

CMS REBUILD CUSTOMER FOCUS GROUP 10/06

Agenda

- Recap of previous sessions and actions
- Walkthrough of the new Supplier Theft of Gas Process as per Mod O734S
- Change Pack Recommendation
- QMP Response files - how do you use them?
- AOB / Q&A
- Feedback request

TERMS OF REFERENCE (TOR)

Frequency

Monthly 1- 2 hours long & Email Communication

Purpose

- Stakeholder engagement forum for the product
- Update on decisions taken
- Update on progress of delivery of product into service
- Opportunity for demonstrations, seeking feedback

Roles and Responsibilities

- Discuss and propose ways forward for any escalations brought to the group
- Ensure product is fit for purpose
- Identification of any customer impact
- Agree where Change Packs will be produced

Inputs

- Latest view of high level release plans
- Update on preparations for transition into service
- Demonstrations / PoC / Wireframes of product design dependent on design stage
- Email Communication for initial discussions
- AOB and actions

Outputs

- Meeting Minutes & Actions
- Escalations
- Feedback on product demonstrations and approach
- Requirement confirmation
- Change Pack Identification

Attendees

- Correla CMS Rebuild Team - Jo Williams, Richard Creswell
- Xoserve representatives
- Industry Representatives

NEW SUPPLIER THEFT OF GAS PROCESS

Current Process

Currently, where suspected instances of Shipper theft are identified, this information is logged through the Contact Management Service by either the Distribution Network, Independent Gas Transporter, or the Shipper. Where logged by the DN or IGT, the information is passed to the Shipper to complete an investigation and provide the relevant detail back to the CDSP. In instances where the Shipper completes the investigation and finds that energy has been stolen, an adjustment is processed on UKLink and the Shipper is then invoiced.

New Process

The new process will see Suppliers informing the Retail Energy Code Company of instances of investigated thefts, who will in turn log those thefts in the Contact Management Service with all the relevant information necessary to complete adjustment and invoice.

The system will validate the information and where appropriate, pass the information to the relevant Shipper(s) who will either approve or dispute the theft claim. Where the Shipper approves the information (or fails to respond), the stolen energy is added on UKLink and the Shipper(s) duly invoiced. on UKLink and the Shipper(s) duly invoiced.

What will this mean to you?

You'll no longer be required to log Theft of Gas in CMS

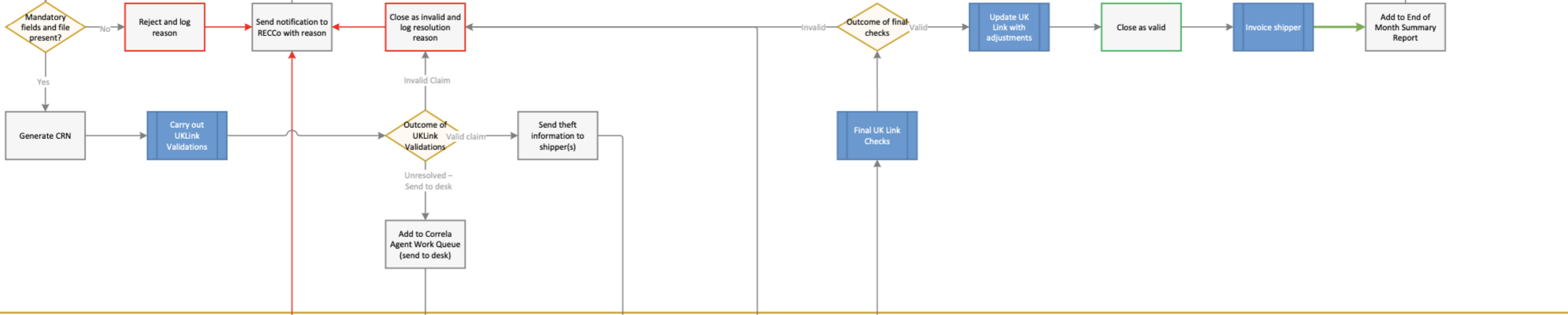
You'll receive notification of a theft of gas in your work queue that you can either accept or decline

