



DSC Delivery Sub Group

Monday 26th April at 10:30am
Microsoft Teams Meeting

Meeting Minutes

Industry Attendees		
NAME	ORGANISATION	INITIALS
Ikram Bashir	npower	IB
Helen Bevan	Scottish Power	HB
Danny Byrne	Utilita	DB
Endre Merai	OctoEnergy	EM
Patricia Parker	Utiligroup	PP
Eleanor Laurence	EDF Energy	EL
Sally Hardman	SGN	SH
Owen Mason	Bulb Energy	OM
Steph Podgorski	Generis	SPo

Xoserve Attendees	
Paul Orsler (Chair)	PO
Chan Singh	CS
Jamiee Le'Rseche	JLR
James Barlow	JB
Simon Harris	SH
Michelle Niits	MN
James Barlow	JB
Florentina Avram	FA
Steve Pownall	SP
Kate Lancaster	KL
Tracey O'Connor	TOC
Kathryn Adeseye	KA
Emma Lyndon	EM
Ellie Rogers	EL
Joanne Williams	JW
Kirsty Merrilees	KM

Slides available [here](#).

1. General Meeting Administration

1a. *Welcome and Introductions*

1b. *Previous DSG Meeting Minutes and Action Updates*

Paul Orsler (PO) introduced the meeting and the minutes from the previous meeting were accepted and approved by DSG.

2. Changes in Capture

2a. *New Change Proposals – Initial Overview of the Change*

2a.i. – XRN5345 – Deferral of creation of Class change reads for DM to NDM and NDM to DM sites at transfer of ownership

JLR presented this agenda item. JLR provided an overview to DSG of this Change. This change will, in the analysis period, assess each of the scenarios of migration from one Class to another which involve a Class change from DM to NDM and vice versa and understand the current volumes associated with each scenario. This will retain the opening meter reading window regardless whether the change of Shipper event coincides with a Class change. Therefore, a Shipper will be able to provide an opening meter reading up until D+5.

2b. *Change Proposal Initial View Representations*

2b.i. – XRN4978 – Notification of Rolling AQ value (following transfer of ownership between M-5 and M)

PO presented this agenda item. PO provided a brief overview of this Change.

This Change was raised to provide the new User with a view of the amended AQ/SOQ (There is already an approved change to provide a report for this scenario for Formula year values).

IB asked if it is known which point in the Year this Notification of Rolling AQ value occurs?

PO advised that there were two previous changes raised regarding prospective formula Year AQ, whereas this change looks at the rolling AQ.

IB asked is there a reporting line from Xoserve to Shipper to make the Shipper aware of this Rolling AQ? PO stated that there is no process in line at the moment and this change looks to help define that process with a solution. EL asked PO about an NRO file that might be something related to this process and Change.

Action: PO to chase internally what the NRO file relates to and report back to DSG and EL with findings.

2c. Undergoing Solution Options Impact Assessment Review – None for this meeting

2d. Solution Options Impact Assessment Review Completed

2d.i. – XRN5309 FSG - Automating the FSR ‘Standard Liability process’

SP presented this agenda item. SP explained that this change pack involves the high level solution option: Modify FSG IDoc processing and execution program to trigger FSR response with appropriate details to all MPRNs received in FSG file where Standard Liability is flagged as ‘Y’. SP added that this is a single solution option that will provide DNs and Xoserve with the ability to clearly identify all Standard Liability (SL) MPRNs following an FSG event; notwithstanding the MPRN SL payments are recalculated, accepted or rejected.

SAP ISU would be the only impacted system within this HLSO with the billing and invoicing process of SAP ISU impacted.

High level cost estimate of £ 20k-£30K with an overall impact of medium and Release type recommendation of Minor. Furthermore, detailed information regarding the HLSO can be found within the solution option change pack issued April 2021.

2d.ii. – XRN5188 - Interim Data Loads of MAP Id into UK Link

SH presented this agenda item. SH provided a background for this Change Pack.

SH stated there is only one option available for this change.

