Section G: Change Pack

# G1: Communication Detail

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| --- | --- |
| Comm Reference: | 2973.3 - MT - PO |
| Comm Title: | XRN5245 UK Link Move to Cloud Extended Outage |
| Comm Date: | 14/02/2022 |

**G2: Change Representation**

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| Action Required: | Representation |
| Close Out Date: | 28/02/2022 |

# G3: Change Detail

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| --- | --- |
| Xoserve Reference Number:  | XRN5245 |
| Change Class: | Non-Functional |
| ChMC Constituency Impacted: | Shippers, GTs, IGTs, NTS |
| Change Owner:  | Manisha Bhardwaj  |
| Background and Context: | This change pack is being issued as per the discussion held during [Change Management Meeting (ChMC) on 9th February](https://www.gasgovernance.co.uk/dsc-change/090222). The UK Link System is a critical system that connects complex systems essential for the GB Gas market by bringing key processes together and providing a single point of access for all users. As a result of strategic planning associated with UK Link system road map, the system is currently in the process of being re-platformed from On Premise Data Centres to a Cloud based platform in order to ensure that the infrastructure and application are in line with the Industry best practice along with maintaining the supportability. This will also provide better flexibility to accommodate change development and implementations. The scope of this project is to: * Migrate UK Link operating systems from Linux to Windows.
* Migrate UK Link system databases from Oracle to SQL Server
* Migrate the UK Link suite of systems from On Premise Data Centres to a Cloud platform
* Upgrade out of support technologies e.g. UKL Portal
* Decommission On Premise Data Centres for UK Link Systems

In order to complete the Implementation and Cut Over activities associated with this change, an extended outage on the UK Link System is required over the Easter weekend, from 15th April to 19th April 2022. **Please note:** Easter weekend has been chosen and recommended for these activities due to the additional non-business days over the Bank Holiday weekend which will allow adequate time to safely complete the re-platforming activities and cause minimal disruption to DSC customers and impacted third parties.. |

# G4: Change Impact Assessment Dashboard (UK Link)

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| Functional: | None |
| Non-Functional: | None  |
| Application: | UK Link suite of systems, Data Enquiry Service (DES), UK Link Portal and Twilio |
| User(s): | Shipper, DMSPs, DNs, IGTs, NTS, Trader, MAM, MAP, Allocation Agents |
| Documentation: | NA |
| Other: | NA |

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| --- |
| Files |
| File | Parent Record | Record | Data Attribute | Hierarchy or FormatAgreed |
| NA | NA | NA | NA | NA |

# G5: Change Design Description

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| **What is the change** In order to complete the Implementation and Cut Over activities in relation to Move to Cloud (M2C) as part of the UK Link roadmap, an extended outage is required from **09:00 on** **15th April to 07:00 on 19th April 2022 (BST)**. This is the maximum duration required for the cut over activities and has been planned for the Easter weekend as utilising the additional non-business days will help to ensure minimal disruption is experienced as a result of this outage. All UNC SLAs will be protected during this period and should the systems be available earlier (as contingency period not required) this will be communicated to the industry prior to making the systems live. As a result of the outage, the following consequential impacts, to systems and services, will be experienced over the Easter Weekend:* All access to online screens, via DES and the Portal, will be unavailable during the outage window (as defined above)
* Contact validation and other updates within CMS will not be available via CMS online screens
* The Twilio service, which enables the provision of customer contact telephone details from CDSP to transporters, will be unavailable. Users are requested to submit to issue any planned messages prior to the start of the outage at 09.00 on 15th April. For any unplanned messages, users are requested to follow contingency mechanisms, where these are available, within their organisation
* The Data Discovery Platform (DDP) and Data Discovery APIs will be available however, the source data referenced by these services will not be updated during the outage. Please note that the data may not be fully updated until close of business 20th April 2022.
* The standard file flow schedule will need to be modified during the planned outage window to ensure minimal impact to all parties. However please review the below to assess any potential impacts on your organisation:
	+ All users sending and receiving files to the CDSP via the IX interface will experience the following:

**All inbound and outbound files via the IX interface to/from UK Link Systems*** + - Once the outage commences, all files sent to the UK Link system will be held by the CDSP and processed between 21:00 on 15th April and 23:00 on 17th April 2022
		- Standard file flow processing is expected to resume from 07:00 on 19th April, should all activities progress as planned
		- Where key processes are likely to experience changes during the outage, as a result of migration and re-platforming activities, details have been noted within the file provided in the appendix
			* **The appendix file should be reviewed by all parties and a determination made on impacts accordingly**
		- Considering the above details, unless specified within the appendix, please continue to issue files to the CDSP as normal
	+ MAM and MAP users sending and receiving files via the SFTP MOVEit solution will experience the following:
		- MAM users will be able to submit RGMA files however will not receive responses until the system outage is complete
		- MAP users will not receive any MON files during the system outage

Please note, the Implementation Dress Rehearsals (IDRs) are planned to complete on 11th March 2022, should any changes to the details provided within this change pack be required as a result, then they will be communicated via an updated Change Pack and highlighted to the Change Management Committee (ChMC) and Contract Management Committee (CoMC).**Additional considerations:** * Service desk tickets should not be raised, during the outage defined, for any issues related to the details provided within this Change Pack
* A separate implementation window to allow for Cut Over activities for the new DES and Portal Platform is planned from 09:00 on 7th May until 07:00 on 9th May 2022. During this window it is expected that DES, Portal and Twilio services will be unavailable for use, more details will be published is a subsequent change pack.

Should you require any additional information, please contact the UK Link Roadmap team by email.**Appendix:** [Extended Outage – Processing schedule and Service Availability Amendments **(PLEASE REVIEW)**](https://www.xoserve.com/media/42943/extended-outage-process-and-schedule-amendments.pdf) |

# G6: Associated Changes

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| Associated Change(s) and Title(s): | No other associated changes |

# G7: DSG

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| Target DSG discussion date: | 21/02/2022 |
| Any further information: | Contents and details of the Change Pack will be discussed at the above DSG session |

# G8: Implementation

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| Target Release: | N/A |
| Status: | N/A |

Please see the following page for representation comments template; responses to uklink@xoserve.com

Section H: Representation Response

«RangeStart:HDS»

H1: Change Representation

(To be completed by User and returned for response)

# *Please consider any commercial impacts to your organisation that Xoserve need to be aware of when formulating your response*

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| User Contact Details: | Organisation: | «h1\_organisation» |
| Name: | «h1\_name» |
| Email: | «h1\_email» |
| Telephone: | «h1\_telephone» |
| Representation Status: | «h1\_userDataStatus» |
| Representation Publication: | «h1\_consultation» |
| Representation Comments: | «h1\_userDataComments» |
| Confirm Target Release Date? | «h1\_targetDate» | «h1\_userDataAlternative» |

# H1: Xoserve’ s Response

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| Xoserve Response to Organisations Comments: | «h1\_xoserveResponse» |

«RangeEnd:HDS»