

## CSSC Key Risks Summary: 12th July 2019

Context	Risk/Opportunity	Mitigation/Action
The CRSP physical design has been published (28/06/2019), whilst we have been awaiting this design, we have had to commence design and build. Xoserve have been progressing with assumptions in order to maintain a time line to achieve the overall programme's target dates (e.g. Connected SIT).	There is a risk that our working assumptions will be invalidated should switching programme release updated process/business rules leading to re-work.	Share key assumptions and dependencies that Xoserve are working to with key Switching Programme stakeholders for visibility and transparency.
The core central design is not fully end-to-end; it mainly deals with the first 'tier' of design (e.g. the CSS design and the first interfaces to customers and ESPs). Xoserve and other stakeholders continue to progress designs at subsequent tiers (e.g. Xoserve to Shippers (tier 2) and then Shippers to Suppliers (tier 3).	There is a risk that tier design discussions require changes to subsequent tiers to achieve the 'best overall industry design' but time pressures may lead to a sub-optimal choice.	Early engagement with Xoserve's customers to ensure any design considerations that might impact design are identified and managed within agreed timelines.
	There is a risk that not all impacted stakeholders are part of a sufficiently wide design engagement and review process (e.g. MAPs, Traders, etc.).	Early engagement with Xoserve's customers to ensure buy-in  Engage with Ofgem to facilitate improved engagement of secondary stakeholders with the Switching Programme.
For the early stages of a programme of this scale with multiple stakeholders and suppliers, there is some uncertainty of the overall high-level design. Within recent meetings and publications, there is some deviation from of the published design baselines (e.g. communications now to be	There is a risk that such changes are impactful to Xoserve and stakeholder designs requiring rework and impact plans and budgets.	Engage with SI to highlight all identified deviations from requirements alongside the impact to Xoserve (and its customers).

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There is some uncertainty of roles and responsibilities within central stakeholders.	There is a risk that this will lead to missed deliveries and/or reduced quality.	Highlight the gaps to the SI to enable programme wide roles and responsibilities agreement for all deliverables.
There is a lack of clarity around the network design.	There is a risk that the network delivery will be delayed.	Engage with DCC and SI to highlight concerns and subsequent impacts to Xoserve's delivery.

# Brand Components

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Our logo and the Xoserve Strategy House – both vital components of our brand, so please do not distort



xoserve