



DSC Change Proposal

Change Reference Number: XRN4777

Customers to fill out all of the information in this colour ■

Xoserve to fill out all of the information in this colour ■

Section A1: General Details	
Change Title	Acceptance of Contact Details Updates
Date Raised	1 st October 2018
Sponsor Organisation	EdF
Sponsor Name	Elly Laurence
Sponsor Contact Details	Eleanor.laurence@edfenergy.com
Xoserve Contact Name	David Addison
Xoserve Contact Details	David.addison@xoserve.com / 07428 559800
Change Status	Proposal / With DSG / Out for review / Voting / Approved or Rejected
Section A2: Impacted Parties	
Customer Class(es)	<input checked="" type="checkbox"/> Shipper <input type="checkbox"/> National Grid Transmission <input type="checkbox"/> Distribution Network Operator <input type="checkbox"/> IGT
Section A3: Proposer Requirements / Final (redlined) Change	
<p>Prior to the Project Nexus Implementation Date, Shippers were able to submit, and have accepted, Contact Detail updates with the same effective date as the date on which the transaction was submitted to UK Link systems even where they were not processed on the day of receipt by the CDSP.</p> <p>Following Nexus implementation such transactions have been rejected. This CP seeks to develop a solution that reverts the outcomes of such Shipper transactions to those experienced prior to Nexus.</p>	
Proposed Release (Feb/Jun/Nov/Minor)	To be confirmed.
Proposed Consultation Period	<input checked="" type="checkbox"/> 10 Working Days <input type="checkbox"/> 20 Working Days <input type="checkbox"/> 30 Working days Other:
Section A4: Benefits and Justification	
Benefit Description <i>What, if any, are the tangible benefits of introducing this change? What, if any, are the intangible benefits of introducing this change?</i>	Reverting UK Link Application functionality will eliminate the need for multiple system changes for User systems. Contact detail is maintained in UK Link systems for a variety of reasons. Eliminating erroneous rejections will enable optimal data to be available to consumers of this information.
Benefit Realisation <i>When are the benefits of the change likely to be realised?</i>	At implementation of this change.
Benefit Dependencies <i>Please detail any dependencies that would be outside the scope of the change, this could be reliance on another delivery, reliance on some other event that the projects has not got direct control of.</i>	None identified.
Section A5: Final Delivery Sub-Group (DSG) Recommendations	
<i>Until a final decision is achieved, please refer to section C of the form.</i>	
Final DSG Recommendation	Approve / Reject / Defer



DSG Recommended Release	Release X: Feb/Jun/Nov XX or Adhoc DD/MM/YYYY
Section A6: Funding	
Funding Classes	<input checked="" type="checkbox"/> Shipper 100% <input type="checkbox"/> National Grid Transmission 0% <input type="checkbox"/> Distribution Network Operator 0% <input type="checkbox"/> IGT 0%
Service Line(s)	DSC Service Area 3: Record, submit date in compliance with UNC
ROM or funding details	
Funding Comments	
Section A7: ChMC Recommendation	
Change Status	<input checked="" type="checkbox"/> Approve – Issue to DSG <input type="checkbox"/> Defer – Issue for review <input type="checkbox"/> Reject Approved, this change will proceed to DSG; this was the verdict from the ChMC meeting on 10 th October.
Industry Consultation	<input type="checkbox"/> 10 Working Days <input type="checkbox"/> 20 Working Days <input type="checkbox"/> 30 Working days Other:
Expected date of receipt for responses (to Xoserve)	XX/XX/XXXX
DSC Consultation	
Issued	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Date Issued	11/01/2019
Comms Ref(s)	2198.2 – RJ – ES
Number of Responses	3
Section A8: DSC Voting Outcome	
Solution Voting	<input checked="" type="checkbox"/> Shipper Approve <input type="checkbox"/> National Grid Transmission NA <input type="checkbox"/> Distribution Network Operator NA <input type="checkbox"/> IGT NA
Meeting Date	13/02/2019
Release Date	Minor Release – Exact Release TBC
Overall Outcome	Approved to be included in a Minor Release, and approval of the solution option (see section F)

Section C: DSC Change Proposal: DSG Discussion

(To be removed if no DSG Discussion is required; Xoserve to collate where DSG discussions occur)

Section C1: Delivery Sub-Group (DSG) Recommendations

DSG Summary

15th October 2018

The description of the change, and the change prioritisation was presented to DSG (slide 63). Prior to the Project Nexus Implementation Date, Shippers were able to submit, and have accepted, Contact Detail updates with the same effective date as the date on which the transaction was submitted to UK Link systems even where they were not processed on the day of receipt by the CDSP.

