the triage team with reasons for rejection under the circumstances such as Invalid / Incomplete / Duplicate (within the same domain).	Xoserve Defect Manager
Open	Xoserve Triage Team, as a part of initial assessment will review the new Defect and	Xoserve Business/SME

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Status	Description	Owner
	assign to the business/SME to confirm. Then the Severity and Priority are assigned, and the 'New' status will be changed to **'Open'** status. Then the Defect is assigned to the relevant Fix ~~Organisation~~ team for their investigation and fix.	
Change Required	If the defect is deemed to be a change, then the defect will be closed but the issue will go through change management process in order for the change to be assessed, approved & applied.	Xoserve Business/SME & Triage team
In Progress	The defect has been accepted by the Fix Organisation and the fix is in progress.	Fix ~~Organisation~~ Team
Fixed/Awaiting Testing	The Xoserve Defect Manager will initiate the retest of a fixed defect by selecting the defects fixed by the Fix ~~Organization~~ team who initially set it to **'Ready for re-test'**. ~~For all Gemini specific defects, this task will be performed by Wipro development team.~~	Fix ~~Organisation~~ team
Failed Retest	When the Defect is retested but failed then the defect is assigned back to the Fix Organization by the tester.WHAT WILL BE OUR PROCESS FOR CCMT	Fix ~~Organisation~~ Team
Rejected	When a defect is rejected by the Fix ~~Organisation~~ team due to a valid reason.	Fix ~~Organisation~~ Team
Blocked	Where the retest is blocked due to another Defect, then the status of the Defect will be set to **'Blocked'** and linked to the dependent defect by relevant Test Team.	domain Test Team
Resolved as Fixed (Closed)	The status will be changed to **'Resolved'** (Closed) when the Defect has been through a successful re-test and passed.	Defect Originator / Xoserve Defect Manager
Resolved as – *Works as Designed. *Works for me. *Fixed Upstream. *Deferred	The status will be changed to **'Resolved'** under the circumstances stated on the left column.	Defect Originator / Xoserve Defect Manager

Table 1

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2.3 Defect Types, Classifications and Definitions

Severity	Definition

S1 – Blocker	• One or more key market functions are at a standstill and no workaround is available with no possible testing. • There is a critical adverse impact on the activities of a key stakeholder • There is a high risk of significant financial loss or disruption
S2 – Critical	• There is a significant adverse impact on the activities of a key stakeholder • There is a high risk of limited financial loss or disruption
S3 – Major	• There is a major adverse impact on the activities of a key stakeholder but a workaround is available • There is a moderate adverse impact on the activities of a key stakeholder
S4 – Medium	• There is a minor adverse impact on the Solution
S5 – Minor/Low	• There is a negligible impact on the Solution

Table 2

Priority	Definition
P1	• Testing is stopped or severely impaired • More than 50% of the planned test scripts for that day are blocked and therefore there is a significant risk to Programme milestones
P2	• Testing is seriously impacted • A work around is available but complex and time consuming • More than 25% of the planned test scripts for that day are blocked and therefore there is a moderate risk to Programme milestones
P3	• Testing is impacted but execution is not impeded • A workaround is available with less efforts • Less than 25% of the planned test scripts for that day are blocked
P4	• The impact of the problem is minor with limited impact on testing progress
P5	• The impact of the problem is negligible or does not impact testing progress

Table 3

3. Defect Management Domains, Roles and Responsibilities

3.1 Defect domains

Domain	Description
CSS Simulator	Central Switching System - simulator
UK Link (AMT/SAP ISU/ SAP PO/ SAP BW/ EFT)	Gas Registration service
DES	Data Enquiry service (Gas)
IX	Industry Gateway Networks (Gas)
Gemini	Suppliers & Shippers IDs, MEMs, MAPs, Nominations, Forecasts
Data migration / Quality	Data issues
QAS 1	Quality Assurance Server Environment 1
QAS 2	Quality Assurance Server Environment 2
PPTE 1	Pre-Production Test Environment 1
PPTE 2 + PPTE 3	Pre-Production Test Environment 2 & 3
API Solutions	Application Programme Interface built for each system
Adaptor Solutions	Three options providing support to gas and electricity message flows
Third Party System	Third Party Systems not stated above

