



ASP Issue Management

Industry Update

ASP Issue Update

30th April 2018

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Key Focus Areas



Defect Management – Progress update

Key Messages

- Two defect fixes have been deployed week ending 20/4/2018

These defects will not resolve presentation issues, but will result in more Meter Point reconciliations that were previously excluded, being included onto next months (April 2018) Amendment invoice

- **Defects impacting ASP mismatches**

- Defects have been re-prioritised based on the impact they have on the presentation issues that impact K88 file.
- Defect fix dates are under review to ensure that they are realistic and allow for testing and assurance to be completed due to be completed by 4th May 2018.
- Some new scenarios have been identified that will impact some of the defect fixes these are being analysed and an update will be provided next week.
- Defect Plan will be shared week commencing 8th May 2018

Process Improvement - update

- A change request (CR307) has been deployed, analysis is still ongoing on to determine the process improvements.
- **Management Information** – The working group are developing additional MI to proactively identify issues, and provide more detailed intelligence that can be shared with customers . An update on progress will be provided next week (8th May 2018)
- **Additional controls** - Following feedback from customers, tighter controls in place to validate supporting information before it is e-mailed to customers

Technical Architecture Review

- Technical Solution team are looking at opportunities to improve current functionality. Work commenced last week 24th April to review the Technical architecture, and output of findings will be presented on 22nd May 2018.

Increased Customer Focus

- Customer Issues being captured and action plans developed for each customer
- Progress calls and customer updates being provided to address concerns and support with validation of the ASP additional files
- Fortnightly update on progress will be communicated to Industry and published on xoserve.com
- T-conference arranged for 8th May – Update Meeting
 - Details to follow shortly
- Face to face meeting arranged for 22nd May
 - Placeholder to be sent out