Detailed Design Change Pack

# Communication Detail

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| Comm Reference: | 3203.3 - VO - PO |
| Comm Title: | XRN5556H - Contact Management Service (CMS) Rebuild – v1.7 – Detailed Design |
| Comm Date: | 17/07/2023 |

**Change Representation**

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| Action Required: | For Representation |
| Close Out Date: | 31/07/2023 |

# 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: | Shipper All Classes  Distribution Networks (DNs)  *\*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: | **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 in 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).  **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 for the GSR and MUS processes for CMS Version 1.7. |

# Change Impact Assessment Dashboard

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| Functional: | The existing GSR and MUS processes will be moved to the new version of Contact Management Service (CMS). |
| Non-Functional: | N/A |
| Application: | New Contact Management Service (CMS) |
| User(s): | Shipper All Classes  Distribution Networks (DNs) |
| 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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| **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.  **Reason for Change:**   * **Reduce resolution times** – contacts can be open for an extended period of time before it is found the status of the Meter Point has moved on. * **Increase Right first time** – data required to log contacts is not as extensive as it could be resulting in contacts being closed incorrectly.   **New Processes:**  The new business process map for the GSRprocess can be found below:    See below for a summary of changes to the process:   * The system to monitor for daily Meter Point updates. * The contact to automatically update or close where there have been Meter Point updates in UKLink. * The introduction of the Configuration Change (CC) process where there is requirement to set a Meter Point from Dead to (DE) Live (LI).   A training guide will be provided in line with the release for the new GSR process, along with standard help and FAQs that will be published on the CMS Webpage.  The improvements to this process will deliver benefits such as:   * **Transparency:** The full history of a contact can be seen within one screen, including where applicable, Current Status, Configuration Change (CC) 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:** Increased data items on logging should result in less investigation. * **Right first time:** Increased validations on data provided on logging should result in more contacts being resolved as valid.     **Manage Unregistered Sites (MUS) processes overview:**  An MUS contact is raised for every Meter Point Reference Number which has reached the anniversary of its creation date, remains unregistered and has a Meter Point Status of Live.  The MUS Contact facilitates the investigation to identify the responsible Shipper. Once the responsible Shipper has been identified, the Contact initiates the registration process. The Contact facilitates the monitoring of the registration process and progresses the record through to the billing process where necessary. There are approximately 900 per month.  **Reason for Change:**   * **Reduce resolution times** – contacts can be open for an extended period of time before it is found the status of the Meter Point has changed or that a confirmation has taken place.   **New Processes:**  The new business process map for the MUS process can be found below:    See below for a summary of changes to the process:   * The system to monitor for daily Meter Point updates. * The contact to automatically update or close where there have been Meter Point updates, or a different Shipper has confirmed.   A training guide will be provided in line with the release for the new MUS process, along with standard help and FAQs that will be published on the [CMS Webpage](https://www.xoserve.com/products-services/data-products/contact-management-service-cms/cms-rebuild/).  The improvements to this process will deliver benefits such as:   * **Transparency:** The detail (where relevant) of the contact can be viewed by all stakeholders involved in the contact   **Transition:**  A cut-off date will be communicated where GSR and MUS should no longer be raised via the existing version of CMS, and instead the GSR raised, and MUS contacts generated in the new version of CMS.  **Accessing the new Version of CMS:**  Please refer to the training guides published here [New Contact Management Service (CMS) - Overview | Rise 360 (articulate.com)](https://rise.articulate.com/share/dgQzl3ax38sN6oVrNCenQW1RKMFHStYO) |

# Associated Changes

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| Associated Change(s) and Title(s): | XRN5556 CMS Rebuild parent |

# DSG

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| Target DSG discussion date: | 24/07/2023 |
| Any further information: | To discuss any comments provided from the Detailed Design Change Pack representations. |

# Implementation

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| Target Release: |  |
| Status: | For Approval |

Industry Response Detailed Design Review

Change Representation

(To be completed by User and returned for response)

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| User Contact Details: | Organisation: | GT3\_DNO\_Northern Gas Networks Limited. | |
| Name: | Helen | |
| Email: | hchandler@northerngas.co.uk | |
| Telephone: | 07580704123 | |
| Representation Status: | approved | | |
| Representation Publication: | Publish | | |
| Representation Comments: | support – no further comments | | |
| Confirm Target Release Date? | approved | | «h1\_userDataAlternative» |

# Xoserve’ s Response

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| Xoserve Response to Organisations Comments: | Thank you for your representation, we will feed this into ChMC for a final decision |

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

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: | 17/07/2023 | | | | |
| Comms Ref(s): | 3203.3 | | | | |
| Number of Responses: | 1 | | | | |
| Solution Voting: | Shipper | | | Please select. | |
| National Gas Transmission | | | Please select. | |
| Distribution Network Operator | | | Please select. | |
| IGT | | | Please select. | |
| Meeting Date: | 09/08/2023 | | | | |
| Release Date: | Adhoc | | | | |

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 |
| Version 1.0 | For Approval |  | 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 |