



# DSC Change Proposal

Change Reference Number: XRN4626.2

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Xoserve to fill out all of the information in this colour ■

Section A1: General Details	
Change Title	Provision of an alternative Consumer Enquiry Service (Mnumber) - PHASE TWO Non-Web Portal Implementation
Date Raised	09/03/2018
Sponsor Organisation	Xoserve
Sponsor Name	Dave Ackers
Sponsor Contact Details	Dave.j.Ackers@xoserve.com
Xoserve Contact Name	Emma Smith
Xoserve Contact Details	Emma.smith@xoserve.com
Change Status	Proposal / With DSG / Out for review / Voting / Approved or Rejected
Section A2: Impacted Parties	
Customer Class(es)	<input type="checkbox"/> Shipper <input type="checkbox"/> National Grid Transmission <input type="checkbox"/> Distribution Network Operator <input type="checkbox"/> IGT
Section A3: Proposer Requirements / Final (redlined) Change	
<p>Currently, Xoserve operates a telephone service which consumers call to find out the MPRN and Gas Supplier for their property, or a property which they're moving into. This CR is to assess options and provide an alternative service for Mnumber and GT ID which can be expanded to Electricity MPAN in the future. Benefits of an alternative service will result in reduced running costs for our customers and an improved experience for consumers who use the service. Changing the service will require significant stakeholder engagement with Networks, iGT's and Shippers. The target implementation date of the provision of an alternative service should be summer 2018, with full transition away from the existing service to be complete by 31st March 2019.</p>	
Proposed Release (Feb/Jun/Nov/Minor)	01/ 08/2018
Proposed Consultation Period	<input type="checkbox"/> 10 Working Days <input type="checkbox"/> 20 Working Days <input type="checkbox"/> 30 Working days Other:
Section A4: Benefits and Justification	
<b>Benefit Description</b> <i>What, if any, are the tangible benefits of introducing this change? What, if any, are the intangible benefits of introducing this change?</i>	Benefits of an alternative service will result in reduced running costs for our customers and an improved experience for consumers who use the service.
<b>Benefit Realisation</b> <i>When are the benefits of the change likely to be realised?</i>	Changing the service will require significant stakeholder engagement with Networks, iGT's and Shippers.
<b>Benefit Dependencies</b> <i>Please detail any dependencies that would be outside the scope of the change, this could be reliance on another delivery, reliance on some other event that the projects has not got direct control of.</i>	

<b>Section A5: Final Delivery Sub-Group (DSG) Recommendations</b>	
<i>Until a final decision is achieved, please refer to section C of the form.</i>	
<b>Final DSG Recommendation</b>	Approve / Reject / Defer
<b>DSG Recommended Release</b>	Release X: Feb/Jun/Nov XX or Adhoc DD/MM/YYYY
<b>Section A6: Funding</b>	
<b>Funding Classes</b>	<input type="checkbox"/> Shipper XX% <input type="checkbox"/> National Grid Transmission XX% <input type="checkbox"/> Distribution Network Operator XX% <input type="checkbox"/> IGT XX%
<b>Service Line(s)</b>	
<b>ROM or funding details</b>	
<b>Funding Comments</b>	
<b>Section A7: ChMC Recommendation</b>	
<b>Change Status</b>	<input type="checkbox"/> Approve – Issue to DSG <input type="checkbox"/> Defer – Issue for review <input type="checkbox"/> Reject
<b>Industry Consultation</b>	<input type="checkbox"/> 10 Working Days <input type="checkbox"/> 20 Working Days <input type="checkbox"/> 30 Working days Other:
<b>Expected date of receipt for responses (to Xoserve)</b>	XX/XX/XXXX
<b>DSC Consultation</b>	
<b>Issued</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Date Issued</b>	
<b>Comms Ref(s)</b>	
<b>Number of Responses</b>	
<b>Section A8: DSC Voting Outcome</b>	
<b>Solution Voting</b>	<input type="checkbox"/> Shipper Approve / Reject / NA / Abstain <input type="checkbox"/> National Grid Transmission Approve / Reject / NA / Abstain <input type="checkbox"/> Distribution Network Operator Approve / Reject / NA / Abstain <input type="checkbox"/> IGT Approve / Reject / NA / Abstain
<b>Meeting Date</b>	XX/XX/XXXX
<b>Release Date</b>	Release X: Feb / Jun / Nov XX or Adhoc DD/MM/YYYY or NA
<b>Overall Outcome</b>	Approved for Release X / Rejected

Please send the completed forms to: [box.xoserve.portfoliooffice@xoserve.com](mailto:box.xoserve.portfoliooffice@xoserve.com)

#### Document Version History

Version	Status	Date	Author(s)	Summary of Changes
0.1	For Approval	12/12/18	Xoserve	This change was originally a CR; it has now been changed into a CP and appendix 1 has been added.

## Template Version History

Version	Status	Date	Author(s)	Summary of Changes
3.0	Approved	17/07/18	Emma Smith	Template approved at ChMC on 11 <sup>th</sup> July
4.0	Approved	07/09/18	Emma Smith	Minor wording amendments and additional customer group impact within Appendix 1



# Appendix 1

## Change Prioritisation Variables

Xoserve uses the following variables set for each and every change within the Xoserve Change Register, to derive the indicative benefit prioritisation score, which will be used in conjunction with the perceived delivery effort to aid conversations at the DSC ChMC and DSC Delivery Sub Groups to prioritise changes into all future minor and major releases.

