Business Requirements Document

Ofgem Switching Programme

Transition and Cutover Requirements Overview

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Contents

1 Introduction 3
1.1 Document Purpose 3
1.2 Related Documents 3
2 Executive Summary 4
2.1 Introduction to the Change 4
2.2 Change Background 4
2.3 Process Issues 4
2.4 Scope 5
3 Transition and Cutover Timeline 7
4 Business Requirements Definition 8
4.1 Supply Point Nominations 8
4.2 Supply Point Confirmations 9
4.3 Supplier Updates 10
4.4 Auto Confirmations / Forced Transporter Registrations 11
4.5 Shipper Withdrawals 11
4.6 Shipper Transfer Notifications 12
4.7 Shipper Transfer Meter Readings 12
4.8 Meter Asset Manager (MAM) Updates 13
4.9 Market Sector Code Updates 13
4.10 Other Meter Point Updates 13
4.11 RDP Smart Metering Updates 13
4.12 Gemini Updates 13
4.13 New UK Link Files/APIs 14
4.14 New UK Link Rejection Codes 15
4.15 Gas Enquiry Service Updates 16
5 Cutover Weekend Processing Impacts 17
6 Document Control 20
6.1 Version History 20

1 Introduction

1.1 Document Purpose

The purpose of this business requirements document (BRD) is to ensure that the high level business requirements associated with the transition and cutover phases of the switching programme changes have been captured, and to clearly specify these requirements to DSG to provide an understanding of the consequential change impacts required to support CSS go-live activities.

To provide adequate information to enable the industry to undertake analysis of the impacts to their systems and business processes. The contents refer to the business scope of the change and provide descriptions of the business requirements and the relevant implementation timelines.

1.2 Related Documents

The underlying source documents and further details about the Switching Programme can we found on Ofgem's website:

https://www.ofgem.gov.uk/energy-policy-and-regulation/policy-and-regulatory-programmes/switching-programme

2 Executive Summary

2.1 Introduction to the Change

This document defines the consequential changes that are required to be undertaken for the transition and cutover actives necessary to support the implementation of the new Central Switching Service.

The details contained within the document are based on the Ofgem switching programme E-2-E transition and implementation products along with the transition run book that have been produced to support faster and more reliable switching within the energy market and provide a high level view of the changes that will be required within Xoserve's systems to support.

2.2 Change Background

This change relates to the consequential changes to the gas Shipper / Supplier switching process required to support the wider Ofgem Switching Programme. This programme is an Ofgem initiative within a broader set of energy market reforms that aim to encourage consumers engagement with the energy market (especially switching), and to improve their experiences of doing so through a faster more reliable centralised set of industry processes.

The overarching ambition of the Switching Programme is to "improve customers' experience of switching, leading to greater engagement in the retail energy market by designing and implementing a new switching process that is reliable, fast and cost-effective. In turn this will build consumer confidence and facilitate competition, delivering better outcomes for consumers".