Table 4

3.2 Roles and Responsibilities

Role	Description
Xoserve Defect Manager	• Management of defects with adhering to the standard Xoserve company process. • Initial assignment & escalation of defects. • Conduct regular (daily) defect status/ triage meetings • Lead the defect triage process. • Analysis of defects together with the business representatives in order to determine the Severity/Priority/Duplicate/Validity etc. • Liaise with stakeholders and domain Test and Programme stream teams. • Single point of contact for any user level access management towards Defect Management Tool (RQM/RTC).
Xoserve Programme Test Manager	• Overall in charge of Testing process and receive regular updates from the Xoserve Defect Manager.

Role	Description
Xoserve Triage Team	• Representation from Xoserve Test, SME and Programme teams. • Review and analyses the newly raised defects (along with Severity and Priority) with the business and the relevant domain Test teams. • Amend Priority and Severity if required during the process. • Take part in regular Defect Triage Meetings.
Domain Test Defect Manager	• Review the quality of the defect submitted by the domain tester. • Attend regular Defect Triage meetings. • Point of contact for the Xoserve Defect Manager and Test Execution Team. • Lead retest of defects that have been delivered into the test environment for the own particular domain. • Monitor the escalation process within the own domain.
Xoserve Environment Manager	• Responsible for liaising with the environment development team on all environment defects raised by relevant test teams. • Ensure the continuous stability of the environments during testing. • Manage & track changes applied to the test environments. • Attend Defect Triage meetings on regular basis. • Ensure environment readiness prior to test execution.
Xoserve Release Manager (Gemini & Integration Platform *specifically for Gemini application*)	• Manage release process from the development to the test environment. • Produce & submit release notes when a new software patch is delivered to the environment. • Close co-ordination with the Xoserve/Domain Defect managers.
Tester (within each ~~domain~~ market participant test team)	• Raise new defects as a result of testing. • Retest the fixed defects and record the outcome. • ~~Attend Defect Triage meetings wherever required.~~ • Access & understand release notes in order to re-test.
Fix ~~Organisation~~ team	• Responsible for making the required changes to resolve a defect. • Attempt to recreate the defect in the development environment. • Attend Defect Triage meetings wherever required. • Liaise with the Xoserve Defect Manager, domain Test Defect Manager and the domain Tester when required, in order to obtain any relevant information. • Apply fix as a resolution to the relevant defect.

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Role	Description
	• Populate the defect resolution details such as Root Cause, Fix Time and Functional Area of the defect. • Retest the fixed defect in the development environment and change the status if ready for re-test by the tester. • Attend daily defect calls.
ECMS	• Ensure the continuous stability of the Gemini environments during testing.

Table 5

During the Consequential Changes Market Trials Test phase, the defects will be managed through the CSSC defect management approach. ~~It is to be agreed with the Xoserve help desk that the issues raised by the industry partners will be recorded through Service Now and the same~~

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Issues will be logged directly in the Rational Test tool RTC by the industry participants

Contact details will be required from each participating organization and access will be provided by Xoserve accordingly

A " How to" Guide will be provided to all industry contacts prior to the start of CCMT

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~~. Initially the issues are expected to be emailed to Xoserve by the industry test participants who would not have access permissions to the tool. In agreement with the CCMT Manager, two options below were discussed and suggested to the Xoserve service desk. Currently awaiting response at the sign-off stage on this Defect Management Plan.~~

~~Option~~

1. ~~An email sent to a '.box' with the issue by the external party and then managed through the service desk. (some of the previous projects were managed similarly)~~
    a. ~~A template was used, and the service desk loaded the defects into SD+ under the MT category~~
    b. ~~Preferred not to have an option of a phone number for the CSSC programme.~~