Following Nexus implementation such transactions have been rejected. This CP seeks to develop a solution that reverts the outcomes of such Shipper transactions to those experienced prior to Nexus.

It was agreed to make the following changes to Appendix One of the Change Proposal:

- This change does involve the processing of customer data
- There would be an impact to external systems, depending on the solution options presented

19th November 2018

DA presented slides 41 and 42 to DSG. DA presented the solution options and sought to obtain DSG advice for how Xoserve can better target the solution options by eliminating any inappropriate options.

The requirements DA talked through can be found on slide 41. Slide 42 indicates the following five solution options:

1. Do Nothing – Continue to reject records where the effective date = receipt date, and the file is received after published deadline. [Not Recommended]
2. Additional instances of contact batch processing.
3. Application amendment to allow Effective Date (ED) of contact as Processing Date -[X] Supply Point System Business Days.
4. Allow retrospective Effective Dates.
5. Application amendment to allow Effective Date (ED) of contact as Received Date.

DA indicated that Option 5 was his preferred solution option.

EL from EDF is the proposer for the Change and provided her opinion on the solution options presented by DA. Option 1 is not an option as it wouldn't satisfy EDF's requirement, and is therefore not feasible from a customer perspective. Option 2 would satisfy the requirements. EL was concerned by Option 3; she said that the processing date would need to be properly defined in order for the option to work, and questioned how Xoserve would validate it against the current supplier. EL stated that Option 4 would be riddled with validation issues. EL said that Option 5 seemed sensible.

JB from Npower expressed his support for Option 5. He suggested that if it proved complex to timestamp the file on, or soon after receipt, to use the file generation date in the header.

Outcome from DSG: DSG recommended Options 2 and 5 to progress for a High Level Solution Option Impact Assessment. Options 1, 3 and 4 were noted, but were not to be progressed.

21st January 2019

Megan Troth stated that after agreeing to Solution option 2, this change was first proposed for November 19 release however it was descoped for this Release and is now being proposed for a Minor Release. The Change Pack is currently out for Representation responses and internally it has been confirmed it can go as a Minor Release therefore we are hoping to get into the next Minor Release. Change Pack is open till 25th January.

Action: DSG to review the Change Pack which requests Industry support for the decision to go into a Minor Release

Capture Document / Requirements	N/A
DSG Recommendation	N/A
DSG Recommended Release	N/A

Section D: DSC Change Proposal High Level Solution Options

Section D1: Solution Options	
High Level summary options	
<p>Change Pack included below</p> <div style="text-align: center;">  <p>2198.2 - RJ - ES - Acceptance of Conta</p> </div>	
Implementation date for this solution option	Minor Release (Date TBC)
Xoserve preferred option; including rationale	Option 2: Validate the EFFECTIVE DATE with the RECEIVED DATE
DSG preferred solution option; including rationale	Option 2: Validate the EFFECTIVE DATE with the RECEIVED DATE
Consultation close out date	25/01/2019

Section E: Industry Reps (Solution Review)

Change Representation (to be completed by User and returned for response)

User Name:	Eleanor Laurence
User Contact:	Eleanor.laurence@edfenergy.com 07875 117771
Representation Status:	N/A
Representation Publication:	Publish
Representation:	We are fully supportive of delivery of this change as soon as possible
Target Release Date:	ASAP
Xoserve Response	Thank you for your comments.

Change Representation (to be completed by User and returned for response)

User Name:	SSE Energy Supply
User Contact:	Name: Mark Jones Email: mark.jones@sse.com Telephone: 07810 858716
Representation Status:	
Representation Publication:	Publish
Representation:	SSE is in support of Option 2
Target Release Date:	
Xoserve Response	Thank you for your comments

Change Representation (to be completed by User and returned for response)

User Name:	npower
User Contact:	Amie Charalambous Gas.Codes@npower.com 079172717163
Representation Status:	Support option 2
Representation Publication:	Publish
Representation:	
Target Release Date:	
Xoserve Response	Thank you for your comments.