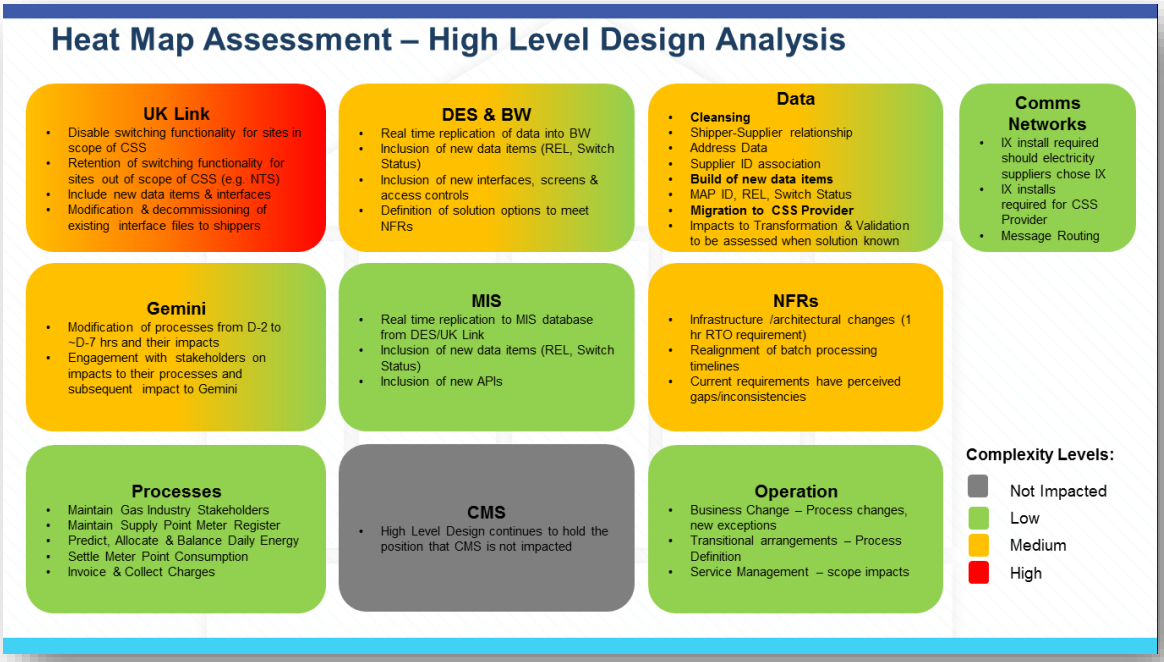
2.3 Process Issues

The implementation of the new central switching service leads to a number of consequential changes having to be made within UK Link, as summarised below:

- Moving to a Supplier led switching process via CSS and removing the Shipper led confirmation process within UK Link for in-scope Supply Meter Points
- Provision and capture of settlement parameters for an incoming Supplier registration from the incoming Shipper
- Stakeholder changes required to support new CSS processes
- Synchronisation of meter point and registration data between UK Link and CSS
- Capture of Meter Asset Provider details for all installed meters
- SPA data updates for Supply Meter Points

Below is a heat map which represents the areas of Xoserve that are impacted by the Ofgem Switching Programme. This provides a visual view of the scope and scale of change across the current CDSP value chain / processes. This has been updated to reflect the position at the end of the high level consequential design phase of the project.

The sections that are highlighted red within this heat map signify high complexity impact changes to his area; the yellow areas will create medium impact, minimal impacts have been identified within the green areas and grey indicates that no impact.



2.4 Scope

2.4.1 In Scope

The following areas are included with the scope of this requirements document:

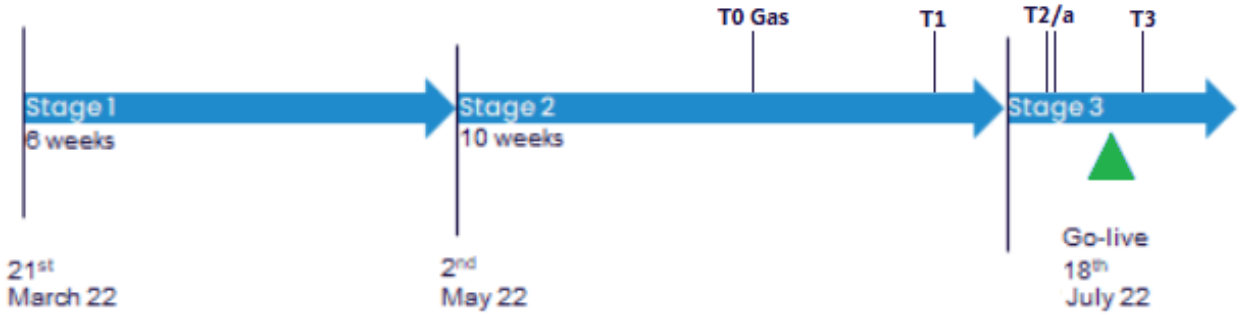
- Transition requirements relating to UK Link
- Cutover requirements relating to:
    - UK Link
    - Gemini
    - Data Enquiry Service
    - GES APIs
    - UK Link APIs

2.4.2 Out of Scope

Requirements relating to the following areas have been deemed as out of scope of this document:

- Any systems not mentioned above (including SwitchStream)
- Post implementation support activities
- Changes to any interfaces or interactions between Shippers and gas Suppliers as a result of the switching programme
- Any process being managed or maintained by the new CSS
- Any processes that are not impacted by the implementation of the new CSS
- Any other areas of change that are not a direct consequence of the new CSS implementation

3 Transition and Cutover Timeline



T Date	Proposed Date
T0 Gas	Monday 6 June 2022
T1	Monday 4 July 2022
T2a	Tuesday 12 July 2022
T2	Wednesday 13 July 2022
Go Live Date	Monday 18 July 2022
T3	Saturday 23 July 2022

4 Business Requirements Definition

The following sections of the document provide a summary of the requirements that related the transition and cutover activities associated to the implementation of the Ofgem Faster Switching Programme. They reflect the discussions that have taken place through the dedicated CSSC extraordinary DSG meetings and align to the agreed UK Link design changes contained with the relevant consequential change BRD.