~~Option~~

2. ~~Development of a page on the website through the service desk page, however, a few questions to be considered.~~
    a. ~~Where would the information go?~~
    b. ~~How will defects get raised in RQM (which is used by Xoserve)?~~
    c. ~~Would this be template driven?~~

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For any CCMT significant issues which are blockers would additionally need to be highlighted through incident management. This would be agreed during the defect triage meetings which are scheduled twice a week and on ad-hoc basis. Progress of these defects

will only be shared with the industry partners who own the defects. It is anticipated that any defects being managed through incident management would impact all parties and , therefore all parties would be advised of progress

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4. Defect Management Tools

4.1 Defect Tracking Tools

For the recording of the defects and to keep a track of them, the IBM Rational Test tools, RQM (Rational Quality Manager) & RTC (Rational Team Concert) will be used during the CCMT phase

The Tests will be executed within RQM therefore the defects also will be raised within the tool. The defects will be linked to the Test Cases and to the Requirements stored within RTC & DOORS. Defect reports will be generated by the Defect Manager through RTC where the reports could be configured according to the required format in respect of Test phase, Defect age, Test cycle and other relevant fields.

4.2 Defect recording procedure

The Defect summary should be a succinct explanation of the defect. However, the description should explain with adequate details for the wider audience/stakeholders, especially for the fix organisation to understand the details in order for re-creation and fix process. Post each defect review individually by the defect manager & the SME, the issue will be assigned to the relevant team/individual. The defect details as below should be populated in the fields within the defect tracking tool during the creation of a defect.

- **Type:** on the dropdown select 'Defect' from the various types displayed.
- **Summary:** write a brief summary of the defect but with enough detail that anyone would understand the issue on high-level.
- **Filed Against:** Select the correct organisation and the application or the component from the dropdown list where the issue was identified.
- **Severity:** select a Severity level from the dropdown list.
- **Found In:** select the appropriate value from the dropdown list.
- **Owned By:** select the individual responsible for the ownership of the defect.
- **Priority:** select a Priority level from the dropdown list.
- **Planned For:** defaulted to 'Unassigned', click on the three dots and select the correct test phase.
- **Description:** write a full description of the issue in order for the reader to understand the defect clearly and the gravity of the issue. The below given attributes of the defect to be described.

    - ✓ Test environment
    - ✓ Application/System under test (AUT/SUT)
    - ✓ Pre-Requisites
    - ✓ Steps to reproduce
    - ✓ The Expected Result
    - ✓ The Actual Result
    - ✓ If there is a workaround to achieve the expected result.

Subsequently populating the details within the initial defect creation page, click on 'Ok'. The defect is created within the tool RQM. Ensure the defect is linked to the relevant test case and preferably to the test step.

By selecting the newly created issue on the RQM 'Dashboard' the user is presented with the defect details screen where any required evidence, screenshots, logs or test data could be attached. Any data including the screenshots attached need to be complied with the GDPR and any other Xoserve/Industry security standards.

If any participating organisation understands a defect is complex or commercially sensitive in any way, then the same needs to be brought to the attention of the Xoserve Defect Manager who will address it appropriately. NEED TO AGREE HOW THIS WILL BE DONE

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~~All defects raised against the CSS simulator will be emailed to DCCSISS@netcompany.com with the following details:~~

- ~~Confirmation of Github account email address~~
- ~~Summary of issue~~
- ~~Date when issue was identified~~
- ~~Attachment – Screen shot~~

~~Post receiving the email with the defect details, an incident will be raised onto the SI's Defect Management Tool (Jira) on behalf of the reporting organisation and a tracking number will be issued.~~

~~All data related defects on data quality, data integrity and other data issues will be tracked and assigned against the source system where the responsible fix organisation will inherit the ownership of that particular data element. Consequently, it is expected that the defect to be resolved by the same fix organisation.~~

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All BAU defects which impact ~~CSS~~ CCMT will be handled through the programme defect management process detailed in this document. All non-CSS BAU defects will be managed through the Xoserve standard BAU defect management approach. These decisions will be agreed at the defect triage meetings where the stakeholders are present.

