Section G: Change Pack

# G1: Communication Detail

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| --- | --- |
| Comm Reference: | 2827.2 - RT - PO |
| Comm Title: | XRN5122 Gemini System Enhancements – Proposed change to Password reset process |
| Comm Date: | 17/05/2021 |

**G2: Change Representation**

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| Action Required: | For Representation |
| Close Out Date: | 01/06/2021 |

# G3: Change Detail

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| Xoserve Reference Number:  | XRN5122 |
| Change Class: | Functional |
| ChMC Constituency Impacted: | Shippers, Distribution Network Operators, NG Transmission |
| Change Owner:  | NG Transmission |
| Background and Context: | The Gemini IT system underpins the commercial gas transmission regime and accounts for all capacity and energy transactions. It is owned by National Grid with technical support provided by Xoserve under the Data Services Contract.National Grid have a commitment to customers and Ofgem to maintain compliance with the UNC and ensure that Gemini meets the needs of its users. Gemini Re-Platforming addressed the ageing hardware and brought software versions back in support. Gemini System Enhancements (GSE) along with the longer-term roadmap is about adapting/improving Gemini based on the needs of a changing industry, to meet customer expectations.The project will be delivering over 65 Gemini enhancements, spanning both external and internal users. |

# G4: Change Impact Assessment Dashboard (UK Link)

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| Functional: | Reporting, APIs, Screen improvements |
| Non-Functional: | API Access, Performance |
| Application: | Gemini |
| User(s): | Shipper, DN, NTS |
| Documentation: | UK Link Manual |
| Other: | N/A |

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| Files |
| File | Parent Record | Record | Data Attribute | Hierarchy or FormatAgreed |
| N/A | N/A | N/A | N/A | N/A |

# G5: Change Design Description

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| **Gemini Password Reset Process**Alongside a number of system changes the project proposes to introduce a change to the password reset process for the Gemini system. This is in response to feedback from shippers.Currently the Gemini log in screen prompts a user to reset their password when it has expired. If a Gemini user has forgotten their password or the account has locked then the user needs to contact their LSO who in turn will request a password reset via the Xoserve Service Desk.The proposal is to change the process such that the user themselves can contact the Xoserve Service Desk to request a password reset.In order to implement this process change we will be carrying out an audit of Gemini accounts so that we can confirm we hold the necessary user information that will enable us to authenticate any password reset requests submitted to the Service Desk.The UK Link Security Operating Framework has been updated to reflect the proposed change and is included in this Change Pack.[UKLBD1 document](https://umbraco.xoserve.com/media/42101/xrn5122-emb-doc-uklbd1-v4fa.pdf)Please note:* The Gemini log in screen will continue to prompt a user to reset their password upon expiry.
* A user will still be able to request a password reset via their LSO if they choose.
* Where we do not hold sufficient detail to authenticate a password reset request from a user the request will need to be authorised by the registered LSO.
* Any new account requests will still be the responsibility of the registered LSO.
* Any amendments to existing accounts will still be the responsibility of the registered LSO.
* Any account deletion requests will still be the responsibility of the registered LSO.
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# G6: Associated Changes

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| Associated Change(s) and Title(s): | There are no associated changes |

# G7: DSG

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| Target DSG discussion date: | 01/01/0001 |
| Any further information: | No further information is required |

# G8: Implementation

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| --- | --- |
| Target Release: | 25th July 2021 |
| Status: | Individual change outside of the release window |

Please see the following page for representation comments template; responses to uklink@xoserve.com

Section H: Representation Response

H1: Change Representation

(To be completed by User and returned for response)

|  |  |  |
| --- | --- | --- |
| User Contact Details: | Organisation: | SSE Energy Supply Ltd |
| Name: | Megan Coventry |
| Email: | megan.coventry@sse.com |
| Telephone: | 01738340051 |
| Representation Status: | Support |
| Representation Publication: | Publish |
| Representation Comments: | This will improve the process for password resets. |
| Confirm Target Release Date? | Yes | «h1\_userDataAlternative» |

# H1: Xoserve’ s Response

|  |  |
| --- | --- |
| 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

H1: Change Representation

(To be completed by User and returned for response)

|  |  |  |
| --- | --- | --- |
| User Contact Details: | Organisation: | Scottish Power |
| Name: | Helen Bevan |
| Email: | Helen.Bevan@scottishpower.com |
| Telephone: | 01416145519 |
| Representation Status: | Support |
| Representation Publication: | Publish |
| Representation Comments: | Improvement to password re-set process and better for shift workers. |
| Confirm Target Release Date? | Support | «h1\_userDataAlternative» |

# H1: Xoserve’ s Response

|  |  |
| --- | --- |
| 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