4.1 Supply Point Nominations

4.1.1 Supply Point Nominations (NOM) can be submitted by Shippers throughout the CSS transition and cutover period.

4.1.2 Nomination referrals will continue as normal throughout this period.

4.1.3 No changes are being made to the validity period of nomination offers and the normal 6 month window will remain unchanged. If an offer is due to expire during the held registration period (between T1 and CSS go-live) the validity period will not be extended.

4.1.4 Nomination offers which are valid (within 6 months validity) and have not been confirmed prior to CSS go-live can be used post CSS go-live by submitting a BRN with the relevant Transportation Nomination Reference.

4.1.5 The following file format changes will be made live form the CSS go-live date

Record Name	Associated File Hierarchies	Change Summary
U70	NOM, NMR & NRF	Optionality changes made to POSTCODE_OUTCODE and POSTCODE_INCODE fields to make optional
U72	NOM, NMR & NRF	Optionality changes made to POSTCODE_OUTCODE and POSTCODE_INCODE fields to make optional
S59	NMR	Optionality changes made to WITHDRAWAL_STATUS fields to make optional
S64	NMR & NRF	Optionality changes made to WITHDRAWAL_STATUS fields to make optional
S69	NOM, NMR & NRF	Optionality changes made to POSTCODE_OUTCODE and POSTCODE_INCODE fields to make optional

4.1.6 In addition, the new Nomination Enquiry API will also be available from the CSS go-live date.

4.2 Supply Point Confirmations

4.2.1 Shippers can continue to submit confirmation requests (CNF with either an S38 or S42 record) into UK Link during the transition period. This is providing that the requested effective from date is not after the CSS go-live date, unless the meter point is deemed as being out of scope of the new CSS switching process then these can continue to be submitted as normal throughout this period.

4.2.2 Confirmation requests (CNF with either an S38 or S42 record) received with an effective date after the CSS go-live date of the 18th July 2022 will be rejected. Following the last confirmation batch run on the 6th June 2022 (around 23:00 hrs) this will be issued as the new CSS00001 (Confirmation cannot be submitted for CSS sites) rejection code in the S72 rejection record, prior to this the standard rejection reason of CNF00015 (Confirmation effective date is greater than maximum notice period) will be returned.

4.2.3 Please note that no changes are being made to the current maximum and minimum confirmation periods for the CNF file.

4.2.4 The last date for the submission of a confirmation request where there is a change of Shipper and/or Supplier will align to the Switching Programme T1 date of 4th July 2022. The last confirmation batch run will be around 23:00 hrs and any received after this date will be rejected and the new rejection code CSS00001 (Confirmation cannot be submitted for CSS sites) will be returned in the S72 rejection record.

4.2.5 The last date for the submission of a confirmation request relating to an initial confirmation (e.g. for a new connection) or a re-confirmation (where there is no change in Shipper or Supplier) will align to the Switching Programme T2a date of 12th July 2022. The last confirmation batch run will be around 23:00 hrs and any received after this date will be rejected and the new rejection code CSS00001 (Confirmation cannot be submitted for CSS sites) will be returned in the S72 rejection record.

4.2.6 From the above-mentioned transition dates and the CSS go-live date of 18th July 2022, confirmation requests (CNF) should only be submitted for meter points not within the scope of the new CSS switching process. Any incorrectly received will be rejected and the new rejection code CSS00001 (Confirmation cannot be submitted for CSS sites).

4.2.7 Confirmation cancellation requests (CNF / T05) can be submitted as normal subject to the current processing rules, but the final data of processing will be the Switching Programme T2a milestone date of the 13th July 2022 with the final batch run being around 23:00 hrs.