Section F: DSC Change Proposal: Approved Solution Option

Section F1: Solution Option for XRN4777	
Option 2: Validate the EFFECTIVE DATE with the RECEIVED DATE	
Implementation date	Minor Release – Exact Release TBC
Approved by	Change Management Committee
Date of approval	13/02/2019

Change Management Committee (ChMC) Change Pack Summary

Communication Detail

Comm Reference:	2198.2 – RJ – ES 2. Solution Option
Comm Title:	XRN4777 - Acceptance of Contact details (CNC changes) – Inclusion within a Minor Release
Comm Date:	11/01/2019

Change Representation

Action Required:	For Representation – This consultation seeks affirmation of the Solution Option, and also seeks views from Users with respect to implementation approach.
Close Out Date:	25/01/2019

Change Detail

Xoserve Reference Number:	XRN4777
Change Class:	Functional Change
ChMC Constituency Impacted:	Shipper Users and Transporter Users
Change Owner:	David Addison David.Addison@xoserve.com 07428559800
Background and Context:	<p>Prior to the Project Nexus Implementation Date Shippers were able to submit, and have accepted, Contact Detail updates with the same effective date as the date on which the transaction was submitted to UK Link systems even where they were received after the published deadline in the UK Link Manual, including files not processed on the day of receipt by the CDSP. This Change Pack seeks to develop a solution that reverts the outcomes of Shipper notifications of amended Contact Details to those experienced prior to the Project Nexus Implementation Date.</p> <p>This communication is seeking confirmation of the solution option to be implemented. In line with the DSG preference, this Change Pack proposes implementation of Option 2.</p> <p>The scope of the November 19 UK Link Release has been finalised and this change is not included.</p> <p>As we recognise the User preference for this change to be implemented prior to or within the November 19 Release, we are assessing the use of a Minor Release for delivery of this change. Xoserve's assessment is that this change can be implemented without impact to Users but this Change Pack is inviting representations from Users to confirm this and assess if this change can be implemented within a Minor Release.</p>

Change Impact Assessment Dashboard (UK Link)

Functional:	Supply Point Administration
Non-Functional:	Batch Timings (Option 1 only)
Application:	SAP ISU
User:	Shippers & Transporters
Documentation:	N/A
Other:	N/A

Files				
File	Parent Record	Record	Data Attribute	Hierarchy or Format Agreed
CNC	N/A	All	All	H
EMC	N/A	All	All	H

Change Design Description

We have produced two key Solution Options for this change which are details below:

In line with the DSG preference, this Change Pack proposes implementation of Option 2.

Option 1 – Additional Job Instance:

Any records received after the batch has run (currently 1730hrs) will be processed on the next Supply Point System Business Day (SPSBD). Contact Details will be rejected where the effective date is prior to the processing date. This solution option proposes the introduction of an additional instance to process contact details on the same SPSBD. This batch will be executed at an agreed cut off time, after the existing job to take into account any late additional files sent.

This option is NOT recommended as existing large UK Link processes (UMR/UBR) are executed during the evening. There is a risk that some files may run over midnight into the next SPSBD which will result in rejection as they currently are.

Assumptions:

- New cut off time will be introduced.
- No Impacts to any external systems.
- Changes anticipated in CNC and EMC file.
- No market trials is needed.
- There could be an instance of large files which are required to be cleared.
- Efforts for the third party aren't included (Control M).

High Level Cost/Effort estimate: £20-25k

Option 2 – Validate the EFFECTIVE DATE with the RECEIVED DATE

This is to change the validation in the UK Link system where the application validation would need to compare received date (rather than the processing date) and the effective dates within the file (CNC and EMC). If the EFFECTIVE date is less than the RECEIVED date, then the record will get rejected as it was submitted retrospectively. Any deferral of processing should not impact whether the record was accepted or rejected.

This change will require that the file is timestamped at receipt, but this will not be at the UK Link gateway, so any cut-off time for receipt will need to be revised to ensure the file can progress into the UK Link estate sufficiently for the receipt date to be recorded. The proposed deadline will be circa

[2200hrs] so as not to clash with SPA deadlines.

