




DSC Change Proposal

Change Reference Number: XRN4753

Customers to fill out all of the information in this colour ■

Xoserve to fill out all of the information in this colour ■

Section A1: General Details	
Change Title	CMS – Increase information provided in .QCL response file
Date Raised	03/08/2018
Sponsor Organisation	Brookfield Utilities
Sponsor Name	John Cooper
Sponsor Contact Details	John.cooper@bu-uk.co.uk / 01359 302450
Xoserve Contact Name	Paul Orsler
Xoserve Contact Details	Paul.orsler@xoserve.com / 0121 229 2496
Change Status	Proposal / With DSG / Out for Consultation / Voting / Approved or Rejected / Withdrawn
Section A2: Impacted Parties	
Customer Class(es)	<input checked="" type="checkbox"/> Shipper <input type="checkbox"/> National Grid Transmission <input checked="" type="checkbox"/> Distribution Network Operator <input checked="" type="checkbox"/> IGT
Section A3: Proposer Requirements / Final (redlined) Change	
File Affected: .QCL file (response file from Contact Management Service)	
1. Ensure following items are included, and made Mandatory within any QCL files issued by Xoserve (either by email or IX network) a. Meter Point Reference Number – b. Resolution Text (i.e. Rejection Reason) c. QMP File Name (where Contact has been raised with CMS via QMP file)	
Proposed Release	TBC
Proposed Consultation Period	<input type="checkbox"/> 10 Working Days <input type="checkbox"/> 20 Working Days <input type="checkbox"/> 30 Working days Other:
Section A4: Benefits and Justification	
Benefit Description <i>What, if any, are the tangible benefits of introducing this change?</i> <i>What, if any, are the intangible benefits of introducing this change?</i>	<ul style="list-style-type: none">Customers familiar with the Contact Management Service (CMS) will be aware that all Contacts raised are assigned a unique reference known as a Contact Reference NumberWhen Contacts are resolved (either Accepted or Rejected), an email containing a .QCL file is issued to the raising UserAdditionally, a .QCL file is issued via IX to each organisation, detailing all Contacts that have been resolved

	<p>(Accepted or Rejected) for their organisation each day</p> <ul style="list-style-type: none"> Current version of the file can be found attached;  <p>QCL File Record V4L.pdf</p> <ul style="list-style-type: none"> This response contains each of the Contacts resolved by Contact Reference Number, however limited information is not provided to inform the User of the MPRN and reasons for rejecting a Contact within .QCL files Customers have fed back that it would be beneficial to include additional data items within the QCL file, namely; <ul style="list-style-type: none"> MPRN – which is currently depicted as ‘Optional’ within the file Resolution text / Rejection Reasons – also depicted as ‘Optional’ within the file Associated QMP file details (i.e. file name) These items have been identified as being able to better assist Customers to process any Contacts that have failed to successfully update UK Link systems <p>This will allow customers to work through rejections in a more efficient manner and speed up the resolution of Contacts, which in turn will support maintenance of accurate and timely data being recorded in UK Link systems against Supply Meter Points.</p>
<p>Benefit Realisation <i>When are the benefits of the change likely to be realised?</i></p>	
<p>Benefit Dependencies <i>Please detail any dependencies that would be outside the scope of the change, this could be reliance on another delivery, reliance on some other event that the projects has not got direct control of.</i></p>	
<p>Section A5: Final Delivery Sub Group Recommendations</p>	
<p>For information this has initially been presented to DSG on Monday 20th August. Attendees provided their support for the proposal, agreeing that there were benefits to improving the amount of information that can be provided in response to a CMS Contact. Following DSG it was agreed that a Change Proposal should be raised to take this forward.</p> <p>The change has since been discussed several times at DSG (17th September, 19th November and 3rd December), with Change Management Committee confirming on 12th December that the change should remain a candidate for November 2019 Release.</p>	
<p>Final DSG Recommendation</p>	<p>Approve / Reject / Defer</p>

