Detailed Design Change Pack

# Communication Detail

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| Comm Reference: | 3087.2 - RT - PO |
| Comm Title: | XRN5556.B - Contact Management Service (CMS) Rebuild Version 1.1: Duplicate Meter Points (DUP) Process |
| Comm Date: | 12/09/2022 |

# Change Representation

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| Action Required: | For Representation  |
| Close Out Date: | 27/09/2022 |

# Change Detail

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| Xoserve Reference Number:  | **XRN5556.B** |
| Change Class: | Functional System |
| \*ChMC Constituency Impacted: | Shipper All ClassesDistribution Networks (DNs)Independent Gas Transporters (IGTs) |
| Change Owner:  | James BarlowJames.Barlow@xoserve.com |
| Background and Context: | **What is the CMS Rebuild?** The current CMS system provides the ability for DSC Customers to query and update the data within their own portfolio. It is an ageing system that needs to be updated to cater for new ways of working and make it easier for customers to use. An extensive study was carried out with CMS users to understand their current pain points, requirements for a new version of CMS, and where possible business process improvements.**CMS Rebuild Delivery**CMS is being re-built using a family of methods and practices for flexible product delivery, called Agile. One of the key principles of this approach is to “satisfy the customer through early and continuous delivery of valuable solutions”.The project will develop and test small parts of the product every few weeks, which can then be demonstrated to users during the customer focus groups, allowing early and frequent feedback. These small deliveries will be grouped into releases and a change pack will be issued per release. Customer focus groups will continue the customer engagement and will allow users to feed into the delivery of the new solution and demo the latest developments in the Alpha Trials environment. If you would like to register for future sessions, please use this [link](https://www.eventbrite.co.uk/e/cms-rebuild-focus-groups-registration-302607797067). All minutes from these sessions will be published on the [CMS Rebuild Page](https://www.xoserve.com/products-services/data-products/contact-management-service-cms/cms-rebuild-product/).To support customers in learning and adopting the system and processes, we have launched ‘Alpha Trials’ in July to customer focus group attendees. This provides the trialists access to a test environment where they can try out the system and gain familiarity with new functionality and processes. Alpha Trials will also enable the CDSP to obtain real-time feedback from customers on the solution. Further training on the new CMS solution and processes will be provided prior to go live.CMS Rebuild Version 1 is expected to launch in October 2022 with the Shipper Raised Meter Number Creation (MNC) and the Supplier Theft of Gas processes. This change pack will cover the changes for CMS Version 1.1.**CMS Rebuild Version 1.1 Scope**In consultation with the customer focus group, it is proposed that the following process will be delivered in version 1.1:1. Duplicate Meter Point Reference Numbers (MPRNs) for one Supply Meter Point (SMP)

We are targeting to release version 1.1 in December 2022. |

# Change Impact Assessment Dashboard (UK Link)

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| Functional:  | The existing Duplicate (DUP) Meter Point Reference Number process will be moved to the new version of Contact Management Service (CMS) |
| Non-Functional:  |  |
| Application:  | New Contact Management Service (CMS) |
| User(s):  | Shipper All ClassesDistribution Networks (DNs)Independent Gas Transporters (IGTs) |
| Documentation:  | None |
| Other:  | None  |

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| Files  |
| File  | Parent Record  | Record  | Data Attribute  | Hierarchy or Format Agreed  |
| None | None | None | None | None |

# Change Design Description

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| **Duplicate Meter Point Reference Numbers (MPRNs) for one Supply Meter Point (SMP**) **Process Overview:**Currently a Shipper, Distribution Network (DN) or Independent Gas Transporter (IGT) can raise a contact (using the existing version of CMS) to the Central Data Service Provider (CDSP) to request to remove a Meter Point Reference Number from UK Link as there is another MPRN identifying the same Supply Meter Point. There are circa 1,440 Duplicate MPRN contacts raised per year.**Reason for Change:**Resolve pain points identified within the current process, including:The existing version of CMS doesn’t have functionality to cater for some common scenarios for duplicate contacts, for example:* If the duplicate MPRN (the MPRN to remove) has a live Shipper and was not raised by the live shipper
* If the duplicate MPRN contact is within an IGT portfolio and was raised by a Shipper
* If stakeholder communication is required to resolve a contact.

In these three scenarios the contact can’t be managed within CMS, instead stakeholders need to contact each other outside of CMS (emails/phone calls) and agree the MPRN is a duplicate. This off-line communication can cause long delays to resolving contacts, or in some cases prevent the duplicate from being removed. It also makes it difficult to track the progress of the duplicate contact.**New Process:**The new business process for Duplicate MPRNs can be found [here](https://umbraco.xoserve.com/media/43621/xrn5556b-contact-management-service-cms-rebuild-version-11-duplicate-meter-point-reference-number-business-process.pdf). This process includes some screen mock-ups, please note these screens have been shared to provide early sight of what the new CMS user interface may look like and, as such, are currently in development and subject to change. See below for a summary of the process:* A single Duplicate MPRN contact can be raised via the CMS Rebuild user interface. When submitted there will be a pop-up window to show if the contact was logged, displaying the CRN, otherwise it will show the rejection reason.
* The Duplicate MPRN contact can then be investigated, this may involve:
	+ Data Clarifications (DCs): a question raised by CDSP agent to either the originator or a stakeholder (see below for more information).
	+ Contact Originator (CO): a question raised by CDSP agent, or a stakeholder who did not raise the contact, to the person who raised the contact.
	+ Configuration Change (CC): a request from the CDSP agent to the Shipper (which can either be the contact originator or a stakeholder) to withdraw ownership of the supply point and/or remove the meter, so that the Meter Point can be set to extinct, and any financial adjustments triggered.
* For more information about when CCs and DCs can be raised see the table below:
* When the contact is resolved an alert will be displayed in the notifications area, and if selected the contact history will be displayed. There will also be an option to search for a contact using the CRN. In future releases the alert functionality will be expanded, for example to include an alert when a DC has been sent to you or responded to.

