

Extraordinary Design Sub Group

24th June 2022

xserve

Provided by:



Agenda

- Welcome
- CSSC Post Implementation Support
- UK Link Portal
- Gas Enquiry Service
- Shipper Supplier Alliance Amendments
- General Q & A
- AOB



Post
Implementation
Support
(Roseanne)



Post Implementation Support

Post CSS go live we will have a Post Implementation Support phase for 3 months

Latest Update:

- Engagement is ongoing with the SI and DCC in readiness for Transition 3 and Go Live
- Our Service Wrapper for the Service Management Process to support Transition 3 and Go Live is in place
- Service Desk readiness/training is now complete to support Transition 3 and Go Live
- Support Groups for managing Defects is in place and access to Service Now to support Defect Management in place
- War Gaming Sessions have been attended by Xoserve/Correlia
- ELS/PIS Daily Stand-up's now in place and will run for the duration of ELS/PIS
- Heightened monitoring and alerting now in place to support Go Live
- Waiting for the DCC/SI to schedule their ELS/PIS daily stand-up's these should be set up in the next week or so.

Any questions?

UK Link
Portal
(Padmini / Neil)



UK Link Portal

Verbal update from Padmini / Neil

Gas
Enquiry
Service
(Saroj)



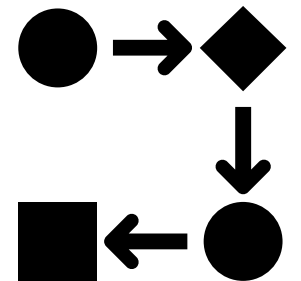
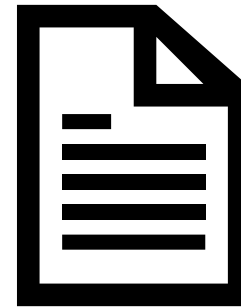
Gas Enquiry Service - Update

Goes Live 18 July 2022

Working with Code Manager to monitor **Access Agreements** signed by Non-REC parties, to support user migration

Communication to customers as to what to expect for Day 1 – what is/is not changing – how will they access service

Business Readiness – Xoserve/Correla are setting up provide excellent GES Service from Day 1



Shipper
Supplier
Alliance
Amendments
(Rob / Mike)



Shipper Supplier Alliance Amendments

From CSS Go Live the process for notifying Xoserve of changes to Shipper-Supplier Alliances will change

A new online form will be created and customers should use this to notify Xoserve. This is due to go live 18th July

If a customer needs to notify of an alliance amendment before the online form is available, notifications should be set to the .Box.xoserve.customerlifecycle.spa mailbox

General Q&A



AOB?



Thank you