DSG Recommended Release	Release X: Feb / Jun / Nov XX or Adhoc DD/MM/YYYY
Section A6: Funding	
Funding Classes	<input checked="" type="checkbox"/> Shipper xx% <input type="checkbox"/> National Grid Transmission 0% <input checked="" type="checkbox"/> Distribution Network Operator xx% <input checked="" type="checkbox"/> IGT xx% Current funding would be based on the associated Service Area, however as this change is reflects a customer Class that doesn't currently fund Service Area 2, an alternative funding arrangement will need to be agreed.
Service Line(s)	Service Area 2 Shippers =DS-CS SA2 – 01, DS-CS SA2 – 03 GTs and iGTs = ASGT-CS SA2-01 / ASiGT NC SA2-01
ROM or funding details	N/A
Funding Comments	Funding to be agreed between iGTs and the other parties. The current charging methodology has been applied above.
Section A7: CHMC Recommendation	
Change Status	<input checked="" type="checkbox"/> Approve – Issue to DSG <input type="checkbox"/> Defer – Issue to Consultation <input type="checkbox"/> Reject
Industry Consultation	<input type="checkbox"/> 10 Working Days <input type="checkbox"/> 20 Working Days <input type="checkbox"/> 30 Working days Other:
Expected date of receipt for responses (to Xoserve)	XX/XX/XXXX
DSC Consultation	
Issued	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Date Issued	14 th December 2018
Comms Ref(s)	2178.4 – RJ - ES
Number of Responses	TBC
Section A8: DSC Voting Outcome	
Solution Voting	<input checked="" type="checkbox"/> Shipper Approve <input type="checkbox"/> National Grid Transmission NA <input checked="" type="checkbox"/> Distribution Network Operator Approve <input checked="" type="checkbox"/> IGT Approve *Outcome of 12/12/2018 meeting 09/01/2019 Two Shipper responses were in favour of a system change as a solution; two IGT responses were in favour of additional support and training as a solution. It was decided that it was down to the proposer to decide whether the change should be withdrawn, and a new Change Proposal to be raised.
Meeting Date	12/12/2018 / 09/01/2019
Release Date	8 th November 2019
Overall Outcome	Approved to be a candidate for November 2019 Release

Please send the completed forms to: <mailto:box.xoserve.portfoliooffice@xoserve.com>

Section C: DSC Change Proposal: DSG Discussion

(To be removed if no DSG Discussion is required; Xoserve to collate where DSG discussions occur)

Section C1: Delivery Sub-Group (DSG) Recommendations	
DSG Date	17/09/2018
DSG Summary	
The prioritisation score of 19% was presented to DSG.	
Capture Document / Requirements	N/A
DSG Recommendation	N/A
DSG Recommended Release	N/A

Section C2 05/11/18: Delivery Sub-Group (DSG) Recommendations

DSG Summary

17th September 2018

Paul Orsler (PO) presented the latest position of this change to DSG; please refer to slide 35. Capture has been performed for this change. The customer requirements of this change were presented, and three solution options have been identified.

1. Provide support and training to customers to better understand files that are currently provided to them over IX
2. Make changes to existing email notifications to include additional data items specified
3. Create a new notification, allowing CMS users to retrieve data through other means

To support the development of the High Level Solution Option Impact Assessment, Paul asked DSG to take an action away to review the above solution options and think of any amendments/additions in preparation for the next DSG meeting.

PO also asked DSG to consider any additional requirements for this change. JB wanted to know which data items were missing from the QCL file: PO explained that the MPRN, resolution text and the associated resolution reason are missing.

PO explained that IGTs wanted additional information to be provided to them in the email notification they receive when they raise a contact in the CMS system.

PO admitted that Option 2 would have a data security risk as this option would involve the distribution of MPRNs, which is a confidential data item, via email; therefore, Option 3 was identified to mitigate this risk.