Assumptions:

- CNC and EMC will be having this validation.
- No Impacts to any external systems.
- No market trials is needed
- No new additional batch job instance to be added for the files.
- A new deadline will need to be defined. This is proposed as 2200 hrs at present.

High Level Cost/Effort estimate: £25-30k

The above Solution Options were presented at DSG, Solution Option 2 was preferred.

The detailed High Level Solution Options paper can be found below:



XRN4777 - High Level Solution Option

We believe both Solution Options can be scoped for a Minor Release.

Associated Changes

Associated Change(s) and Title(s):	N/A
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DSG

Target DSG discussion date:	Solution Options presented at DSG on 15/10/2018.
Any further information:	Solution Option 2 was preferred by DSG members.

Implementation

Target Release:	Minor Release (Date TBC)
Status:	Baselining a solution and Release

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

Change Representation (to be completed by User and returned for response)

User Name:	Eleanor Laurence
User Contact:	Eleanor.laurence@edfenergy.com 07875 117771
Representation Status:	N/A
Representation Publication:	Publish
Representation:	We are fully supportive of delivery of this change as soon as possible
Target Release Date:	ASAP
Xoserve Response	Thank you for your comments.

Change Representation (to be completed by User and returned for response)

User Name:	SSE Energy Supply
User Contact:	Name: Mark Jones Email: mark.jones@sse.com Telephone: 07810 858716
Representation Status:	
Representation Publication:	Publish
Representation:	SSE is in support of Option 2
Target Release Date:	
Xoserve Response	Thank you for your comments

Change Representation (to be completed by User and returned for response)

User Name:	npower
User Contact:	Amie Charalambous Gas.Codes@npower.com 079172717163
Representation Status:	Support option 2
Representation Publication:	Publish
Representation:	
Target Release Date:	
Xoserve Response	Thank you for your comments.

Appendix 1

Change Prioritisation Variables

Xoserve uses the following variables set for each and every change within the Xoserve Change Register, to derive the indicative benefit prioritisation score, which will be used in conjunction with the perceived delivery effort to aid conversations at the DSC ChMC and DSC Delivery Sub Groups to prioritise changes into all future minor and major releases.

Change Driver Type	<input type="checkbox"/> CMA Order <input type="checkbox"/> MOD / Ofgem <input type="checkbox"/> EU Legislation <input type="checkbox"/> License Condition <input type="checkbox"/> BEIS <input checked="" type="checkbox"/> ChMC endorsed Change Proposal <input type="checkbox"/> SPAA Change Proposal <input type="checkbox"/> Additional or 3 rd Party Service Request <input type="checkbox"/> Other <i>(please provide details below)</i>
Please select the customer group(s) who would be impacted if the change is not delivered	<input checked="" type="checkbox"/> Shipper Impact <input type="checkbox"/> iGT Impact <input type="checkbox"/> Network Impact <input type="checkbox"/> Xoserve Impact <input type="checkbox"/> National Grid Transmission Impact
Associated Change reference Number(s)	N/A
Associated MOD Number(s)	N/A
Perceived delivery effort	<input type="checkbox"/> 0 – 30 <input type="checkbox"/> 30 – 60 <input checked="" type="checkbox"/> 60 – 100 <input type="checkbox"/> 100+ days
Does the project involve the processing of personal data? <i>'Any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier' – includes MPRNS.</i>	<input checked="" type="checkbox"/> Yes <i>(If yes please answer the next question)</i> <input type="checkbox"/> No
A Data Protection Impact Assessment (DPIA) will be required if the delivery of the change involves the processing of personal data in any of the following scenarios:	<input type="checkbox"/> New technology <input type="checkbox"/> Vulnerable customer data <input type="checkbox"/> Theft of Gas <input type="checkbox"/> Mass data <input type="checkbox"/> Xoserve employee data <input type="checkbox"/> Fundamental changes to Xoserve business <input checked="" type="checkbox"/> Other <i>(please provide details below)</i> Logging and processing of customer data <i>(If any of the above boxes have been selected then please contact The Data Protection Officer (Sally Hall) to complete the DPIA.</i>
Change Beneficiary <i>How many market participant or segments stand to benefit from the introduction of the change?</i>	<input type="checkbox"/> Multiple Market Participants <input type="checkbox"/> Multiple Market Group <input type="checkbox"/> All industry UK Gas Market participants <input type="checkbox"/> Xoserve Only <input checked="" type="checkbox"/> One Market Group <input type="checkbox"/> One Market Participant
Primary Impacted DSC Service Area	Service Area 1: Manage Supply Point Registrations
Number of Service Areas Impacted	<input type="checkbox"/> All <input type="checkbox"/> Five to Twenty <input checked="" type="checkbox"/> Two to Five <input type="checkbox"/> One
Change Improvement Scale? <i>How much work would be reduced for the customer if the change is implemented?</i>	<input type="checkbox"/> High <input checked="" type="checkbox"/> Medium <input type="checkbox"/> Low
Are any of the following at risk if the change is not delivered?	
<input type="checkbox"/> Safety of Supply at risk <input type="checkbox"/> Customer(s) incurring financial loss <input type="checkbox"/> Customer Switching at risk	
Are any of the following required if the change is delivered?	
<input type="checkbox"/> Customer System Changes Required <input type="checkbox"/> Customer Testing Likely Required <input checked="" type="checkbox"/> Customer Training Required	