Option 1: Utilise the solution and process created for XRN4780-B to perform delta migration for MAP Id into UK Link system

General considerations for customer to note involve the following:

As per discussions with DSG on the 23rd November 2020 any data provided by the MAPs and subsequently are candidates for updating the MAP Id will override existing data held on the Supply Point Register, even if it was provided via Shippers during BAU processes.

Data provided for the purpose of XRN5188 are to again be given to the CDSP by all active Meter Asset Providers and engagement with these parties to commence in line with the agreed implementation timelines.

PP asked if the population of MAP Id will involve the full sweep or just identifying the missing MAP items. SH stated it will be the full sweep being completed as the aim is to engage with MAPs and try to get more involved with this process.

Overall Impact of this option is Low and impacts SAP ISU. This has been recommended for a Minor Release with a high level cost estimate of £15k-£20k. It is also the intention to carry this XRN out in a number of Minor Releases between now and November-21 (implementation of XRN4780-C).

3. Changes in Detailed Design

3a. Design Considerations

3a.i. – XRN5218 – CDSP provision of Class 1 read service (Mod 710)

KL presented this agenda item. KL advised that the Detailed Design change pack has been issued out for this change. There has been a change to the indicative implementation date, KL advised this had occurred after the slide deck and material had been published. There was a communication issued out from the UK Link mailbox Ref: 2816 – KL – ER.

The implementation date in the Change pack says 1st June 2021 but this will now be no sooner than 1st August 2021. This will give time to look at some contractual issues going on with that Change. KL called out that the existing contracts will be novated across to the CDSP as well as the charging structure for reads and assets will be found in the DSC annual charging section. Furthermore, in regard to the charging for Class 1 read service, Shippers who utilise the Class 1 read service post-implementation will be charged via the DSC Specific Services Invoice rather than UK Link invoice and Charge types. In addition, this will include liabilities as well. Where a Shipper is due a liability payment, they will be credited via the DSC Specific Services Invoice.

DSC Service Lines will have changes made to the CDSP service Line description table. This will include a new Direct Code Service Line performed on behalf of Shippers for ongoing procurement of the Class 1 service provider and additional Service Lines as described in the elements above.

3a.ii. – XRN4941 – Auto updates to meter read frequency (MOD0692)

MN presented this agenda item. MN provided an overview of this Change. MN stated that the change will allow Xoserve to update a Meter Read Frequency (MRF) to monthly for Meter Points in Class 4 when it meets one of more of the following criteria:

Criteria	Processes triggering the MRF update to Monthly
AQ =>293,000 kWh	The Rolling AQ, AQ Correction or Seasonal Normal Review processes
AMR Device installed	RGMA activity
Operational Smart Meter installed	The DCC Service Flag is set/updated to A (Active) by the DCC

Furthermore, new validations will also be added to .SPC, .CNF and .NOM files to check that the MRF is set to Monthly where an AMR device is installed or there is a DCC Service Flag of A. If a non-monthly read frequency is requested the file will be rejected using the existing rejection code MRF00012 (*Meter Reading Frequency is not acceptable for the Meter Point*). Where the AQ is equal to 293,000 kWh or above these will be rejected with rejection code

MRF00013 (*Requested Meter Reading Frequency is below minimum acceptable for the AQ of the Supply Point*).

MN added that the unsolicited SCR record/ file will be issued to inform Shippers that there has been an amendment made to the MRF. The optional field 'NOMINATION_SHIPPER_REFERENCE' will be blank.

Furthermore, there are a number of Supply Meter Points that currently meet the criteria for updating and therefore require a monthly MRF. This will be carried out as a cut over activity to identify and update these sites and an SCR file/record will be issued. EL asked that alongside the SCR file, would there be a supporting report issued, is that correct? MN clarified there will be no supporting report issued and that there will be some context provided within the file/record.

XRN4941 – For Awareness

MN stated that there is a dependency on XRN5142 (SEC MP077) – New allowable values for DCC service flag in DXI file from DCC). MN added that this looks to introduce new DCC service Flags and include a mass update activity that will result in some Supply Meter Points with DCC Flag of A being changed to a different Service Flag.

