

# DSC Change Completion Report (CCR)



Change Title	Minor Release 14
Change reference number (XRN)	5888
Xoserve Project Manager	Emily Evans
Email address	<a href="mailto:emily.evans@correla.com">emily.evans@correla.com</a>
Contact number	N/A
Target Change Management Committee date	9 <sup>th</sup> July 2025
Date of Solution Implementation	30 <sup>th</sup> May 2025

## Section 1: Overview of Change Delivery

The 2 changes within Minor Release Drop 14 were delivered to the agreed scope and on the agreed implementation date of 30<sup>th</sup> May 2025. The changes made in UK Link were as detailed below:

### **XRN5549: Automation of UK Link and Gemini mismatch analysis and correction process**

The purpose of the change is to automate part of the end to end UKL / Gemini mismatch process (incl reporting, analysis and correction), removing manual effort, removing the need for any manual support out of hours, reducing complexity and handoffs and reducing the end to end process time to allow any corrections to be completed on D. The impact assessment must call out the approach to address mismatches caused by switching process (CSSC) and non-switching processes.

Current BAU issues with the processes, including simplifying the ability to undertake NDM corrections, also need to be included in the analysis and solution with an anticipated priority given to those mismatches caused by Switching processes (eg. late processing of secured **active** messages post AAQ/MDS generation cut off time). The automated process should consider all Class types.

### **XRN5769 – Updates required to the Broadcast Service (minor ones)**

DNs feedback is that the current Broadcast service is clunky & not user friendly, particularly when requesting a large volume of messages to be issued. A number of pain points have been raised by the DNs, these have been categorised as either major change or minor change. This CR is for 'minor changes'.

Changes that will be made to the service are:

- view Extract Request address results primarily ordered by postcode (alphabetically a-z).
- view Extract Request address results secondarily ordered by 'Principal Street' field (alphabetically a-z)

- view Extract Request address results tertiary ordered by 'House Number' (ascending)
- view Extract Request address results related to customer's MPRN's displayed in the following format:

MPRN

'House Number'

'Street or Building Name '

'Principal Street'

'City'

'Postcode'

## Section 2: Confirmed Funding Arrangements

The delivery of Minor Release 14 was funded from the Service & Operate budget for change delivery.

## Section 3: Provide a summary of any agreed scope changes

There were no changes to the scope of Minor Release 14 from what was presented at ChMC in February 2025.

## Section 4: Detail any changes to the Xoserve Service Description

There are no changes to the Xoserve Service Description because of changes within Minor Release 14.

## Section 5: Provide details of any revisions to the text of the UK Link Manual

There have been no revisions of the UK Link Manual because of changes within Minor Release 14.

## Section 6: Lessons Learnt

A lesson learnt from this release highlights that when changes are made to the Portal, access needs to be in place prior to go live to support first usage. Limited access to the production portal meant that it was necessary to request access during PIS to capture the agreed first usage scenarios.

A second lesson learnt from this release is to fully understand the sort order of SAP when working through the design of changes where sorting is impacted. It was identified during PIS that upper- and lower-case characters were sorting separately in the portal, however this has now been corrected.

Please send completed form to: [box.xoserve.portfoliooffice@xoserve.com](mailto:box.xoserve.portfoliooffice@xoserve.com)

### Document Version History

Version	Status	Date	Author(s)	Summary of Changes
0.1	Draft	04/06/2025	Emily Evans	Draft CCR written
1.0	Approved for ChMC	12/06/25	Emily Evans	Updated and approved for ChMC

### Template Version History

Version	Status	Date	Author(s)	Summary of Changes	Approved By
2.0	Approved	17/07/18	Rebecca Perkins	Template approved at ChMC on 11 <sup>th</sup> July	Change Management Committee
3.0	Approved	19/12/18	Heather Spensley	Moved onto Xoserve's new Word template in line with new branding	Change Management Committee
3.0	Reviewed	21/03/2022	Rachel Taggart	Reviewed – no updates required	N/A
3.1	Approved	25/04/2023	Rachel Taggart	Updated with new font branding	Emma Smith