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It is yet to be agreed on the management of defects raised through CCMT which may also impact on the CSS E2E process run by the SI. Once agreed this plan will be updated and all market participants advised

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4.3 Test tool Administration (RQM/RTC)

CCMT project area of the test tool administration will be under the control of the Xoserve Defect manager. The responsibilities include;

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- Setting up or creating of new users.
- Clearing of the user accounts which are obsolete.
- Manage the user access permissions.
- Generate different types of reports as per the Ofgem reporting requirements.

The RQM Test defect template is made up of the following attributes

RQM Attributes	Attribute Description	Mandatory	Visible	Editable Field
Summary	A description of the defect to be used as the title	Y	Y	Y
Owned By	The user who 'owns' the defect. The drop-down will default to show the team members but the search option can be used to locate and assign any RTC user	Y	Y	N
Raised external or internal	Select external or internal depending on where the fault was raised	Y	Y	N
Anticipated External Customer Impacted	The customer(s) that are anticipated to be impacted. Select tick boxes that apply	Y	Y	N
Defect Classification	Classification of the defect e.g. data fix, code fix, clarification etc.	Y	Y	N
Application Affected	The system(s) where the defect has been detected. Select the system(s) using the tick boxes that apply	Y	Y	N
Process Function Affected	The business processes that the defect has an impact on. Select the business processes using the tick boxes that apply	N	Y	N
Defect Description	A free text field to provide a detailed description of the defect, to be completed by the test analyst when raising the defect	Y	N	Y
Defect Discussion	A free text field to provide discussion comments when the defect is in the resolution stage.	N	Y	Y

Table 6

The above stated table contains just the RQM tool attributes, nonetheless the Defect recording procedure in section 4.2 must be followed where most of the fields are populated as good practice.

The following table details the common function icons used in RQM.

Icon	Function	Icon	Function
	Duplicate		Create manual test script from test case design
	Print View		Record manual script
	Set to lock		Create test script
	Export to PDF		Generate new test execution record
	Refresh		Create requirement
	Copy link for the page		Reconcile requirement
	Quality task		Switch risk profile
	Remove / delete		Clear
	Click to collapse		Create development item
	Add quality task		Download as spreadsheet (csv.)
	Create quality task		Create a keyword
	Maximise		Assisted data entry verification
	Preview		Comment
	Edit		Attachment
	Show/hide archival approval groups		Roll up
	Add		Maximise steps display
	Change column display settings		Stack top to bottom
	Show/hide archived iterations		Stack left to right
	Add or remove columns		Run default query
	Evaluate quality objectives		Set default query
	Manage quality objectives		Enter more filters
	Add quality objectives		Calculate weighting
	Remove quality objectives		Move up
	Manage test suite categories		Move down
	Run		Select test case
	Change suspect status	N/A	To search for artefacts use “*” and “?” as wild card characters

Table 7

5. Defect Management Governance

5.1 ~~Xoserve internal System Integration Test (PIT) Phase~~ Consequential Change Market Trials Phase

~~Pre-Integration Test (PIT)~~ The Consequential Change Market Trials~~-~~ phase will be managed by the Xoserve Test Team. And the Xoserve Defect Manager will bear the ownership of the defect management throughout the ~~internal SIT~~ CCMT phase and will support across the programme on defect management.

At the commencement of the ~~internal SIT~~ CCMT phase, the Xoserve Defect Manager together with the CCMT Manager and industry stakeholders will review any open defects being carried forward from ~~the supplier System Tests~~ UAT and determine the progress of the same. The outstanding number of defects will be analysed to ensure that they are within the accepted limits and that the ~~internal SIT entry criteria~~ CCMT entry criteria from the number of open defect perspective is met.