Shipper Transfer Scenario

If a Shipper Transfer/Re-Confirmation is due to go live on D (the Confirmation Effective Date) and we are updating the Meter Read Frequency at either D-2, D-1 or D, the .TRF file issued at D-2 to the Incoming Shipper will contain the non-compliant Meter Read Frequency value. Once the Meter Read Frequency has been updated, on D, an unsolicited .SCR file/record will be sent to the Incoming Shipper.

Read Obligations

Supply Meter Points that have a monthly Meter Read Frequency require a valid meter read at least once every 4 months. Where a valid read has not been accepted with a Read Date within the preceding 4 months the Must Read process will be triggered.

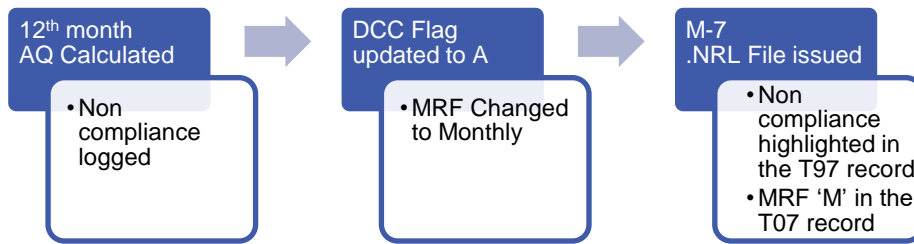
Sites that no longer require a monthly Meter Read Frequency

If a Supply Meter Point no longer meets the criteria for a mandatory monthly Meter Read Frequency, they will continue to remain monthly read unless a Shipper changes the frequency to non-monthly (6 monthly or annually) using existing SPA processes.

.NRL File - MRF Non Compliance notification

The non compliance data item (MRF_NON_COMPLIANCE) is set when the AQ is calculated (on the 12th each month) and the AQ has increased to 293,000 kWh or above and doesn't have a monthly MRF.

If we update the MRF based on other activity (i.e. DCC Service Flag set to A) prior to the .NRL being issued to Shippers (M-7 of the month) the MRF non compliance data item will still be set however the MRF (MRF_TYPE_CODE) will show the MRF value as monthly.



OM asked what is the rationale behind the MRF non-compliance data item now being updated even if the MRF value has been updated? MN stated that this is due to how the MRF and non-compliance is generated now. MN added that it was agreed outside of DSG that this would run independently to the MRF.

3a.iii. – XRN5091 – Deferral of creation of Class change reads at transfer of ownership

MN presented this agenda item. MN provided an overview for this Change.

When a Change of Shipper involves a Class Change the opening read window is satisfied by the estimated Class Change read. When an opening read is provided, within the opening read window, the read is rejected.

This change will allow Shippers to provide an opening meter read when there has been a Change of Shipper with a Change of Class (for the same effective date) from Class 3 to 4 or from Class 4 to 3 .

In the absence of an opening read being received from the Shipper, or another qualifying event that would satisfy the Opening Meter Reading window, the transfer read will be estimated on D+10 business days and issued in line with existing process.

Any other reads / RGMA transactions received within the opening read window will follow the BAU process where there is a Change of Shipper without a Change of Class, based on the incoming class, where possible.

XRN5091 - Impacts

Reads within the Opening Meter Read Window

- The opening meter reading must be on the Confirmation Effective Date otherwise it will be rejected with the existing rejection code MRE01014.
- The description of this rejection code (MRE01014) will be updated to remove the reference to Class as it is now applicable to all classes.
 - 'Opening read received for a read date not same as registration effective date for any Shippers transfers involving Class 1 , 2 or 3.'
- There are a small number of scenarios where the treatment of a non-opening read will not follow BAU processes i.e. where the incoming class is 4 a non-opening read for D+1 to D+5 will now be used to estimate the Opening Meter Read and the Opening Meter Read window will be closed.

