

CMS REBUILD CUSTOMER FOCUS GROUP 09/08

Agenda

- Recap of previous sessions and actions
- Progress and Delivery Updates
- Alpha Trials Updates
- LSO Activities - MNC & SUT

TERMS OF REFERENCE (TOR)

Frequency

Monthly 1- 2 hours long & Email Communication

Purpose

- Stakeholder engagement forum for the product
- Update on decisions taken
- Update on progress of delivery of product into service
- Opportunity for demonstrations, seeking feedback

Roles and Responsibilities

- Discuss and propose ways forward for any escalations brought to the group
- Ensure product is fit for purpose
- Identification of any customer impact
- Agree where Change Packs will be produced

Inputs

- Latest view of high level release plans
- Update on preparations for transition into service
- Demonstrations / PoC / Wireframes of product design dependent on design stage
- Email Communication for initial discussions
- AOB and actions

Outputs

- Meeting Minutes & Actions
- Escalations
- Feedback on product demonstrations and approach
- Requirement confirmation
- Change Pack Identification

Attendees

- Correl CMS Rebuild Team - Jo Williams, Richard Creswell
- Xoserve representatives
- Industry Representatives

DELIVERY UPDATES

•The CMS Rebuild Team are still on track for V1 in October and are currently developing the Supplier Theft of Gas (SUT) process to be delivered alongside the MNC process. Address amendments (ADD) is no longer in V1 but duplicates (DUP) will be delivered shortly after MNC/SUT.

.Change Packs were issued in July, which are due to be closing out shortly.

•As a brand new solution, MNC will be delivered as a soft launch to the Customer Focus Group attendees at the beginning of October [target 10th October] and to all customers on [19th October]. SUT will be implemented a few days later [26th October].

.We are liaising with the Training Team to produce the Training materials that will assist with the official launch.

What will this mean to you?

You will be able to trial out the new solution live prior to the official launch on [19th October]

LSO READINESS

We previously mentioned that we will be writing out to all LSOs shortly to request some information on the current users of CMS in their organisation. This will be For MNC and SUT processes only. This will assist us with User Creation for Beta Trials (External UAT) and Go live. We will be asking for:

- First Name
- Second Name
- Email address
- Current CMS Username
- Job Role
- SSCs that user can raise log Contacts for (Parent/child orgs)
- Level (LSOs)
- Supervisor (Y/N)
- Agent (Y/N)

What will this mean to you?

There will be a spreadsheet issued to all LSOs to obtain this information. We are asking for this information to be provided to use by 21st August 2022. Where there are multiple LSOs, only one sheet per organisation is required.

For MNC and SUT processes only

ALPHA TRIALS

What is it?

As our Customer Focus Group attendees you will be given early access to a sandbox environment (if you would like it), where you will be able to see the latest development of the solution and test the latest functionality.

Updates and Progress ?

- 10 Contacts have been raised so far
- A couple of customer firewall and whitelisting issues have been identified
- No bugs have been identified

What are the next steps?

- Our post code address look up tool is currently being built and this will be deployed in shortly
- comms will be issued prior to it's deployment