4.2.8 The incumbent/losing Shipper can continue to object to a transfer of ownership as normal via the WAO file and no changes are being made to the objection window. The last processing date of an objection (request or objection cancellation) will align to the Switching Programme T2 date of the 13th July and the final batch run being around 23:00 hrs. Any objection requests received after this point will be rejected and the new rejection code of CSS00003 (Withdrawal request or objection cannot be submitted for CSS sites) will be returned on the S72 record.

4.2.9 Post CSS go-live date of the 18th July 2022 all Shipper/Supplier transfers, initial registration requests and reconfirmations will need to be submitted via the new CSS registration processes.

4.3 Supplier Updates

4.3.1 Where the current registered Shipper requests a Supplier update via the GEA / S96 these will only be accepted up to the Switching Programme T2 date of the 13th July, with the last batch run being around 19:00 hrs. Any requests received after this date will be rejected (unless they related to a non-CSS meter point) with the new rejection code of CSS00002 (Supplier change cannot be submitted for CSS sites via GEA process). GEA requests to update SMSO and ASP will continue throughout the transition period and are unaffected by CSS process

4.3.2 Any pending change of Supplier updates are recorded in UK Link with an effective date greater than the CSS go-live date of the 18th July 2022 will be removed from the system on the morning of 14th July and will not take place in UK Link or CSS. Where required, a notification will be issued to the registered Shipper via email that this activity has been undertaken on a Supply Meter Point in their ownership.

4.3.3 Please note that no automated rejection is being built in UK Link to reject any Supplier updates received prior to the Switching Programme T2 date of the 13th July with a requested effective from date greater than the 18th July 2022. However, these will be removed from the system in line with 4.3.2.

4.3.4 Post CSS go-live all supplier updates will need to be requested via the new CSS switching processes.

4.4 Auto Confirmations / Forced Transporter Registrations

4.4.1 The processing of auto confirmation will be paused from the Switching Programme T2a date of 12th July 2022 and the new forced transporter initial registrations will commence from the CSS go-live date of the 18th July 2022.

4.4.2 The triggers for forced registrations will continue during this period and the SWN file will continue to be issued to the relevant shipper.

4.4.3 A change will be applied to the SWN file around the planned effective date logic used to calculate this date. From the 30th June this will be changed to align to the shorted registration period of at least 2 calendar days that will be used post CSS go-live.

4.5 Shipper Withdrawals

4.5.1 The last submission date that a Shipper can submit a withdrawal request (WAO / S39) is on the Switching Programme T2 date of the 13th July 2022. If submitted on 13th July and the site is in a withdrawable state (i.e. meter point is isolated, dead or extinct or for an ECO), then shipper confirmation will end as normal on 17th July 2022 and the standard notifications will be issued. However, if the withdrawal request did not meet the criteria to end date the contract, then the pending withdrawal request will be cancelled in UK Link on the 14th July and not take effect.

4.5.2 Please note that no notifications will be sent to the shippers for the above cancelled withdrawals.

4.5.3 Where a withdrawal request is received (other than for a non-CSS meter point) after the final processing date at around 23:00 hrs on the 13th July 2022, then the request will be rejected and the new rejection code of CSS00003 (Withdrawal request or objection cannot be submitted for CSS sites) will be returned on the S72 record.

4.5.4 Any withdrawal request not fully processed in UK Link by the cut-off point will need to be requested by the registered Supplier via the new CSS registration deactivation process post CSS go-live on the 18th July 2022.

4.5.5 The following file format changes will be made live from the CSS go-live date

Record Name	Associated File Hierarchies	Change Summary
S11	WOR	New OUTCOME_CODE value (CN) added to support erroneous confirmation withdrawal requests

4.6 Shipper Transfer Notifications

4.6.1 The current notifications provided to Shippers via the TRF, MRI and DCF files will continue as normal during the transition period and these files (for CSS meter points) will be two business days before the CSS go-live date. Therefore, the final run of these files will commence at around 08:30 hrs on the 14th July.

4.7 Shipper Transfer Meter Readings

4.7.1 The changes to the transfer read submission rules will take effect from the CSS go-live date of the 18th July.

4.7.2 If the confirmation effective date is on or before the CSS go-Live date and a transfer reading is received before the go-live date, then the current rules are applicable i.e. D-5 and D+5 (business days) opening read window.