TOG 734 (SUT) Process – High Level

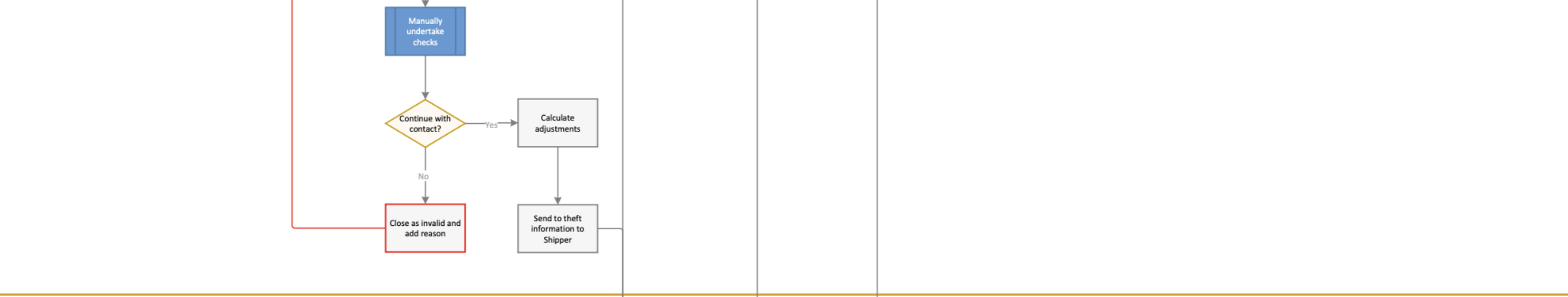
RECCo



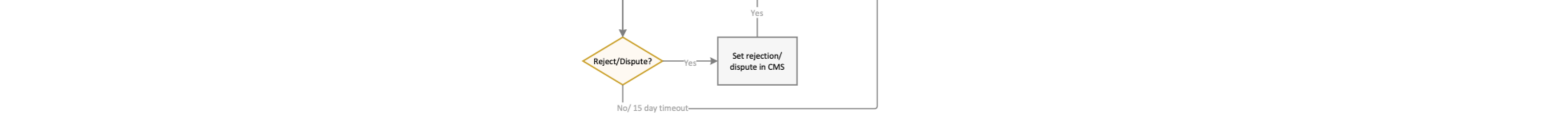
CMS System



Correla Agent



Shipper



CHANGE PACK / COMMUNICATION RECOMMENDATIONS

We are very conscious of the number of Change packs increasing, as we are working in an Agile delivery we are recommending the following approach for Change Packs:

Change Packs

- File Changes
- High level of change to a process where customer impact has been identified

Change Packs For Information

- Overview of functionality included in Release including High level Process Diagrams
- Low level of changes to a process

Communication

- Update of Releases / Progress
- Updates of any minor Cosmetic Changes

Training

- Process specific
- General access and navigation

MINUTES

No. Attendees

Actions

1. Circulate Change Packs with FocusGroups if possible prior to submission
- 2.

Outputs

1. Previous Actions and Recap
 - a. The previous Action for the change pack of the recommended AQ Values will be issued in July with a wider release 1 scope Change Pack
 - b. The Theft of Gas Change Pack, whilst discussed in the call it was going to be issued on Friday 10th June, this will now be issued on 15th July as we just need to clarify a few items.
2. Terms of reference – high level run through to reiterate customer engagement and transparency
2. Theft of Gas Process
 - a. The new Theft of Gas Process that is supported by the Mod O734S was walked through by Richard Creswell, this will be available once published on the CMS Rebuild page
 - i. There will be effectively two processes for Theft of Gas – the new one for Suppliers (Supplier Theft of Gas - SUT). In essence Shippers and Suppliers will no longer need to raise TOG contacts on legacy CMS
 - ii. Theft of Gas TOG on legacy CMS which will continue to be used by Networks until that process is migrated over to the new CMS
3. Change Pack Discussions
 - a. To understand the Change Pack requirements the following proposal was walked through and received recommendation:
 - i. Change Packs for Approval will be issued where:
 1. File Changes
 2. High Level of change to a process where customer Impact has been identified
 - ii. Change Packs for Information / Approval will be issued where / containing:
 1. Overview of functionality included in Release including High Level Process Diagrams and links to any training material
 2. Low level of change to a process flow which will contain the details of the process and a High Level Process Diagram
 - iii. Communication
 1. Updates of progress / Releases
 2. Any minor cosmetic changes
 - iv. Training
 1. Process Specific
 2. General Access and navigation
 - b. When asked for the general consensus on the approach no objections were received – this recommendation will be taken forward to ChMC for discussion
 4. QMP File Responses via the IX
 - a. There were a lot of discussions on how to use the IX to send the QMP File - if I have misunderstood some of the conversations, please do let me know
 - i. Current issue encountered: A file is submitted through CMS and a response file received via email. Rejections and accepted changes are bundled together in the file, so needs the person who created the file to work through them which is inefficient. With QMP the file will come into a folder each day and anyone can access and deal with them.
 - ii. Current process: 3 responses received - email notification, QCL file (mirror of email i.e. no detail), then QEX comes in once a week with rejection reasons
 - iii. QMP has to have a specific id, and valid / invalid responses go back to that user. What users want is for anyone to be able to see responses and process them.
 - iv. Action: Identify if there are any training materials on using the IX that could be distributed with this group for legacy CMS
 - b. If a QMP file is uploaded via IX the user has the file number which can be used in a search. If when using the QMP file as a search on CMS, nothing comes back then the user should raise a ticket via the service desk using this link: [Raise a new support request | Xoserve](#)
 - c. Action: Richard will follow up with Natalie on the issue where users cannot get access to the advanced search
 5. Walk through of the Screen layouts – these will also be published alongside the Miro board as a PDF.
 - Q&As received:

Q: When you click the save button how does it work? Do you get a reference?
A: The saved contact would show as draft on a queue, and will be assigned a contact ref when its submitted

Q: When are we going to be able to try it out and make suggestions?
A: We are targeting Q+ for Release 1 which will be ToG and MNC. We're working on the roadmap for Q1 2023 – expecting that there will be multiple drops

Q: Release 1 will be 2 processes – does that mean there will be a period of parallel running with old and new CMS?
A: Yes there will be – we'll be releasing in bite sized chunks

Q: With old CMS a real issue is the status code acronyms. Has this been changed in the new system? Will they be easily recognisable?
A: Yes – they won't be 4 letter codes anymore – a fully worded description of the status will be displayed