DSG did not provide any comments; PO asked them to direct any questions they may have to him until the next DSG meeting

19th November 2018

PO provided a verbal update to DSG. This Change Proposal is currently progressing through its High Level Solution Option Impact Assessment (HLSOIA); the HLSOIA is expected to be complete by the end of this week. Xoserve is looking at the three options that were presented at the previous DSG meeting:

1. Provide support and training to customers to better understand files that are currently provided to them over IX
2. Make changes to existing email notifications to include additional data items specified
3. Create a new notification, allowing CMS users to retrieve data through other means

PO previously asked DSG to review these solution options, with no comments being received from customers; PO confirmed that all three proposed options are therefore being considered as viable solutions as part of the HLSOIA being performed.

3rd December 2018

PO presented slide 31 to DSG. PO explained that this is a CMS related change, and was raised by the IGTs. PO reiterated the three solution options that are being assessed as part of the High Level Solution Option Assessment. These have already been presented at DSG:

1. Provide support and training to customers to better understand files that are currently provided to

them over IX

2. Make changes to existing email notifications to include additional data items specified
3. Create a new notification, allowing CMS users to retrieve data through other means

PO said that option 1 is a zero cost change, and could be included within the 2019 training plans. Further work is ongoing with options 2 and 3; PO explained that costs are understood for option 2, but there are some outstanding GDPR questions to be addressed. These questions are being investigated by the Xoserve Legal Team and the service provider to Xoserve. After this, the costs for these options 2 can be presented.


PO said that Option 3 is likely to be the most costly as it would involve a change in the current CMS infrastructure. LW asked DSG members if they had any views on the three solution options. EL and JB expressed their support for Option 2, describing the option as 'less invasive'.

Capture Document / Requirements	DSG to review the high level solution options associated with XRN4753 (Increase Information provided in .QCL Response File).
DSG Recommendation	N/A
DSG Recommended Release	N/A

Section C: DSC Change Proposal: DSG Discussion

Section C3: Delivery Sub-Group (DSG) Recommendations	
DSG Date	17 th December 2018
DSG Summary	
PO advised this change was originally requested by IGT customers to increase the data provided to individual users following contacts being closed within CMS. PO went through the 3 solution options (detailed in slides 39 -47) covering impacts and costs. PO confirmed that Change Management Committee have kept XRN4753 as a candidate for November 19 Release. XRN4753 High Level Solution option Assessment went out in a Change Pack on Friday 14 th December for customers to review and provide representations. PO noted that the change is currently seen as being beneficial to multiple customer classes, with costs being split between these customers. DSC Change Management representatives will be asked to approve the preferred solution option, along with agreeing the appropriate charging basis at Change Management Committee in January 2019.	
Capture Document / Requirements	N/A
DSG Recommendation	N/A
DSG Recommended Release	N/A

Section D: DSC Change Proposal High Level Solution Options

Section D1: Solution Options	
High Level summary options	
<p>Solution Option 1: Provide support and training to customers to better understand files that are currently provided to them over IX.</p> <p>It has been established that the additional information IGTs are looking for is already available within the .QCL file they and other customers receive daily from the CMS system via the IX gateway. Training and awareness could be provided by Xoserve to those customers that require this, without the need to progress with a change to central systems.</p> <p>Solution Option 2: Make changes to existing automated CMS emails to individual users, to attach the QCL data for their related contacts in an encrypted format. This Option would provide individual users of the contacts they have raised which have been cleared within a spreadsheet which would be attached to the email they receive from CMS.</p> <p>Solution Option 3: Create a new notification, allowing CMS users to retrieve data through other means such as direct link to the contact screen. This Option would enable individual users to follow a link within the emails they receive from CMS, which will navigate them to the appropriate screen within CMS to view all associated information for the Contact which has been cleared.</p> <p>Detail of the High Level Solution Options can be found in the presentation attached:</p> <div style="text-align: center;">  <p>XRN4753 - High Level Solution Option</p> </div>	
Implementation date for this solution option	November 2019 Major Release
Xoserve preferred option; including rationale	N/A
DSG preferred solution option; including rationale	Customers have noted a preference for both Option 1 and Option 2, subject to Xoserve providing details on the likely costs and scale of change in the form of High Level Solution Option Assessment.
Consultation close out date	Friday 4 th January 2019

Section E: DSC Change Proposal: Industry Response Solution Options Review

User Name	Eleanor Laurence
User Contact Details	Eleanor.laurence@edfenergy.com / 07875 117771
Section E1: Organisation's preferred solution option, including rationale taking into account costs, risks, resource etc.	
<p>We support Option 2.</p> <p>The additional information would make it much easier to differentiate if we raise multiple cases, without the need to log into systems.</p> <p>Also the rejection detail being included would be useful for users.</p>	
Implementation date for this option	Approve
Xoserve preferred solution option	N/A
DSG preferred solution option	Approve
Publication of consultation response	Publish
Section E1: Xoserve's Response to Organisations Comments	Thank you for your comments.