4.7.3 If the confirmation effective date is on or before the CSS go-Live date and transfer reading is received after the go-live date, then the new rules are applicable i.e. new transfer read window of D to D+10 (business days).

4.7.4 The inner tolerance validation will not be applied to a transfer reading (or the reading provided that would be used to generate an estimated transfer reading) submitted within the read submission window by the gaining Shipper on or after the CSS go-live date. Please note that this rule is applicable for class 3 & 4 sites only.

4.7.5 Where a RGMA transaction is submitted on or after the CSS go-live date for an activity period pre-CSS or post-CSS these will follow the new read rules.

4.7.6 Where a RGMA transaction is submitted before CSS go-Live for an activity period pre-CSS these will continue to follow existing read rules.

4.7.7 Where a RGMA transaction is submitted with an appointment date equal to the registration effective date this will be used to fulfil the transfer reading.

Where the appointment date is within the transfer window i.e. D+1 to D+10 this will trigger the estimation of all prior outstanding transfer readings.

4.8 Meter Asset Manager (MAM) Updates

4.8.1 MAM updates can be submitted by Shippers throughout the transition and cutover period. Where these are received between the 14th and 17th July 2022 they will still be processed by UK Link but will not be synchronised to CSS until the 18th July 2022 following the first batch run at around 12:00 hrs.

4.9 Market Sector Code Updates

4.9.1 All Market Sector Code updates must be received by UK Link (either via the MSI or RGMA flow) on the Switching Programme T2 date of the 13th July 2022.

4.9.2 Any updates received via MSI files after the final batch run on this date, at around 17:00 hrs, will be rejected and the new rejection code of CSS00004 (MSI cannot be submitted for CSS sites) will be returned on the S72 record.

4.9.3 Any Market Sector Code updates received via a RGMA transaction after the final batch run on this date, at around 19:40 hrs, will not be recorded in UK Link. Please note that the other details provided will be processed as normal.

4.10 Other Meter Point Updates

4.10.1 Other meter point updates, such as address amendments, LDZ changes, etc can continue to be submitted throughout the transition and cutover period.

4.10.2 Metering activities, such as RGMA transactions and cyclical meter reading can continue to be submitted as normal throughout the transition and cutover period.

4.11 RDP Smart Metering Updates

4.11.1 The final updates of information to the Smart DSP will be provided following completion of the cutover activities in UK Link, and the final XDO file will be sent during the evening of the 17th / morning of the 18th July 2022.

4.12 Gemini Updates

4.12.1 Prior to the cutover weekend the daily UK Link to Gemini updates will continue as normal and will be provided on D-2 of the changes becoming effective. The final updates will be issued to Gemini on the 16th July 2022, two days before CSS go-live.

4.12.2 The first UK Link to Gemini updates will be provided on the evening of the 18th July and will become effective the following day. They will then continue to be provided daily on D-1.

4.13 New UK Link Files/APIs

4.13.1 The new files that are being introduced as part of the new CSS switching process will only be effective from the CSS go-live date of the 18th July 2022. These are the BRN, BRR, ASN and TMC files.

4.13.2 The new APIs that are being introduced as part of the new CSS switching process will only be accepted from the CSS go-live date of the 18th July 2022.

4.13.3 The submission of the new BRN files in to UK Link should be staggered to align to the release of the associated held registrations to CSS and therefore Shippers should not submit all BRN files/APIs associated to held CSS registrations in one batch on the go-live date.

4.13.4 The following is a summary of the new file formats that will be made live form the CSS go-live date

New File Name	New File Summary
BRN	New inbound shipper record for the provision of settlement data in relation to a new/pending CSS registration
BRR	New outbound response file for the BRN
ASN	New outbound shipper notification to confirm the settlement data that has been associated to a pending CSS registration
TMC	New outbound shipper notification that combines the existing TRF and MRI files into a new single file

4.13.5 Following the implementation of CSS the following files are not expected to be sent/received for Supply Meter Points in scope of the new CSS switching process

File Name	File Record	Direction	Comments
CNF	S38 / S42 / T05	Inbound	CFR rejections would be issued if CNF incorrectly received
CFR	S07 / T07 / S10	Outbound	CFR rejection records would be issued if CNF incorrectly received
DCF	S08 / S63	Outbound	No longer issued for CSS meter points