Known Impact to Systems / Processes	
Primary Application impacted	<input type="checkbox"/> BW <input checked="" type="checkbox"/> ISU <input type="checkbox"/> CMS <input type="checkbox"/> AMT <input type="checkbox"/> EFT <input type="checkbox"/> IX <input type="checkbox"/> Gemini <input type="checkbox"/> Birst <input type="checkbox"/> Other <i>(please provide details below)</i>
Business Process Impact	<input type="checkbox"/> AQ <input checked="" type="checkbox"/> SPA <input type="checkbox"/> RGMA <input type="checkbox"/> Reads <input type="checkbox"/> Portal <input type="checkbox"/> Invoicing <input type="checkbox"/> Other <i>(please provide details below)</i>
Are there any known impacts to external services and/or systems as a result of delivery of this change?	<input checked="" type="checkbox"/> Yes <i>(please provide details below)</i> This will be identified during Capture. <input type="checkbox"/> No
Please select customer group(s) who would be impacted if the change is not delivered.	<input checked="" type="checkbox"/> Shipper impact <input type="checkbox"/> Network impact <input type="checkbox"/> iGT impact <input type="checkbox"/> Xoserve impact <input type="checkbox"/> National Grid Transmission Impact
Workaround currently in operation?	
Is there a Workaround in operation?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
If yes who is accountable for the workaround?	<input type="checkbox"/> Xoserve <input type="checkbox"/> External Customer <input type="checkbox"/> Both Xoserve and External Customer
What is the Frequency of the workaround?	
What is the lifespan for the workaround?	
What is the number of resource effort hours required to service workaround?	
What is the Complexity of the workaround?	<input type="checkbox"/> Low <i>(easy, repetitive, quick task, very little risk of human error)</i> <input type="checkbox"/> Medium <i>(moderate difficult, requires some form of offline calculation, possible risk of human error in determining outcome)</i> <input type="checkbox"/> High <i>(complicate task, time consuming, requires specialist resources, high risk of human error in determining outcome)</i>
Change Prioritisation Score	30%

Please send the completed forms to: box.xoserve.portfoliooffice@xoserve.com

Document Version History

Version	Status	Date	Author(s)	Summary of Changes
1	FA	01/10/18	EL	First Draft
2	FA	02/10/18	Heather Spensley	Appendix 1 added
3	With DSG	12/10/18	Xoserve	Notes from ChMC on 10 th October Added
4	With DSG	19/10/18	Xoserve	Notes from DSG on 15 th October added to section C
5	With DSG	22/11/18	Rachel Taggart	Notes from DSG on 19 th November added to section C
6	Out for Review	11/01/19	Xoserve	Solution Review Change Pack – January 2019
7	With DSG	30/01/19	Rachel	Notes from DSG on 21 st January 2019

			Taggart	added to section C
8	Approved	15/02/19	Richard Johnson	Solution option and release approved at ChMC on 13 th February
9	Approved	19/06/19	Richard Johnson	Design Change Pack and Reps added

Template Version History

Version	Status	Date	Author(s)	Summary of Changes
3.0	Approved	17/07/18	Emma Smith	Template approved at ChMC on 11 th July
4.0	Approved	07/09/18	Emma Smith	Minor wording amendments and additional customer group impact within Appendix 1