~~Post Internal SIT phase, the Xoserve Defect Manager and the team will support the CSS System Integrator (Net Company) during their external SIT phase in managing the Defects which are under the governance of the SI. These defects could be accessed (through a link) within the defect details and viewed on their defect management tool JIRA in a 'read only' view. Login credential to JIRA will be granted by the System Integrator (Net Company.)~~

5.2 Service Levels and Response Times

For an efficient resolution of Defects, the response times from various organisations are standardised and given below in the table as per the target Service Level Agreements (SLAs):

- The response times are determined on Severity and Priority of level of the Defects.
- The SLA response times are based from time of a defect is raised until the closure of that defect followed by a successful retest.
- If the resolution process of any defect needs to 'stop the clock' from the delay to the fix is beyond the control of the fix organisation, then this will be brought to the attention of the Xoserve Defect manager.

Defect Priority	*Defect Severity*					
	Blocker	**Critical**	**Major**	**Normal**	**Minor/Low**	**Unclassified**
P1	4 Business Hours	6 Business Hours	8 Business Hours	10 Business Hours	12 Business Hours	No SLA
P2	6 Business Hours	8 Business Hours	10 Business Hours	12 Business Hours	1 Business Day	No SLA
P3	8 Business Hours	10 Business Hours	12 Business Hours	1 Business Day	2 Business Days	No SLA
P4	10 Business Hours	12 Business Hours	1 Business Days	2 Business Days	3 Business Days	No SLA

Commented [GJ48]: delete and update

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Commented [GJ50]: delete and update

Commented [GJ51]: delete and update

Commented [GJ52]: delete and update as stated

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Commented [GJ54]: is this still correct and do we want to commit to hours for CCMT ?

P5	12 Business Hours	1 Business Day	2 Business Days	3 Business Days	4 Business Days	No SLA

Table 8

5.3 Defect Status Meetings

Defect status meetings will be held daily on a regular basis with all the required domain test teams and any other required stakeholders. The Xoserve Defect Manager will chair the daily defect status meetings and share the defect reports generated with the details stated further in this document. These reports will be shared prior to the status meeting as the participants will have the latest information available when attending the meeting.

Since the focus of the Defect Status meetings will be to review progress of the defects, attendance will be mandatory for all parties who are responsible for any existing defects which are in 'Open' status. The rest would have the option of attending if they wish to.

Prior to the Defect Status calls all parties who own any open defects must ensure the defect status is updated within the tool and relevant comments are added to the particular defect. The defect update to completed latest by 13.00hrs each business day in order to commence the daily defect call at 15.00hrs.

5.4 Defect Triage Meetings

In addition to the daily defect status calls, the Xoserve Defect Manager will organise regular Defect Triage meetings which will be held with the Xoserve Triage Team together with any required Business/SME. Representation from the relevant Domains, Business areas, Fix Organisations and the Test Teams will be required to attend. These meetings will analyse defects that need clarification and confirmation input from the stakeholders. The Xoserve Defect Manager will share the latest Defect Triage Report prior to the meeting. The triage meetings will be held twice a week for one hour each. And an ad-hoc triage meeting will be held if a decision on a defect is urgent.

Defect Triage meeting discussions are expected to include:

- Analysis and the confirmation of the correct classification of defects.
- Sufficient information has been collected and included on the defect.
- Agreement on the correct Severity and Priority of the defects.
- Assignment of the defect to the correct Domain/Fix organisation.

NEED TO AGREE COMMUNICATION OF DEFECTS AND PROGRESS WITH INDUSTRY PARTICIPANTS

Commented [GJ55]: communicaions process to the industry needs tobe included

5.5 Defect Escalation Process

The initial point of contacts is given below within the table, along with the escalation point of contact. Defects will be escalated due to the reasons given below,

- Defect resolution SLA times are exceeded.
- Dispute on the ownership of the defect or the Fix Organisation.

- Failure to agree defect Severity or Priority.
- Any other issues to be addressed formally.