User Name	Amie Charalambous
User Contact Details	07917271763
Section E2: Organisation's preferred solution option, including rationale taking into account costs, risks, resource etc.	
<p>Our preferred option would be to support option 1.</p>	
Implementation date for this option	Approve
Xoserve preferred solution option	N/A
DSG preferred solution option	N/A
Publication of consultation response	Publish
Section E2: Xoserve's Response to Organisations Comments	Thank you for your comments.

Appendix 1

Change Prioritisation Variables

Xoserve uses the following variables set for each and every change within the Xoserve Change Register, to derive the indicative benefit prioritisation score, which will be used in conjunction with the perceived delivery effort to aid conversations at the DSC ChMC and DSC Delivery Sub Groups to prioritise changes into all future minor and major releases.

Change Driver Type	<input type="checkbox"/> CMA Order <input type="checkbox"/> MOD / Ofgem <input type="checkbox"/> EU Legislation <input type="checkbox"/> License Condition <input type="checkbox"/> BEIS <input checked="" type="checkbox"/> ChMC endorsed Change Proposal <input type="checkbox"/> SPAA Change Proposal <input type="checkbox"/> Additional or 3 rd Party Service Request <input type="checkbox"/> Other (please provide details below)
Please select the customer group(s) who would be impacted if the change is not delivered	<input checked="" type="checkbox"/> Shipper Impact <input checked="" type="checkbox"/> iGT Impact <input checked="" type="checkbox"/> Network Impact <input type="checkbox"/> Xoserve Impact <input type="checkbox"/> National Grid Transmission Impact
Associated Change reference Number(s)	None
Associated MOD Number(s)	None
Perceived delivery effort	<input type="checkbox"/> 0 – 30 <input type="checkbox"/> 30 – 60 <input checked="" type="checkbox"/> 60 – 100 <input type="checkbox"/> 100+ days
Does the project involve the processing of personal data? <i>'Any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier' – includes MPRNs.</i>	<input checked="" type="checkbox"/> Yes (If yes please answer the next question) <input type="checkbox"/> No
A Data Protection Impact Assessment (DPIA) will be required if the delivery of the change involves the processing of personal data in any of the following scenarios:	<input type="checkbox"/> New technology <input type="checkbox"/> Vulnerable customer data <input type="checkbox"/> Theft of Gas <input type="checkbox"/> Mass data <input type="checkbox"/> Xoserve employee data <input type="checkbox"/> Fundamental changes to Xoserve business <input checked="" type="checkbox"/> Other (please provide details below) MPRNs <i>(If any of the above boxes have been selected then please contact The Data Protection Officer (Sally Hall) to complete the DPIA.</i>
Change Beneficiary <i>How many market participant or segments stand to benefit from the introduction of the change?</i>	<input checked="" type="checkbox"/> Multiple Market Participants <input type="checkbox"/> Multiple Market Group <input type="checkbox"/> All industry UK Gas Market participants <input type="checkbox"/> Xoserve Only <input type="checkbox"/> One Market Group <input type="checkbox"/> One Market Participant
Primary Impacted DSC Service Area	Service Area 2: Provide Query Management
Number of Service Areas Impacted	<input type="checkbox"/> All <input type="checkbox"/> Five to Twenty <input type="checkbox"/> Two to Five <input checked="" type="checkbox"/> One
Change Improvement Scale? <i>How much work would be reduced for the customer if the change is implemented?</i>	<input type="checkbox"/> High <input checked="" type="checkbox"/> Medium <input type="checkbox"/> Low
Are any of the following at risk if the change is not delivered?	
<input type="checkbox"/> Safety of Supply at risk <input type="checkbox"/> Customer(s) incurring financial loss <input type="checkbox"/> Customer Switching at risk	
Are any of the following required if the change is delivered?	
<input checked="" type="checkbox"/> Customer System Changes Required <input checked="" type="checkbox"/> Customer Testing Likely Required <input checked="" type="checkbox"/> Customer Training Required	
Known Impact to Systems / Processes	
Primary Application impacted	<input type="checkbox"/> BW <input type="checkbox"/> ISU <input checked="" type="checkbox"/> CMS