File Name	File Record	Direction	Comments
TRF	S15 / S08 / S88 / S63	Outbound	Replaced by the new TMC file
MRI	U06 / N90	Outbound	Replaced by the new TMC file
MSI	T73	Inbound	MSO rejections would be issued if MSI incorrectly received
WAO	S40 / S41 / S54 / S73 / S74	Inbound	WOR rejections would be issued if WAO incorrectly received
WOR	S12 / S13 / S14 / S26 / S30 / S65	Outbound	No longer issued for CSS meter points

4.14 New UK Link Rejection Codes

4.14.1 As described in the sections above, several new rejection codes will be implemented during the transition phases of CSS implementation. A summary of these is below.

New Rejection Code	Rejection Description	Impacted File	Response File	Earliest Generation Date	
CSS00001	Confirmation cannot be submitted for CSS sites	CNF	CFR	T0	07/06/2022
CSS00002	Supplier change cannot be submitted for CSS sites via GEA process	GEA	GEO	T2	14/07/2022
CSS00003	Withdrawal request or objection cannot be submitted for CSS sites	WAO	WOR	T2	14/07/2022
CSS00004	MSI cannot be submitted for CSS sites	MSI	MSO	T2	14/07/2022
CSS00005	Shipper Supplier combination provided is not valid	IMC / IMA	IMR / IME	Go-Live	18/07/2022
BRN00001	BRN was previously cancelled or has expired	BRN	BRR	Go-Live	18/07/2022
BRN00002	BRN Reference number does not exist	BRN	BRR	Go-Live	18/07/2022

New Rejection Code	Rejection Description	Impacted File	Response File	Earliest Generation Date	
BRN00003	BRN cannot be submitted for Non-CSS sites	BRN	BRR	Go-Live	18/07/2022

4.15 Gas Enquiry Service Updates

4.15.1 The required updates to the Gas Enquiry Service will be implemented for the start of the 18th July 2022. This will include providing access to the new REL address search screen functionality and CSS Switching Data

4.15.2 The updated version for the Supply Point Switching API will commence from the CSS go-live date. Prior to this the current version can continue to be used.

5 Cutover Weekend Processing Impacts

5.1.1 To support the implementation of the core consequential changes within UK Link, an implementation window between 17:00 & 22:00 hrs is planned on the evening before CSS go-live. This means that any normal batch processing activities that happen during this time will be impacted. The following changes will be made to the batch schedule.

Batch Window	File Type	Source	Destination	Final File Submission time (Sunday)	Last File Processing / Sent Time (Sunday)	Processing Comments
17:00-18:00	SCR	SAP IS-U	Shipper		Post 22:00	SCR response will be sent earlier as part of 16:00 Adhoc run. Also, a catchup will be done at 22:00 hrs after maintenance window for the left-out files Hence, there can be responses received after 23:00
17:00-18:00	SPC	Shipper	SAP IS-U	14:00	2 Adhoc runs 16:00, 22:00	Shippers to submit SPC files before 14:00. A catchup will be done after 22:00 hrs after maintenance window for the left out files Please note that the file will be processed with the new rules D-1 alignment for the Gemini Entry
17:00-18:00	WAO	Shipper	SAP IS-U	20:15	23:15	Based on CSSC Transition Rules WAO for CSS Sites will be accepted only till Wednesday 8:15PM as the last job that run for the day is 11:15 PM. Eco rules sent on Thursday
17:00-18:00	WOR	SAP IS-U	Shipper	20:15	23:15	The WOR response for CSS Sites will be sent for files sent between 17:00 to 22:00 hr after 23:15. Eco rules sent on Thursday
17:00-18:00	PMN	SAP IS-U	Network		16:30 Adhoc Run	PMN files will be sent before the maintenance Window and estimate of that is anytime between 16:00 to 17:00 hrs
17:00-18:00	PRN	SAP IS-U	Shipper		16:30 Adhoc Run	PRN files will be sent before the maintenance Window and estimate of that is anytime between 16:00 to 17:00 hrs
17:00-18:00	RAT	SAP IS-U	Shipper		16:30 Adhoc Run	RAT files will be sent before the maintenance Window and estimate of that is anytime between 16:00 to 17:00 hrs

