DSC Change Proposal Document

Customers to fill out all of the information in the sections coloured 🟧
Xoserve to fill out all of the information in the sections coloured 🟦

A1: General Details

Change Reference:	5343
Change Title:	CMS Rebuild
Date Raised:	17/03/2021

Sponsor Representative Details:	Organisation:	Correla on behalf of Xoserve
	Name:	Jo Williams
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Xoserve Representative Details:	Name:	James Rigby
	Email:	james.rigby@xoserve.com
	Telephone:	01212292278
	Business Owner:	

Change Status:	☐ Proposal	☒ With DSG	☐ Out for Review
	☐ Voting	☐ Approved	☐ Rejected

A2: Impacted Parties

Customer Class(es):	☒ Shipper	☒ Distribution Network Operator
	☒ NG Transmission	☒ IGT
	☒ All	☒ Other [This will be a large scale change project that impacts all customers. The scale of opportunity is not yet fully known but the rebuild is targeted to improve quality, delivery and customer effort.]

Justification for Customer Class(es) selection	The Contact Management System (CMS) is a dated tool at the end of support. It is used by customers to challenge and amend data held on the UK-Link system. It is a source of frustration for customers as it is no longer appropriate to support their needs. Therefore investment has been granted to "rebuild" CMS and make it more efficient by reducing customer effort and manual processes, as well as adaptable to support future Industry change. This will be a large scale change project that impacts all customers. The scale of opportunity is not yet fully known but the rebuild is targeted to improve quality, delivery and customer effort.

A3: Proposer Requirements / Final (redlined) Change

Problem Statement:	The Contact Management System (CMS) is a dated tool at the end of support, the processes managed within are a source of frustration for customers. There is a desire to rebuild the system and processes rather than replace.
Change Description:	This will be a large scale change project that impacts all customers. The scale of opportunity is not yet fully known but the rebuild is targeted to improve quality, delivery and customer effort. The Project Team have commenced Capture under the Change Request XRN5234, this included numerous requirement gathering sessions with customers to understand their requirements and view points.
Proposed Release:	2021/22
Proposed Consultation Period:	☒ 10 Working Days	☐ 15 Working Days
	☐ 20 Working Days	☐ Other [Specify Here]

A4: Benefits and Justification

Benefit Description:	At present the high-level benefits will be: - Reduction in customer effort - Improvements in RFT - Reduction in cost to serve As the solution has not yet been identified of these processes we cannot be more granular in the benefits.

	What, if any, are the tangible benefits of introducing this change? What, if any, are the intangible benefits of introducing this change?
Benefit Realisation:	Post Implementation for the vast majority, however during Capture the Project Team have identified quick wins / best practices which have been shared with the industry to help with the current processes.
	When are the benefits of the change likely to be realised?
Benefit Dependencies:	These dependencies will be identified once a solution has been selected, however the Project Team are liaising with other programmes of work to understand and accommodate any potential dependencies i.e. CSSC
	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.

A5: Final Delivery Sub-Group (DSG) Recommendations – Removed
(see Section C for DSG recommendations)

A6: Service Lines and Funding

Service Line(s) Impacted - New or existing	N/A		
Level of Impact	Major/ Minor/ Unclear/ None		
If None please give justification			
Impacts on UK Link Manual/ Data Permissions Matrix			
Level of Impact	Major/ Minor/ Unclear/ None		
If None please give justification			
Funding Classes :	Customer Classes/ Funding	Delivery of Change	On-going Budget Amendment

	☐ Shipper	XX %	XX %
	☐ National Grid Transmission	XX %	XX %
	☐ Distribution Network Operator	XX %	XX %
	☐ IGT	XX %	XX %
	☐ Other <please specify>	XX %	XX %
ROM or funding details:			
Funding Comments:			

A7: ChMC Recommendation

Change Status:	☐ Approve	☐ Reject	☐ Defer
Industry Consultation:	☐ 10 Working Days	☐ 15 Working Days	
	☐ 20 Working Days	☐ Other [Specify Here]	

Expected date of receipt for responses (to Xoserve)	XX/XX/XXXX

DSC Consultation Issue:	☐ Yes	☐ No
Date Issued:	Click here to enter a date.	
Comms Ref(s):		
Number of Responses:		

A7: ChMC Recommendation

Change Status:	☐ Approve	☐ Reject	☐ Defer
Industry Consultation:	☐ 10 Working Days	☐ 15 Working Days	
	☐ 20 Working Days	☐ Other [Specify Here]	

Expected date of receipt for responses (to Xoserve)	XX/XX/XXXX

DSC Consultation Issue:	☐ Yes	☐ No
Date Issued:	Click here to enter a date.	
Comms Ref(s):		
Number of Responses:		

A8: DSC Voting Outcome

Solution Voting:	☐ Shipper	Please select.
	☐ National Grid Transmission	Please select.
	☐ Distribution Network Operator	Please select.
	☐ IGT	Please select.
Meeting Date:	Click here to enter a date.	
Release Date:	Release: Feb / Jun / Nov XX or Adhoc DD/MM/YYYY or NA	
Overall Outcome:	☐ No ☐ Yes	If [Yes] please specify <Release>