	<input type="checkbox"/> AMT <input type="checkbox"/> EFT <input type="checkbox"/> IX <input type="checkbox"/> Gemini <input type="checkbox"/> Birst <input type="checkbox"/> Other <i>(please provide details below)</i>
Business Process Impact	<input type="checkbox"/> AQ <input checked="" type="checkbox"/> SPA <input type="checkbox"/> RGMA <input type="checkbox"/> Reads <input type="checkbox"/> Portal <input type="checkbox"/> Invoicing <input type="checkbox"/> Other <i>(please provide details below)</i>
Are there any known impacts to external services and/or systems as a result of delivery of this change?	<input type="checkbox"/> Yes <i>(please provide details below)</i> <input type="checkbox"/> No
Please select customer group(s) who would be impacted if the change is not delivered.	<input checked="" type="checkbox"/> Shipper impact <input checked="" type="checkbox"/> Network impact <input checked="" type="checkbox"/> iGT impact <input type="checkbox"/> Xoserve impact <input type="checkbox"/> National Grid Transmission Impact
Workaround currently in operation?	
Is there a Workaround in operation?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
If yes who is accountable for the workaround?	<input type="checkbox"/> Xoserve <input type="checkbox"/> External Customer <input type="checkbox"/> Both Xoserve and External Customer
What is the Frequency of the workaround?	
What is the lifespan for the workaround?	
What is the number of resource effort hours required to service workaround?	
What is the Complexity of the workaround?	<input type="checkbox"/> Low <i>(easy, repetitive, quick task, very little risk of human error)</i> <input type="checkbox"/> Medium <i>(moderate difficult, requires some form of offline calculation, possible risk of human error in determining outcome)</i> <input type="checkbox"/> High <i>(complicate task, time consuming, requires specialist resources, high risk of human error in determining outcome)</i>
Change Prioritisation Score	19%

Document Version History

Version	Status	Date	Author(s)	Summary of Changes
1.0	Going to ICAF	03/09/18	Paul Orsler	
2.0	Approved at ChMC	14/09/18	Paul Orsler	On 12/09/2018, ChMC approved this change to proceed to DSG
3.0	DSG Notes	20/09/18	Paul Orsler	DSG notes added from the meeting on 17/09/18
4.0	DSG Notes	16/11/18	Rachel Taggart	DSG notes added from the meeting on 05/11/18
5.0	HLSOA	22/11/18	Rachel Taggart	Solution Options presented to DSG for HLSOA
6.0	With DSG	10/12/18	Richard Johnson	DSG notes added from meeting on 3 rd December 2018
7.0	Solution Review	14/12/18	Richard Johnson	Submitted for a solution review change pack
8.0	With DSG	27/12/18	Richard Johnson	DSG notes added from the meeting on 17/12/18
9.0	Out for consultation	04/01/19	Richard Johnson	Solution review reps added

10.	Voting	11/01/19	Richard Johnson	Notes from ChMC meeting on 09/01 added to section A8
-----	--------	----------	-----------------	--

Template Version History

Version	Status	Date	Author(s)	Summary of Changes
3.0	Approved	17/04/2018	Emma Smith	Template approved at ChMC on 11 th July
4.0	Withdrawn	30/01/19	Charan Singh	Template withdrawn ChMC 9 th January
5.0	Withdrawn	06/02/2019	Charan Singh	Minor amendment strikethrough to change description of XRN4753.(Change has been withdrawn)