RGMA Transactions within the opening Meter Read Window

- There are a small number of scenarios where the treatment of a RGMA transaction will not follow BAU processes i.e. a JOB received with an appointment for the Confirmation Effective Date will be rejected with the existing rejection code 05100.
- A new rejection reason will be added for this rejection code (05100)
 - 'RGMA activity date is on or prior to last Class Change'

Change of Shipper with a class Change from/to Class 1 or Class 2

The Class Change Estimated Read will continue to be generated on D (confirmation effective date / change of class effective date) to support the allocations process within Gemini. So, as a result, Class changes involving Class 1 & 2 Supply Meter Points are out of scope of this change.

In flight Shipper Transfers with a change of Class

If a Change of Shipper event with a change of Class is received and processed prior to, but with a confirmation effective date after, the implementation of this change then the Class Change read will continue to be estimated on D.

PP asked if the Read gets rejected will Xoserve wait till D+10 to estimate or will this be estimated straight away. MN stated it will be rejected and the window will be available for the read to be resubmitted.

3a.iv. – XRN5180 – Inner Tolerance Validation for replacement reads and read insertions

MN presented this agenda item. MN provided an overview for this Change.

When reads are inserted or replaced between two actual reads energy tolerances are applied to both periods (backwards as well as forwards). When one of these periods fail the inner tolerance check an override flag is required however if the other period does not require the override flag the read cannot be accepted even when an override flag is provided.

The diagram view for this process can be viewed in the slide deck (slide 39).

This change will update the read validation logic to accept the read (provided all other validations have passed);

- When only the backwards period requires an override flag and the override flag has been provided
- When only the forwards periods required an override flag and the override flag has been provided

XRN5180 – For Awareness

There are no changes to the following read validation logic when;

- Both periods require an override flag and the override flag has been provided. The read will continue to be accepted (provided all other validations have passed)

- None of the periods require an override flag and the override flag has been provided. The read will continue to be rejected with MRE01030 (Override tolerance passed and override flag provided)
- At least one of the periods require an override flag and the override flag has not been provided. The read will continue to be rejected with MRE01029 (Reading breached the upper Inner tolerance value and no override flag provided)

Resubmitting Reads

Following implementation, you may resubmit any reads previously rejected due to the issue but you will need to take into consideration any other validations i.e. submission read window for an inserted read.

3a.v. – XRN4780 – Part C – Inclusion of Meter Asset Provider Identity (MAP Id)

SH presented this agenda item. SH provided an overview of the Change pack.

MAM Element of the Change Pack

MAMs are obligated to pass the CDSP copies of their RGMA flows that they pass to their Suppliers. If they do not conform to standardised RGMA flows they are mandated under MAMCoP to provide the CDSP with an alternative Non-RGMA CDSP Meter Technical Details File “Vanilla File”.

SH added for the files that are sent over, the CDSP are obligated to respond to those MAMs, notifying them of acceptance/rejection of their files into the CDSP system. SH also stated that within the Change pack, all inbound and outbound files have been referenced but the file/record type, formats/Hierarchy’s have not been included within the document for review and approval as these are not to be governed under the UK Link manual, but are governed under their respective codes.

DSG to note that the obligation from SPAA is currently set for June 2021, but due to XRN4780 part C now been scoped into November 2021 Major release may need to be revised. There are discussions ongoing with Ofgem, REC, SPAA and MAMCOP to decide what to do with the alignment of dates.

Shipper Element of this Change Pack

In relation to Shippers, there will be a new file type, .SIM that will be used to inform the Shipper of a MAP Id being populated for a Supply Meter Point they are/to be responsible for. The SIM file will contain an existing K85 record file. As part of the K85, there will be an addition of a new role code to include MAPs. SH added that if MAP Id is amended or updated, then this will be issued out to the Shippers, informing them of what has changed within the file.

SH stated the Change Pack includes the full detailed design information for anyone who wants to see the full and in-depth details of this Change Pack.

PP asked that when the MAM sends the MAP Id, is Xoserve going to validate that the MAM held in Xoserve’s system is the same MAM as provided in the file. SH stated that this was not to happen. PP added, when the MAP Id changes are being issued if there have been any, is any validation being conducted then in regard to who the MAP is. SH clarified this, stating only valid MAP Id’s were to be processed .

