

Service Enhancements Working Group (SEWG) Headline Report

Issue date: 05/06/2026

Meeting Number **SEWG #3**

Venue **MS Teams**

Date and Time **Wednesday 27 May 2026 10:30am – 12:00pm**

Classification **Public**

Recording [CDSP Service Enhancements Working Group \(SEWG\) - Session 3 27/05/26](#)

Next meeting **Monday 29 June 2026 10:30am – 12:00pm**

Actions

Area	Ref	Action	Owner	Due	Update
Next Steps	SEWG-02	Xoserve to issue a recurring monthly invite to ongoing SEWG sessions to relevant attendees. An agenda will be shared in advance of each session to ensure relevant attendance.	Xoserve	08/05/26	CLOSED – 27/05/2026 Recurring invites have been issued. Scheduling information can be found on the website.
Backlog scoring	SEWG-03	Publish the Pain Point prioritisation scorings onto the website	Xoserve	08/05/26 05/06/26	UPDATE – 27/05/2025 Website is now live, Pain Point prioritisation scoring to be published.
Definitions of Done	SEWG-04	Review and refine 'Definition of Done' terminology and incorporate clearer measurable thresholds.	Xoserve	Next SEWG 29/06/2026	NEW
Prioritisation Approach	SEWG-05	Develop and validate ticketing prioritisation scenarios with customers via June workshop.	Xoserve	June 2026	NEW
CBA Methodology	SEWG-06	Explore development of a consistent framework or 'benefit library' for cost-benefit evaluation across NTIs.	Xoserve	July 2026	NEW
CX Strategy	SEWG-07	Clarify differentiation from previous CX initiatives and define clear deliverables and outcomes for customers.	Xoserve	Ongoing	NEW

RAID Items

RAID area	Description
Risk	The risk of repeating previous CX initiatives without demonstratable delivery outcomes was highlighted by customers.

Key Discussion Items

Area	Discussion
Welcome and introductions (James Rigby)	<p>The session opened with over 20 attendees joining.</p> <p>The Service Enhancements Working Group (SEWG) was opened by James Rigby, Xoserve Head of Customer Engagement. The purpose of SEWG was reaffirmed as a collaborative design forum to shape improvements prior to CoMC approval. The session focused on reviewing design progress, testing assumptions, and gathering customer feedback.</p>
Objectives (James Rigby)	<ol style="list-style-type: none">1. Review progress on high-level designs and to validate the programme's definition of done2. Confirm the business case principles and timeline3. Provide an update on customer journey mapping and our CX strategy4. Encourage participation in surveys and feedback loops
NTI High-Level Design Progress (John Downing / Immy Syms)	<p>An overview of progress across the Near-Term Improvements (NTIs) within the first delivery phase was given, with all areas now in active discovery and design. Work has focused on evaluating current processes, identifying root causes of key pain points, particularly within General Queries, and developing future "to-be" designs aimed at improving efficiency, quality, and customer experience.</p> <p>A consistent theme across the NTIs is the intention to reduce avoidable demand, improve transparency, and enhance the quality and timeliness of interactions between customers and Xoserve. This includes targeted work with high-volume users to reduce query volumes, identification of failure demand drivers, and the development of structured action plans to deliver sustained improvements. Enhancements to reporting and data capture are also being designed to provide greater insight into customer behaviours and support proactive management of issues.</p> <p>In parallel, improvements to contact processes and communications are being developed, with a focus on more proactive updates, clearer escalation pathways, and reduced need for customer follow-ups. Early design work is also exploring opportunities in areas such as prioritisation of queries, more granular data collection, and the potential use of AI, supported by appropriate governance.</p>

	<p>Throughout the discussion, customers provided constructive feedback, particularly emphasising the need for clear and measurable outcomes, including realistic definitions of success, sustained performance improvements, and a focus on delivering tangible value rather than over-engineered solutions. This feedback will be incorporated as designs are finalised and progressed into business case development.</p>
<p>Business Case Principles (James Rigby)</p>	<p>Business cases will:</p> <ul style="list-style-type: none"> • Follow BPIR requirements • Compare solution options • Include risks and mitigations • Apply cost-benefit methodology • Use a standardised template • Be delivered incrementally for CoMC approval <p>Timeline:</p> <ul style="list-style-type: none"> • Draft Business Case (June CoMC) • Business Case approval (July CoMC)
<p>Customer Experience (CX) Strategy (John Downing)</p>	<p>An update was provided on the Customer Experience (CX) Strategy, which aims to support longer-term, customer-led transformation beyond the NTIs. Progress includes development of customer personas, early journey mapping, and a draft CX framework to define future vision and principles.</p> <p>The work will inform future improvements to systems and processes, including opportunities for improved usability, automation, and more integrated services. Customers highlighted the need to clearly demonstrate how this differs from previous initiatives and emphasised the importance of delivering tangible outcomes and measurable benefits.</p>
<p>Website and Engagement (Liam Glorney)</p>	<p>An update was provided on the launch of the Service Enhancements Programme webpage, which will act as the central source of information for the programme, including updates, recordings, and published materials. Customers were encouraged to subscribe to programme updates and share relevant service preferences to support more targeted future communications.</p>
<p>Next Steps</p>	<p>Xoserve will continue to progress NTI designs and incorporate customer feedback ahead of developing the draft Business Case for June CoMC and initial approval in July. Further customer engagement will take place through workshops and surveys, alongside continued development of the CX Strategy and regular SEWG sessions.</p>

Q&A and Closing Remarks	<ul style="list-style-type: none">• Customers provided strong, constructive challenges across multiple areas, particularly around measurement, clarity of outcomes, and avoiding over-engineered solutions• Emphasis placed on the importance of demonstrating tangible benefits and learning from previous initiatives• Feedback will be incorporated into ongoing design and Business Case development• Attendees were encouraged to continue engagement via SEWG, surveys, and direct contact channels
Summary	<p>The SEWG #3 shared the high-level designs and proposed acceptance criteria for each NTI in phase 1 delivery.</p> <p>Questions can be raised directly to Xoserve via communications@xoserve.com.</p> <p>Customers can also reach out to their DSC Committee representatives, who are visible on the Joint Office website.</p>