This process does not require file upload/downloads. In a future CMS release the ability to upload a file of Duplicate MPRN Contacts will be included. A training pack will be provided in line with the release for the new Duplicate MPRN Process, along with standard help and FAQs that will be published on the CMS Webpage.The new version of CMS will make system/process improvements to increase transparency, reduce customer effort, increase collaboration, and remove barriers to the investigation and resolution of the contact with the introduction of the following functionality:* **Transparency:** The full history of a contact can be seen within one screen, including Current Status, Configuration Change (CC) requests/responses, Data Clarification (DC) requests/responses, Contact Originator (CO) requests/responses, and update dates and times.
* **Transparency:** The detail (where relevant) of the contact can be viewed by all stakeholders involved in the contact
* **Reduction of customer effort:** Any stakeholder that identifies a duplicate scenario can log the contact.
* **Reduction of customer effort:** Where the duplicate MPRN is within the portfolio of a stakeholder other than the raising stakeholder, the new version of CMS will provide functionality to refer the contact to the relevant stakeholder to review / approve / dispute.
* **Increased systemised collaboration:** Where a stakeholder receives a referral (DC or CC), they can directly communicate with the originator via the Contact Originator (CO) functionality.

**Transition:**A cut-off date will be communicated where Duplicate MPRN Contacts should no longer be raised via the existing version of CMS, and instead raised in the new version of CMS.For the avoidance of doubt there will be no data migration, any contacts in progress before the cut-over date will continue to be progressed to resolution in the existing version of CMS.**Accessing the new Version of CMS:**Please refer to July’s Change pack which provides an overview of the new version of CMS, including account creation, system availability and dual running. |

# Associated Changes

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| Associated Change(s) and Title(s): | Contact Management Service (CMS) Rebuild Release 1 and Shipper Meter Number Creation (MNC) v1.0. |

# DSG

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| Target DSG discussion date: | 20/09/2022 |
| Any further information: | None |

# Implementation

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| Target Release: | Q4 2022 (targeting December 2022) |
| Status: | For approval |

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

Industry Response Detailed Design Review

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: | Northern Gas Networks |
| Name: | Ben Mulcahy |
| Email: | bmulcahy@northerngas.co.uk |
| Telephone: | 07548107181 |
| Representation Status: | Support |
| Representation Publication: | Publish |
| Representation Comments: | Northern Gas Networks support the principle of improving functionalities, such as the DUP process, to address existing pain points that prove barriers to the efficient resolution of issues such as duplicate MPRNs.Given that a cut-off date is intended where no new DUP Contacts can be raised via the existing version, we would request that all training materials, FAQs etc. referred to in the Change Design Description, as well as the timelines to delivery are clearly communicated with plentiful notice to enable a smooth changeover.We would also request that sufficient dedicated customer support is made available at the time of the transition. |

# Xoserve’ s Response

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| Xoserve Response to Organisations Comments: | Thank you for your response and support of the design. In terms of training, we will issue training and launch details closer to the implementation date as the lower-level details are firmed up. We will also be setting up drop-in triage session for each new CMS version so that customers have the opportunity to discuss any queries and/or raise any questions.The release date, itself, is due to be firmed up in the next two to three weeks, once this is done the dates for the sessions can be published. For latest updates please refer to the CMS Rebuild web page. |

Please send the completed representation response to uklink@xoserve.com

Change Management Committee Outcome

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| Change Status: | [x]  Approve | [ ]  Reject | [ ]  Defer |
| Industry Consultation: | [x]  10 Working Days | [ ]  15 Working Days |
| [ ]  20 Working Days | [ ]  Other [Specify Here] |
| DSC Consultation Issue: | [x]  Yes | [ ]  No |
| Date Issued: | 12/09/2022 |
| Comms Ref(s): | 3087.2 - RT - PO |
| Number of Responses: | 1 approval |
| Solution Voting: | [x]  Shipper | Approve |
| [ ]  National Grid Transmission | Please select. |
| [x]  Distribution Network Operator | Approve |
| [x]  IGT | Approve |
| Meeting Date: | 12/10/2022 |
| Release Date: | Release: Adhoc Proposed December 2022 |

Please send the completed representation response to uklink@xoserve.com

Version Control

# Document

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| Version | Status | Date | Author(s) | Remarks |
| Version 1.0 | Issued | 12.09.2022 | Laura Poole  |  |
| V2.0 | Approved  | 18/10/2022 | Rachel Taggart | Updated with the outcome from ChMC on 12/10/2022 |