Batch Window	File Type	Source	Destination	Final File Submission time (Sunday)	Last File Processing / Sent Time (Sunday)	Processing Comments
18:00-19:00	CRF	SAP IS-U	Shipper		Processed Next day	If capacity referrals are present the it will be sent the next day
18:00-19:00	DXI	DCC	SAP IS-U		Processed Next day	There will be a delay in receiving response and it will be processed next day
18:00-19:00	DXI	DCC	SAP IS-U		Processed Next day	There will be a delay in receiving response and it will be processed next day
18:00-19:00	MID	Shipper	SAP IS-U	13:00	16:00 Adhoc	MID files will be processed early estimated at 16:00 hrs before the maintenance window. Any file received post that will be processed the next day scheduled run
18:00-19:00	MIO	SAP IS-U	Shipper		16:00	MIO response of MID will be sent early
19:00-20:00	DRS	SAP IS-U	Shipper		13:00	DRS response files will be sent around 13:00 and the next set of DRS will be sent only during the next day run
19:00-20:00	IGR	SAP IS-U	IGTs		No Run	IGR files will not be sent on Sunday and will not be processed till the next day
19:00-20:00	JOB	Shipper	SAP IS-U	10:00	Post 12:40	Any JOB files sent after 10:00 will not be processed till the next day
19:00-20:00	JRS	SAP IS-U	Shipper		Post 12:40	The JRS response file will not be sent after 12:40 and the next JRS will be sent as part of the next day schedule run
19:00-20:00	CDN	Shipper/GT/ IGT	SAP IS-U	10:00	Post 12:40	The CDN files sent after 12:00 PM will not be processed till the next day
19:00-20:00	CDR	SAP IS-U	Shipper/GT/ IGT		Post 12:40	The CDR response file will not be sent post 12:40 and next CDR will be sent as part of the next day schedule run
19:00-20:00	PAC	SAP IS-U	Shipper		Post 12:40	The PAC response file will not be sent after 12:40 and next PAC will be sent as part of the next day schedule run
19:00-20:00	UPD	Shipper	SAP IS-U	10:00	Post 12:40	The UPD files sent after 10:00 AM will not be processed till the next day
19:00-20:00	UPR	SAP IS-U	Shipper		Post 12:40	The UPR response file will not be sent after 12:40 and next UPR will be sent as part of the next day schedule run
19:00-20:00	CDJ	SAP IS-U	Shipper		Post 12:40	The CDJ response file will not be sent after 12:40 and next

Batch Window	File Type	Source	Destination	Final File Submission time (Sunday)	Last File Processing / Sent Time (Sunday)	Processing Comments
						CDJ will be sent as part of the next day schedule run
20:00-21:00	MIN	SAP IS-U	Shipper		Post 22:00	MIN file will be sent late and catch up will be done after the implementation Window i.e. 22:00 hrs.
21:00-22:00	CGI	SAP IS-U	GTs/IGTs		Adhoc 22:00	CGI file will be sent with a delay to IGTs which is after the maintenance window during catch up after 22:00
18:00-19:00	UBR	SAO IS-U	SAP IS-U	UBR file will not be processed on Sunday		Files Submitted on Sunday will be processed the next day (Monday)
18:00-19:00	UMR	Shipper	SAP IS-U	UMR file will not be processed on Sunday		Files Submitted on Sunday will be processed the next day (Monday)
18:00-19:00	RD1	MRA	SAP IS-U	RD1 file will not be processed on Sunday		Files Submitted on Sunday will be processed the next day (Monday)
20:00-21:00	SFN	Shipper	SAP IS-U		15:00	SFN file will be processed late and catch up will be done after the implementation Window i.e. 22:00 hrs.
20:00-21:00	SFR	SAP IS-U	Shipper			SFR file will be sent late as catch up will be done after the implementation Window i.e. 22:00 hrs.

6 Document Control

6.1 Version History

Version	Status	Date	Author(s)	Summary of Changes
0.1	Initial Draft	April 2022	Xoserve	N/A
0.2	Draft	April 2022	Xoserve	Template update
1.0	Approved	April 2022	Xoserve	Approved
2.0	Approved	April 2022	Xoserve	Template update