



Welcome to #8 of The Tide 🌊, Xoserve's monthly newsletter, providing a summary of our progress, sharing updates and upcoming work as we navigate the waters of our UK Link modernisation project together.

To ensure you can access the latest information, we are maintaining our [Project Trident homepage](#) with all the latest materials, including our active Project Trident Q&A log.

## **Trident's Top Three: Our headlines for the month**

- 1. UK Link Pain Point workshops continue with in-person playbacks taking place in July**
- 2. Project Trident introduces Steering Committee Customer Advisors**
- 3. Change impact assessment and control approach presented to Change Management Committee (ChMC)**

### **1. UK Link Pain Point workshops continue with in-person playbacks taking place in July**

The series of UK Link Pain Point workshops with Moorhouse Consulting continues for us to identify and validate key customer pain points with UK Link. Their series of customer workshops got underway on 3 June; with three workshops already completed and a further five to be held through June and early July.

**You and your colleagues can still register for the upcoming workshops on the link below:**

[Review role profiles for workshops](#)

Workshop	Audience	Role Profiles	Date	Time
Large Shipper 1	Large Shippers	Settlement Expert, Metering Expert, Reporting Manager, Contract Manager (Optional)	Tues 03 June	2pm - 4pm (2h)
Large Shipper 2	Large Shippers	Solution Architect, Operations Expert, Contract Manager (Optional)	Weds 04 June	1pm - 3pm (2h)
GTs	GTs	Solution Architect, Network Analyst, Operations Expert, Metering Expert, Reporting Manager, Contract Manager (Optional)	Tues 10 June	9.30am - 12.30pm (3h)
I&C Shipper 1	I&C Shippers	Settlement Expert, Metering Expert, Reporting Manager, Contract Manager (Optional)	Tues 24 June	3pm - 5pm (2h)
I&C Shipper 2	I&C Shippers	Solution Architect, Operations Expert, Contract Manager (Optional)	Thurs 26 June	10am - 12pm (2h)
Other Shippers and Service Providers 1	Other Shippers & SPs	Settlement Expert, Metering Expert, Reporting Manager, Contract Manager (Optional)	Tues 01 July	3pm - 5pm (2h)
Other Shippers and Service Providers 2	Other Shippers & SPs	Solution Architect, Operations Expert, Contract Manager (Optional)	Wed 02 July	3pm - 5pm (2h)
IGTs	IGTs	Solution Architect, SPA Expert, Operations Expert, Metering Expert, Reporting Manager, Contract Manager (Optional)	Mon 07 July	2pm - 5pm (3h)

### Register for workshops

To conclude this series of workshops, Xoserve is holding two **in-person launch events of the final report**, where we will share the key outputs and findings from the workshops. These sessions will provide an opportunity to reflect on the insights captured across the pain point areas explored in the workshop series. We will also discuss how these findings are feeding into our recommendations.

The two playback sessions will be held:

- In Solihull, at **Xoserve HQ** on **Monday 21 July from 15:30 to 17:00**.
- In London, at **Moorhouse HQ** on **Thursday 24 July from 17:00 to 18:30**.

There will be an opportunity for networking with refreshments provided following each of the playbacks.

Please note both the Solihull and London playback sessions **will cover the same information**. They will be held in-person only, with the report made available publicly after the events.

If you are interested in attending, please register on the form attached here:

### Register for final report playback

## 2. Project Trident introduces Steering Committee Customer Advisors

As announced last month, Project Trident has introduced two Customer Advisors to our Steering Committee. We are pleased to confirm that the individuals undertaking these roles are:

- **Customer Advisor – Shippers: Gareth Evans**

Gareth Evans is a Director of Waters Wye Associates, covering gas and power retail. Starting his career at Elexon, he has gone on to work for Total Gas and Power and, financial institution UBS before joining Water Wye Associates. In that time, he has developed a wide range of experience in both the UK and European power and gas markets.

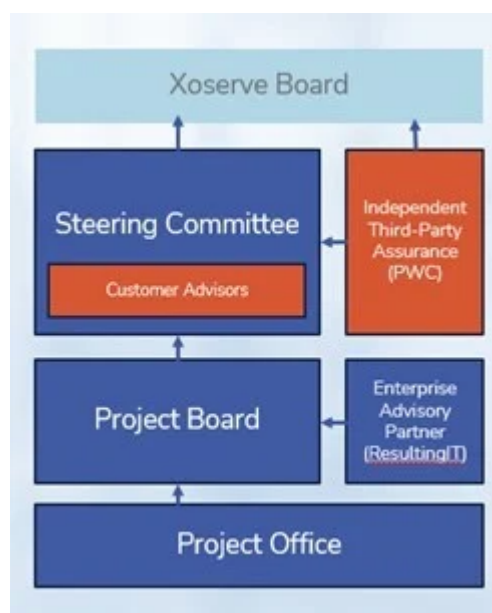
- **Customer Advisor – Transporters: Matthew Little**

Matthew Little joined Northern Gas Networks (NGN) in 2007, working in the IT team as a Project Manager. He was appointed to the Senior Management Team in 2015. Matthew became Director of Innovation, Improvement and Information (3IG) in 2016. In this role, Matthew is responsible for the end-to-end operation and support of IT systems, driving the successful delivery of strategic project and programmes, and overseeing robust cyber security measures to safeguard the organisation.

Matthew has successfully led numerous transformation programmes and driven forward complex, high-impact technology innovation changes.

We launched the two new roles at a webinar on 17 June and provided details on how customers can get in touch with them. You can review the materials covered at the launch [HERE](#).

You can also review where they fit in our [updated governance structure](#).



### 3. Change impact assessment and control approach presented to Change Management Committee (ChMC)

On 11 June, Project Trident presented our change impact assessment and control approach to Change Management Committee.

Our change impact assessment and control process will cover:

- **BAU initiated change:** The impacts of any BAU change through the delivery lifecycle of Project Trident are assessed and incorporated as required to avoid divergence between BAU and future UK Link.
- **Project Trident initiated change:** Any proposed deviations from our “like-for-like” are assessed and understood (e.g. potential improvements surfaced through pain-point workshops).

**Our objectives for our approach are:**

- To minimise risk and increase reliability of the future UK Link from day 1, by controlling the addition of new functionality;
- To be cost-efficient and where possible avoiding duplication where change is incorporated into both BAU and Project Trident;
- To ensure that Project Trident delivers, at a minimum, the same functionality as the current UK Link.

For awareness, the presentation was also shared at Contract Management Committee on 18 June.

For detail on this approach, you can find the [presentation on the Joint Office website](#).

## Stay in touch

If you have any feedback on the newsletter, it's content or what you'd like to see next, please email us via [communications@xoserve.com](mailto:communications@xoserve.com). Otherwise stay tuned for more updates and thank you for your continued support.

Xoserve Limited, Lansdowne Gate, 65 New Road, Solihull, West Midlands B91 3DL, United Kingdom

[Unsubscribe](#) [Manage preferences](#)