MN added that Shipper Data will be used over MAM data, therefore if a Shipper provides the MAP Id, it will be used, and no check done on the data the MAM has provided. This is due to the Shipper obligation under the UNC to update the Supply Point Register for asset details.

MAP Element for this Change Pack

SH added that there will be an introduction of a new file to the MAPs. This will be the .MON file, which informs MAPs of the appointments and de-appointments of their MAP Id's. SH added that the MAPs will be updated via the .MON file, as this will inform them of the appointed and de-appointed MAP Id's. Alongside the appointment flows, SH stated that they will be informed who the current Supplier or MAM is if they have been appointed on that current asset. This will be strictly the organisation details for MAM/Supplier and not who the Shipper is. This was discussed and agreed within CoMC. In relation to this, after discussions with CoMC for the provision of data for MAPs as per the portfolio solution being developed for MAPs themselves, there is certain information that will not be supplied. This will include information such as start dates etc outside of a MAP ownership as per UK Link. The scenarios have been covered within the issued Detailed Design Change pack for anyone who would like to view them in more detail.

OM asked if MAP Id is not currently a data item in UK Link that is going to be implemented in November 2021. SH clarified that this was not the case as this has been in UK Link since XRN4780A had been implemented (June 2019). SH added that the data item has been within the UK Link system since June 2019 but is slowly and steady being loaded to pass that information to CSS. OM asked if the new .MON file is to be sent from the CDSP to other participants. Is there any circumstances where a Shipper or other participant would send a different flow to the CDSP. SH clarified that this would not be the case, therefore Shippers will still be sending RGMA flows to UK Link and that will not be changing. The MAMs will however be obligated to send file flows to the CDSP as part of this change.

PP asked with regards to both parties being obligated to provide the MAP Id. Will there be any sort of tracking or reporting from a Shipper end where the MAP Id is not being provided. SH replied that this would not be reported on within scope of this change but the information that would be provided as part of this change, could separately be used to report in the future.

PP if the MAP Id will be visible to view in DDP, SH replied that it could be potentially as the elements are there for them to be made available. PO added that it just depends if MAP Id has been included in any of the previous Shipper drops of DDP visibility.

Action: PO to confirm whether any of the Portfolio views do/do not include MAP Id in regard to XRN4780C

3b. Requirements Clarification – None for this meeting

4. Major Release Update

4a. Minor Release Drop 9 Update

PO presented this agenda item. PO stated the implementation for this release was successful 20th March and post implementation support has no completed as of the 23rd April 2021.

There were no defects raised and first usage has started on plan with the CCR planned for May ChMC for approval.

4b. June 2021

PO presented this agenda item. PO stated the project is running on track and to plan. The current RAG status is running at Green.

- System Testing Completed, UAT in Progress, Regression Testing due to commence on 19th April
- Project Cutover date will be 26th June as per baselined plan, contingency date will be 3rd July
- Post Implementation Support dates agreed in principle following discussion and agreement on requirements for 1st usage coverage; due to be baseline in April

Risks:

There is a risk that we cannot define a contingency Go Live date because of the Gemini code freeze which starts on 28th June 2021 leading to a significant delay to Go Live in the event that our original Go Live date cannot be achieved

Update: Agreement reached with Gemini team to utilise 3rd July as a contingency date following code analysis exercise. Risk to be closed

In Scope (XRN50930 - MOD0711 – Update of AUG Table to reflect new EUC bands

Descoped (XRN4992) - MOD0687 – Creation of new charge to recover last resort supply payments – Descoped at Extraordinary ChMC on 26th October 2020

Descoped (XRN4941) - MOD0692 - Auto updates to meter read frequency – Descoped at ChMC on 11th November 2020

4c. November 2021

PO presented this agenda item. PO added that the

- Design phase on track to complete to current schedule
- Remaining 3 change packs delivered on plan; eChMC arranged for 5th May for approval
- Attending ChMC on the 12th May, with recommendation for delivery and BER
- ChMC Approved change packs (XRN5007, 5072 & 5142)

Risk (XRN5142) - Unknown plans from DCC on their plan of delivery and design for cleanse

Mitigation - Regular touch points with DCC to understand their plan and design have been set up; Plan on a page is due shortly also outstanding question on design was due by the 20th April 2021

XRN5007, XRN5072 and XRN5142 Detailed Design Change Packs were published in March and approved at ChMC on 7th April.