NEED TO REMOVE THE FOLLOWING TABLE FO CONTACTS TO PREVENT INDUSTRY PARTIES FROM RINGING DIRECTLY

Commented [GJ56]: all internal contacts should be removed to ensure industry do not contact directly

Application / System / Tool	Organisation	Primary contact / Role - for defects	Secondary contact / Role - for defects	Escalation point of contact
CSS Simulator	Landmark Ltd	DCCSISS@netcompany.com	Bob Hillyard bob.hillyard@netcompany.com	Alan Matthews alan.matthews@netcompany.com
AMT	AMT - UKLink(TCS)	Geetanjali Bohra / Project Manager geetanjali.bohra@xoserve.com	Ian Smith / Business Analyst ian.smith@xoserve.com	Ian Smith / Business Analyst ian.smith@xoserve.com
Gemini	WIPRO / Xoserve	Shruti George / Project Lead shruti.george@xoserve.com	Emma Catton / Project Manager emma.catton@xoserve.com	Nicola Patmore / Project Manager Nicola.patmore@xoserve.com
Environments (QAS1 / QAS2) (PPTE1/ 2 & 3)	Xoserve	Tim Banks / Release Manager Tim.Banks@xoserve.com UKLCloudOps@xoserve.com	Tim Banks / Release Manager	Dave Jones / Project Manager dave.jones1@xoserve.com
Contact Management System	Xoserve	Richard Cresswell /Business Process Lead/ richard.cresswell@xoserve.com	Suzanne Cullen / Business Process Lead/ suzanne.cullen@xoserve.com	Dave Ackers/ Business Process Manager/ dave.j.ackers@xoserve.com
SAP ISU	TCS	Shamseer Abdullah / Project Manager Shamseer.Abdullah@xoserve.com	Ian Smith / Business Analyst ian.smith@xoserve.com	Russell Senior/Programme Manager russell.senior@xoserve.com
SAP PO	TCS	Shamseer Abdullah / Project Manager	Ian Smith / Business Analyst	Russell Senior/ Programme Manager
BW / Data	TCS	Kirsty McGarry / Project Manager kirsty.mcgarry@xoserve.com	Kirsty McGarry /	Emma J Lyndon / Customer Change Mngr / emma.j.lyndon@xoserve.com
Tech: Ops / BAU	Xoserve	Mark Tullett/ IS Delivery Lead mark.tullett@xoserve.com	Mark Tullett/ IS Delivery Lead	Luke Moise / IS Manager luke.moise@xoserve.com
EFT / Batch	TCS	Vikash G /vikash.goyal@xoserve.com	Emma Catton/Jnr Project Manager	Nicola Patmore/Project Manager
API solution	Xoserve	Sarafine Baz / Scrum Master Sarafine.Baz@xoserve.com	Sarafine Baz / Scrum Master Sarafine.Baz@xoserve.com	Smitha Pichrikat/ Snr Project Manager smitha.pichrikat@xoserve.com
Adaptor service	Xoserve	Sarafine Baz / Scrum Master	Sarafine Baz / Scrum Master	Smitha Pichrikat
RQM	Xoserve	Jon Follows / Project Manager Jon.Follows1@xoserve.com	Sally-Anne Flynn / Junior PM Sally.Flynn@Xoserve.com	Jon Follows / Project Manager Jon.Follows1@xoserve.com
RTC	Xoserve	Jon Follows	Sally-Anne Flynn	Jon Follows
RFT	Xoserve	Jon Follows (To liaise with IBM)	Jon Follows	Jon Follows

Table 9

6. Defect Management Reporting

Reporting of the defect management will be carried out daily by the Defect manager ~~throughout the programme at every test phase~~. The reports will be aligned with the reporting requirements of the SI Defect Management Approach to maintain consistency. During ~~the Internal System Integration, User Acceptance~~, CC Market Trials ~~and other test phases~~, the Xoserve Defect Manger is responsible for the generation and the distribution of the daily defect reports ~~which depends on the daily script execution volume~~. This will enable the stakeholders to closely monitor & precisely obtain the required details of the defects.