<b>Change Driver Type</b>	<input type="checkbox"/> CMA Order <input type="checkbox"/> EU Legislation <input type="checkbox"/> BEIS <input type="checkbox"/> SPAA Change Proposal <input type="checkbox"/> Other (please provide details below)	<input type="checkbox"/> MOD / Ofgem <input type="checkbox"/> License Condition <input type="checkbox"/> ChMC endorsed Change Proposal <input type="checkbox"/> Additional or 3 <sup>rd</sup> Party Service Request
<b>Please select the customer group(s) who would be impacted if the change is not delivered</b>	<input type="checkbox"/> Shipper Impact <input checked="" type="checkbox"/> Xoserve Impact	<input type="checkbox"/> iGT Impact <input type="checkbox"/> National Grid Transmission Impact <input type="checkbox"/> Network Impact
<b>Associated Change reference Number(s)</b>	N/A	
<b>Associated MOD Number(s)</b>	N/A	
<b>Perceived delivery effort</b>	<input type="checkbox"/> 0 – 30 <input type="checkbox"/> 60 – 100	<input checked="" type="checkbox"/> 30 – 60 <input type="checkbox"/> 100+ days
<b>Does the project involve the processing of personal data?</b> <i>'Any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier' – includes MPRNS.</i>	<input type="checkbox"/> Yes (If yes please answer the next question) <input checked="" type="checkbox"/> No	
<b>A Data Protection Impact Assessment (DPIA) will be required if the delivery of the change involves the processing of personal data in any of the following scenarios:</b>	<input type="checkbox"/> New technology <input type="checkbox"/> Mass data <input type="checkbox"/> Fundamental changes to Xoserve business <input type="checkbox"/> Other (please provide details below)	
	<input type="checkbox"/> Vulnerable customer data <input type="checkbox"/> Xoserve employee data <input type="checkbox"/> Theft of Gas (If any of the above boxes have been selected then please contact The Data Protection Officer (Sally Hall) to complete the DPIA.	

<b>Change Beneficiary</b> <i>How many market participant or segments stand to benefit from the introduction of the change?</i>	<input type="checkbox"/> Multiple Market Participants <input type="checkbox"/> All industry UK Gas Market participants <input type="checkbox"/> One Market Group	<input checked="" type="checkbox"/> Multiple Market Group <input type="checkbox"/> Xoserve Only <input type="checkbox"/> One Market Participant
<b>Primary Impacted DSC Service Area</b>	Service Area 16: Provision of Supply Point Information Services and Other Services Required to be Provided Under Condition of the GT Licence	
<b>Number of Service Areas Impacted</b>	<input type="checkbox"/> All <input type="checkbox"/> One <input type="checkbox"/> Five to Twenty <input checked="" type="checkbox"/> Two to Five	
<b>Change Improvement Scale?</b> <i>How much work would be reduced for the customer if the change is implemented?</i>	<input checked="" type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low	
<b>Are any of the following at risk if the change is not delivered?</b>		
<input type="checkbox"/> Safety of Supply at risk <input type="checkbox"/> Customer(s) incurring financial loss <input type="checkbox"/> Customer Switching at risk		
<b>Are any of the following required if the change is delivered?</b>		
<input type="checkbox"/> Customer System Changes Required <input type="checkbox"/> Customer Testing Likely Required <input type="checkbox"/> Customer Training Required		
<b>Known Impact to Systems / Processes</b>		
<b>Primary Application impacted</b>	<input type="checkbox"/> BW <input type="checkbox"/> AMT <input type="checkbox"/> Gemini <input type="checkbox"/> ISU <input type="checkbox"/> EFT <input type="checkbox"/> Birst <input type="checkbox"/> CMS <input type="checkbox"/> IX <input checked="" type="checkbox"/> Other <i>(please provide details below)</i>	
<b>Business Process Impact</b>	<input type="checkbox"/> AQ <input type="checkbox"/> Reads <input checked="" type="checkbox"/> Other <i>(please provide details below)</i> <input type="checkbox"/> SPA <input type="checkbox"/> Portal <input type="checkbox"/> RGMA <input type="checkbox"/> Invoicing	
<b>Are there any known impacts to external services and/or systems as a result of delivery of this change?</b>	<input type="checkbox"/> Yes <i>(please provide details below)</i> <input type="checkbox"/> No	
<b>Please select customer group(s) who would be impacted if the change is not delivered.</b>	<input type="checkbox"/> Shipper impact <input checked="" type="checkbox"/> Xoserve impact <input type="checkbox"/> Network impact <input type="checkbox"/> National Grid Transmission Impact <input type="checkbox"/> iGT impact	
<b>Workaround currently in operation?</b>		
<b>Is there a Workaround in operation?</b>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
<b>If yes who is accountable for the workaround?</b>	<input type="checkbox"/> Xoserve <input type="checkbox"/> External Customer <input type="checkbox"/> Both Xoserve and External Customer	
<b>What is the Frequency of the workaround?</b>		
<b>What is the lifespan for the workaround?</b>		
<b>What is the number of resource effort hours required to service workaround?</b>		
<b>What is the Complexity of the workaround?</b>	<input type="checkbox"/> Low <i>(easy, repetitive, quick task, very little risk of human error)</i> <input type="checkbox"/> Medium <i>(moderate difficult, requires some form of offline calculation, possible risk of human error in determining outcome)</i> <input type="checkbox"/> High <i>(complicate task, time consuming, requires specialist resources, high risk of human error in determining outcome)</i>	
<b>Change Prioritisation Score</b>	44%	

## Document Control

### Version History

Version	Status	Date	Author(s)	Summary of Changes
1	Draft	27/04/18	Anesu Chivenga	