Detailed Design Change Pack

# Communication Detail

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| Comm Reference: | 3203.2 - VO - PO |
| Comm Title: | XRN5556G - Contact Management Service (CMS) Rebuild – v1.6 – 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.G](https://www.xoserve.com/change/customer-change-register/xrn-5556g-cms-rebuild-version-16/) |
| Change Class: | Functional System |
| \*ChMC Constituency Impacted: | Shipper All ClassesDistribution Networks (DNs)Independent Gas Transporters (IGTs)Daily Meter Service Provider (DMSP)*\*Assumed impacted parties of the proposed change, all parties are encouraged to review* |
| Change Owner:  | 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 fileCMS 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 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 include Theft of Gas (TOG), Daily Metered Query (DMQ) and New MPRN Creation (FOM).**CMS Rebuild Version 1.6 Scope**In consultation with the customer focus group, it is proposed that the following processes will be delivered in version 1.6:1. Theft of Gas (TOG)
2. Daily Metered Query (DMQ)
3. New MPRN Creation (FOM)

This change pack will cover the changes for the TOG, DMQ & FOM processes for CMS Version 1.6. |

# Change Impact Assessment Dashboard

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| Functional: | The existing TOG, DMQ and FOM 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 ClassesShippersDistribution Networks (DNs)Independent Gas Transporters (IGTs)Daily Meter Service Provider (DMSP) |
| Documentation: | None |
| Other: | None |

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| Files |
| File | Parent Record | Record | Data Attribute | Hierarchy or FormatAgreed |
| None | None | None | None | None |

# Change Design Description

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| **Theft of Gas (TOG) processes overview:**The Theft of Gas (TOG) process is a mechanism for Gas Transporters to record and facilitate the investigation of theft allegations. There are approximately 220 per month.**Reason for Change:*** Reduce customer effort – allow the submission of all CMS legacy contact types to be submitted in one system.

**New Processes:**The new business process map for the TOG process can be found below:See below for a summary of changes to the process:* Separation from the Supplier Theft of Gas (SUT) process.
* Referral to Shipper process where Gas Transporter identifies theft before the Emergency Control Valve – allowing Shipper to review and begin SUT process

A training guide will be provided in line with the release for the new TOG 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, Data Clarification (DC) requests/responses, and update dates and times.

**Daily Metered Query (DMQ) processes overview:**A request for the Daily Meter Service Provider (DMSP)to investigate the daily read / consumption information or daily read equipment. There are approximately 2 per month.**Reason for Change:*** **Reduce customer effort** – in some instances customers are required to raise a separate Request an Adjustment (RFA) contact to undertake a consumption adjustment.
* **Reduce resolution times** – where an RFA contact has been raised following the investigation of a DMQ contact the full resolution of the original contact is taking longer to be processed.
* **Reduction of customer effort:** the system pulling more data from UK Link following contact submission.

**New Processes:**The new business process map for the DMQ process can be found below:See below for a summary of changes to the process:* Introduction of a Billing Template (BT) to raise an adjustment via the DMQ UI screen.
* Investigation and adjustment all handled within the DMQ contact without requirement for an RFA to be raised

A training guide will be provided in line with the release for the new DMQ 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 full history of a contact can be seen within one screen, including where applicable, Current Status, Billing Template (BT) requests/Responses, Data Clarification (DC) requests/responses, and update dates and times.

**New MPRN Creation (FOM) processes overview:**A request to create a MPRN for a Live Supply Point (with or without a meter serial number) where UK link has no live record. This applies to tagged services only where connection work has been carried out and the MPRN has been tagged to the pipe. There are approximately 5000 per month.**Reason for Change:*** To align with other address creation processes being available in new CMS

**New Processes:**The new business process map for the FOM process can be found below:See below for a summary of changes to the process:* Address can be searched for and auto populated within UI logging form.
* Increase provided (optional) and recorded information to retain a better record

A training guide will be provided in line with the release for the new FOM 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 full history of a contact can be seen within one screen, including where applicable, the current status, Data Clarification (DC) requests/responses, and update dates and times.

**Transition:**A cut-off date will be communicated where TOG, DMQ & FOM should no longer be raised via the existing version of CMS, and instead the TOG, DMQ & FOM contacts raised 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: |  |
| 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

Change Management Committee Outcome

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| Change Status: | [x]  Approve | [ ]  Reject | [ ]  Defer |
| Industry Consultation: | [x]  10 Working Days | [ ]  15 Working Days |
| [ ]  20 Working Days | [ ]  Other [Specify Here] |
| Date Issued: | 17/07/2023 |
| Comms Ref(s): | 3203.2 - VO - PO |
| Number of Responses: | 1 |
| Solution Voting: | [x]  Shipper | Please select. |
| [ ]  National Gas Transmission | Please select. |
| [x]  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

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 |