

This is the DAR for the Service Management Integration workshop which took place on Tuesday 13<sup>th</sup> August.

Attendees included:

DCC – Christine Pearson and Paul Hardidng

Cap Gemini – Olu Fasan, Jennie Stavrou, Jatender Dass, Kath Berry and Dev Purewal

Netcompany – Stefan Milczarek and Stephen Keefe

Xoserve – Lucy Mobberley, Deepa Chitty and Pradeep Kumar

Agenda for the session included:

- ServiceNow Demo
- Technical Solution Overview
- High Level Plan Overview
- AOB

DCC opened the session with a brief summary of the DCC Service Management strategy, advising DCC has procured Service Now ITSM & porta. CapGemini are the service provider.

DCC and Ofgem believe the best way forward is for service providers to interact with CSS Service Management (CSSSM) and confirmed REC is worded in such a way that there is an expectation to integrate. Concerns surrounding integration were raised, particularly if there is a corporate policy in place not to integrate with external systems. DCC advised where integration is not an option discussion will need to be had.

Over the coming months there will be sessions held with the wider industry to gain an understanding of service management, including, communication, incidents and problem management.

### ServiceNow

Service Now is an out of the box solution. Internal workshops have commenced between DCC and CapGemini to agree the configuration and service management requirements. Once these have been baselined, wider industry workshops will commence during September.

### Technical Solution overview

Service Now has two datacentres, one in London the other in the Netherlands. Integrations will go through edge proxy via encrypted messages, edge proxy will be hosted in DCC's data centre and the data from Service Providers will be forwarded to Service Now. User connections will always go into the London data centre with information replicated in the Netherlands datacentre as a back-up (continuous replication).

Cap Gemini will be issuing a questionnaire for all Service Providers to compete in relation to their current service management tool and what their intention are for integrating to the CSSSM. Following discussion it was agreed that the questionnaire cannot be completed

until the process workshops have finalised. The date for release of the questionnaire is to be confirmed.

### High level plan overview

Cap Gemini ran through their high level plan advising the following potential dates:

- June 2019 – the SMS interface document was submitted to Industry. This will be updated during the one to one workshops with all service providers.
- September 2019 – Workshops to be held between DCC and Capgemini to understand processes and requirements
- November 2019
  - Process model development will commence once the workshops have been completed, these will be finalised during November 2019
  - Complete integration design (all service providers)
- December 2019 - PIT testing
- April – September 2020 – enter SIT

Workgroup participants agreed that the plan is extremely ambitious and until the requirements and processes are understood Service Providers are not in a position to agree what integration will be implemented. A reasonable amount of time needs to be allowed to develop these requirements and it is felt this will not be accomplished by November. CapGemini acknowledged this and understood the dates will need to be adjusted, these were their initial target dates. Plan dates need to be reviewed and aligned to the overall Ofgem Plan.

The following questions were raised:

- Will SIT requirement feature within the Test CSSIA document – this has been taken away as an action by Netcompany
- User test will feature within OAT phase, will we see user scripts – this has been taken away as an action
- Is the terminology used by CapGemini documentation aligned with the CSSIA document – this has been taken away as an action by CapGemini/Netcompany

### Next steps

- CapGemini will issue answers to feedback and questions raised within the meeting
- DCC and Netcompany will organise a schedule of workshops with Service Providers to cover each of the processes and agree high level process handoffs
- Service Providers to send questions to the SI prior to their one to one workshops