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The different Defect Management Reports that will be generated are detailed below:

6.1 Daily Defect Status Reports

The regular defect status reports shared by the Xoserve Defect Manager will include the details as below;

- Number and details of New Defects
- Number and details of Outstanding Defects with their statuses
- Number of Defects Closed
- Number of Defects Rejected
- Number and details of Defects Failed Retest
- Number and details of Defects Deferred
- Number and details of Open Defects by Priority
- Number and details of Open Defects by Severity
- Number and details of Defects Re-opened
- Number and details of Open Defects by domain
- Defect Age – Total time taken to resolve defects by Severity and Priority
- Retest Defect Age – Total time taken to retest the resolved defects
- Defect Age – Total time taken to resolve defects by domain

~~The reports at the end of each test cycle and the end of the Internal System Integration phase are expected to reflect the same details as above.~~

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NEED TO CONFIRM IF WE WILL PROVIDE THIS TO ALL PARTICPANTS (WILL NEED TO BE INDIVIDUAL REPORTS)

Commented [GJ61]: reporting framework to be confirmed for industry and be explicit in plan

6.2 List of Defects for Triage

The Xoserve Defect Manager will generate a list of defects that need to be triaged and will include the following as a minimum:

- Defect Number
- Defect Description
- Assigned to
- Severity
- Priority

7. Assumptions

Assumption Reference	Assumption
A 001	Unimpeded access to the Xoserve defect management tools.
A 002	Unimpeded access to the SI defect management tool (JIRA).
A 003	All owners of the defects can access the Xoserve defect management tools.
A 004	Defect Lead from each domain who owns an open defect attends the daily defect update calls.
A 005	The SLAs are met accordingly by the stakeholders as per the time frames in table 6.
A 006	To support the SI on the external test phase defect management, the Consequential Change Market Trials issues are shared where appropriate.
A 007	Test environments are readily available for re-testing of defects.
A 008	Test resources are available for re-testing of defects.
A 009	Test support is available from the stakeholders as agreed during the defect management process.
A 010	Resource responsible for logging the defect provides required adequate details for the analysis of the issue.
A 011	The Consequential Change defects will be handled through the Xoserve Defect Management process unless directly or indirectly impacted on CSS.
A 012	~~The final number of open defects meet the PIT exit criteria.~~
A 013	Xoserve business users / SMEs attend the regular triage meetings and are available ad-hoc basis for categorising the defects.

Table 10

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8. Glossary of terms

Acronym	Definition
AUT	Application Under Test
BAU	Business As Usual
CSSC	Central Switching Service Consequential (Changes)
CSSP	Central Switching Service Provider
DBT	Design Build and Test
DES	Data Enquiry Service
(R) DOORS	(Rational) Dynamic Object-Oriented Requirements System
E2E Testing	End to End Testing
ECOES	~~Electricity Central On-line Enquiry Service~~
ESP	~~Existing Service Providers~~
Fix Organisation	Domain Team who is responsible to fix the identified defect e.g. Xoserve, Landmark, UK Link, MPRS, DES, SI (only for CSS simulator) etc.
Github	~~Web based software version control & collaboration platform~~
LP	Licenced Party
LSP	Load Stress Performance (Testing)
Ofgem	Office of Gas & Electricity Markets
PIT	~~Pre-Integration Testing (Prior to the SI external SIT)~~
RQM	Rational Quality Manager
RTC	Rational Team Concert
SP	Service Providers
SI	Systems Integrator (Net Company)
SUT	System Under Test
Tester / Originator	A person who performs test execution, identifies defects and raises them within the defect tracking tool
UEPT	~~User Entry Process Testing~~
UIT	~~User Integration Testing~~
UK Link	Systems that support the competitive gas market, commercial balancing of the gas network, and transportation and energy charging to shippers, operated by Xoserve

Table 11

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