Detailed Design Change Pack

# Communication Detail

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| Comm Reference: | 3221.2 – VO – PO |
| Comm Title: | XRN5556H - Contact Management Service (CMS) Rebuild – v1.7 – Detailed Design Update |
| Comm Date: | 18/09/2023 |

**Change Representation**

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| Action Required: | For Representation |
| Close Out Date: | 02/10/2023 |

# Change Detail

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| Xoserve Reference Number: | [XRN5556.H](https://www.xoserve.com/change/customer-change-register/xrn5556h-cms-rebuild-version-17/) |
| Change Class: | Functional System |
| \*ChMC Constituency Impacted: | Distribution Networks  \*Assumed impacted parties of the proposed change, all parties are encouraged to review |
| Change Owner: | [UKLinkdelivery@xoserve.com](mailto:UKLinkdelivery@xoserve.com) |
| Background and Context: | **CMS Rebuild Version 1.7 Scope**    In consultation with the customer focus group, it is proposed that the following processes will be delivered in version 1.7:   1. Gas Safety Regulations (GSR) 2. Manage Unregistered Sites (MUS)     This change pack will cover the changes to the .NEI bulk GSR logging file format  **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. 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/).    CMS Rebuild Version 1 was launched in October 2022 with the Shipper Raised Meter Number Creation (MNC) and the Supplier Theft of Gas (SUT) processes.    CMS Rebuild Version 1.1 was launched in December 2022 with the Duplicate (DUP) and Set to Ex (STE) processes.  CMS Rebuild Version 1.2 is due to be deployed in August 2023 after the release of 1.3 with the Introduction of bulk contact logging functionality – BCL file  CMS Rebuild Version 1.3 was launched in April 2023 with the Isolation (ISO) and Dead to Live (DTL) processes.    CMS Rebuild Version 1.4 is due to be launched August 2023 with the Address Amendments (ADD) and Distribution Network raised Mnumber Creation (DMN) processes.    CMS Rebuild Version 1.5 is due to be launched in September 2023 with Request for Financial Adjustment (RFA) and Consumption Dispute Query (CDQ) processes.    CMS Rebuild Version 1.6 will contain Theft of Gas (TOG), Daily Metered Query (DMQ) and New MPRN Creation (FOM). |

# Change Impact Assessment Dashboard

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| Functional: | The NEI file format will be moved to the new version of Contact Management Service (CMS). |
| Non-Functional: | N/A |
| Application: | New Contact Management Service (CMS) |
| User(s): | Distribution Networks |
| Documentation: | None |
| Other: | None |

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| Files | | | | |
| File | Parent Record | Record | Data Attribute | Hierarchy or Format  Agreed |
| NEI | N/A | NEI\_File\_Body | Multiple | N/A |

# Change Design Description

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| **Gas Safety Regulations (GSR) process overview:**  A contact is raised following Network investigation, concluding a service is still live at the property, with a meter attached and possibly flowing Gas. A GSR Contact would facilitate the re-establishment of Supply Meter Points to ensure Supply Point Registration and recovery of relevant charges is achieved where gas is consumed at a Supply Point. There are approximately 500 per month.  Due to potential high volumes, GSR contacts may be submitted via a bulk file (NEI) either through the CMS User Interface (UI) or via IX Exchange.  **Reason for Change:**  To facilitate the introduction of GSR Bulk logging into new CMS.  The existing NEI file format is to be migrated to new CMS with enhancements to account for the new customer requirements gathered during the workshops for the CMS rebuild. Customers stated that extra fields being included in the submission of GSR contacts would add value and allow for more efficient investigation and resolution of contacts.  Additionally, the length or format requires slight changes to align to the latest UKLink file formats and the information required from users to successfully log CMS contacts is slightly different in new CMS from the legacy system, for example, the Username is now an email address, and these changes are to be reflected in the enhanced file format.  The NEI file is unique to the GSR process and there will not be the requirement to use the file in legacy CMS and new CMS simultaneously. The existing file format will remain as it is currently while the GSR continues to be managed in legacy CMS. The changes will become live at the point the GSR process becomes available in new CMS.  This excel document lists the changes being made from the legacy file to the new version for new CMS.    The new file format is attached here and is colour coded to highlight the changes.  Green = No change  Orange = Change    **Transition**  A cut-off date will be communicated where GSR Contacts should no longer be raised via the existing version of CMS and the NEI file has migrated to the new version of CMS. |

# Associated Changes

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

# DSG

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| Target DSG discussion date: | 25/09/2023 |
| Any further information: | To discuss any comments provided from the Detailed Design Change Pack representations. |

# Implementation

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| Target Release: |  |
| Status: | TBC at Customer Focus Group |

Industry Response Detailed Design Review

«RangeStart:HDS»  
  
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» |
| Customer decision on Change Pack: | «h1\_userDataStatus» | |
| Representation Publication: | «h1\_consultation» | |
| Representation Comments: | «h1\_userDataComments» | |

# Xoserve’ s Response

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

Please send the completed representation response to [uklink@xoserve.com](mailto:uklink@xoserve.com)

«RangeEnd:HDS»

Change Management Committee Outcome

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| Change Status: | Approve | Reject | | | Defer |
| Industry Consultation: | 10 Working Days | | 15 Working Days | | |
| 20 Working Days | | Other [Specify Here] | | |
| Date Issued: | 18/09/2023 | | | | |
| Comms Ref(s): | 3221.2-VO-PO | | | | |
| Number of Responses: | 1 | | | | |
| Solution Voting: | Shipper | | | Please select. | |
| National Gas Transmission | | | Please select. | |
| Distribution Network Operator | | | Approve | |
| IGT | | | Please select. | |
| Meeting Date: | 11/10/2023 | | | | |
| Release Date: | CMS Release V1.7 | | | | |

Please send the completed representation response to [uklink@xoserve.com](mailto:uklink@xoserve.com)

Version Control

# Document

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| Version | Status | Date | Author(s) | Remarks |
| 1.0 | For Approval | 02/05/2023 | Georgina Cronin |  |

# Template

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| Version | Status | Date | Author(s) | Remarks | Approved By |
| 1.0 | Approved | 09/03/2022 | Rachel Taggart | Detail Design Change Pack transferred to own document | Change Management Committee on 09/03/2022 |
| 1.1 | Approved | 25/04/2023 | Rachel Taggart | Updated with new font branding | Emma Smith |