XRN4941, XRN5091 and XRN5180 have now completed Detailed Design and Change Packs were published in April. The following slides give an overview of these changes. CSSC impact assessment is also being undertaken using the approved designs for June 2021. The CSS impacts will be looking to taken to ChMC in May and this information will flow then from ChMC into next months DSG.

PP stated XRN4780 Part C is related to the CSSC program but has not been included as of yet into the November 2021 scope. TO'C outlined that this would be taken and scoped at the best appropriate time. This may be taken to the ChMC meeting in May to define whether this will be included within the scope of Nov 21 or remain within CSSC.

5. Change Pipeline

PO presented this agenda item. PO outlined that this update and change pipeline provides a breakdown of XRN's per category. This starts with pre-capture, capture, ready for delivery and all the way to designated releases minor and major. Furthermore, the POAP presented within the Change Pipeline slides shows the timeline of scoped and in flight Releases. PO asked DSG to note that the CSS timeline has included the change XRN4780C within the November section of its timeline.

PO advised that there is a backlog being built up in the Capture phase at the moment but the CDSP is working to get through this backlog and is hoping this number will reduce in time. This should provide more ready for delivery changes to be scoped into future releases.

6. Issue Management

6a. AQ Task Force Update

PO advised customers that this agenda item can be reviewed offline and advised that any questions or queries be directed to Michele Downes and her team.

7. CMS Rebuild

JW provided an update and added that the "To Be" workshops have no been completed and further requirements have been identified at these sessions.

JW also added that they have gone out to suppliers who have submitted their HLSO as per the agreed date and the team are currently completing due diligence on the options provided. JW added that there has been a number of conversations with suppliers to understand what kind of solutions are available and rough indication or timescales for those solutions. In addition, there have been workshops within the team to understand what the communications portal should look like, which is one of the biggest pain points identified by customers.

JWD added that they are in discussion about a collaboration tool called SDEP that has been launched and mandated by Ofgem and so further investigation is taking place to understand the value of another collaboration tool within the CMS rebuild option.

High Level Solution Options:

Category	Details
Number of Suppliers engaged	4
Technology Solutions Proposed	Pega, Azure, hybrid of Pega & Azure
Delivery Options	Phased Delivery (two Phases) or a Single Delivery
Delivery Timescales from mobilisation	Shortest: 12 months Longest: 16 Months
NB – All the above are initial views of the bid submissions and need to be fully validated and evaluated. Therefore, they are subject to change.	

Next Steps:

- CoMC will be attended in May to discuss the ideal solution recommended and the approximate costing and timeline of that solution.
- Provide update to CoMC in May and request funds to mobilise the detailed design phase
- Agree engagement approach with customers during detailed design (DSG/interactive sessions)

JWD stated they have agreed with ChMC that the separate change raised for this project will cover most of this detail, this should exit capture in June as per plan and from that period, more information on the design phase will be available

8. AOB.

UK Link Cloud Programme

The primary objective of the UK Link roadmap system is to ensure this critical data processing platform is optimized and sustained to ensure continued service to the UK Gas Sector.

The near term drivers for this roadmap are to:

- Reduce Operational Risk - Ensure that all components are within mainstream vendor support, improve UK Link Infosec footing.
- Reliability at scale - Maintain & improve the stability of service that we deliver and its ability to scale.
- Pace and Change of Delivery adoption - Organise to allow multiple paces of change and reduce impact on customer systems

EJL added that approval was gained for the UK Link roadmap earlier this year. The cloud programme has not commenced and the first delivery is a core UK Link platform migration. This means the system will be moving to Microsoft Azure and SQL server which requires a new UK Link portal. Therefore, in order to deliver this programme, it has been split into a number of workstreams to deliver individual components. Each workstream is currently in high level design and at throughout the programme, EJL will continue to provide updates and inform DSG, CoMC, ChMC as well as CSSC DSG as this project progresses. EJL added that the first step involves working through the high level design phase, looking to understand the delivery route and go live date. Once there is a firm go live date, this will be communicated to the respective forums so customers can be made aware.

