



**Xoserve**

23<sup>rd</sup> July 2021

**Re: 2022 Business Plan – Principles & Approach Document**

Thank you for giving us the opportunity to review and provide feedback on your strategic approach to BP22. Please see the below comments:

Firstly, we would like to welcome Steph and we look forward to working together to support the successful delivery of the CDSP services and industry investment areas. We are keen to see a strong relationship build between Xoserve and Correla for the seamless delivery on all focus areas and welcome new innovative ideas to achieve net-zero and 'opening data'.

We are happy with the progress made on the CMS rebuild project and appreciate the scale of this rebuild knowing that many business processes use this system. The only concern we have is that in an effort to make the system more user friendly and appease all customers, requests for process changes are also been taken on board as part of the project however, any changes to these processes would require a MOD/Industry Change approval and therefore there needs to be caution in making commitments in that area.

We believe that all the investment areas continue to meet industry requirements on look forward to reading about these in more detail in BP22.

Yours sincerely,

By email  
**Helen Chandler**  
**Market Services Manager (Xoserve Contract)**