EJL stated there are no functional impacts, therefore no build requirements for your systems. There is also a good understanding of the browser versions you are using as we have asked you to provide this information through conversations for the CSSC programme but will appreciate you providing this detail if you have not already.

There will be a password reset for the new UK Link portal which will be required at Go Live. This will be communicated to customers via email providing them with the link to login to the new UK Link portal, promoting the opportunity to create their own password. EJL added that aside from this, there is UK Link Manual governance that must be adhered to ensure the appropriate outage notifications are provided within the governance timescales. In addition, where there might be security information applicable to customers, this will be issued out within for information Change Packs, keeping customers aware and informed.

EL asked if the external portal will be a different look and feel as well as usability for users, or will this look exactly the same other than the password changing? EJL stated that it should look and feel how it currently is viewed and interacted by users however, EJL will be taking this away to clarify this is still the case.

Action: EJL to clarify if the look, feel and usability will be amended or changed alongside the new password secured portal. This is to include any process documentation and training documentation for users, if the portable usability has changed.

Security

EJL advised that core Microsoft and Google services will not support TLS lower than 1.2 from this summer (2021). Therefore, browsers will have to be upgraded to allow normal operation of many parts of the internet. EJL added that the faster switching programme introduced stringent security obligations for all programme participants. Xoserve are taking the step to align to global security standards as well as our security policy to only support TLS1.2 and higher. Older TLS versions are cryptographically insecure with varied vulnerability which could allow somebody to intercept the traffic between systems, creating a potential security breach. If you feel this impacts your organisation, please raise with Emma Lyndon directly.

User Security

EJL stated that during the security analysis, the team have discovered that there are a couple of areas that require change, but these will have enhanced benefit to customers.

Users will be able to have single identity based on their corporate email address for all Xoserve and Correla products. Historically where user accounts have been deleted, it has not been possible to re-use this account, e.g. emma.Lyndon@xoserve.com would have become emma.lyndon1@xoserve.com. Going forward a single user identity will allow the re-use of an ID where necessary.

EL asked if at some point a list of products can be provided under the single identity. EJL clarified it would be anyone using the UK Link portal and anybody using the adapter service, which in this case is switch stream.

Action: CMS team to look at whether the single identity will be offered with this in mind JW to take this offline and discuss this project with the security team when considering what platform they will be using.

EJL added that the password policy will be updated alongside this as this current policy is 5+ years old and needs to reflect current security.

The updating of this policy will allow the password to be reset by individual users, rather than by an admin function. Furthermore, If you are an LSO, as a privileged user, we will bring in a multi factor authentication regime. This requirement is in line with CSS requirements, our security policy and privacy by design principles supporting EU-GDPR/DPA 2018 compliance requirement. As a future enhancement, users will be able to update their own information, e.g.name spelt incorrectly you can update it without having to delete and re-create the user account.

EL asked in terms of the future enhancements, are there any plans to enhance additional LSO creation via LSOs. For example, creation additional LSOs via other LSOs.

EL asked a question in terms of enhanced reporting. In regard to users, last access reports are emailed on a monthly basis. Being that this will be more self-serve, is there any plans for any self-serve reporting within the portal and the enhancement to include the access to UK Link via data enquiry service. EJL stated that she will pick up with Paul and the relevant DDP team. EJL added there will be a Change Pack looking to be issued in June 2021s Change Packs that involve the detail and information discussed in this meeting.

This was the end of 26th April 2021 DSC Delivery Sub Group meeting. Next Meeting: (Monday 24th May 2021)

If you have any questions relating to the above meeting minutes, please email uklink@xoserve.com