Change Pack for Representation / Information

# Communication Detail

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| Comm Reference: | 3098.5 – RT - PO |
| Comm Title: | Contact Management Service (CMS) Rebuild – Query Management Standards of Service reporting |
| Comm Date: | 17/10/2022 |

**Change Representation**

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| Action Required: | For representation |
| Close Out Date: | 31/10/2022 |

# Change Detail

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| Xoserve Reference Number: | N/A |
| \* ChMC Constituency Impacted: | Shipper All Classes  Distribution Networks (DNs) |
| Change Owner: | James Barlow  [James.barlow@xoserve.com](mailto:James.barlow@xoserve.com) |
| Background and Context: | **Background: Service for Query Management:**  Currently there are two different views produced for the performance of Query Management:   1. Query Management (QM) Standard of Service (SoS) Reporting 2. Data Services Contract (DSC) Performance Indicators   The DSC+ Performance Indicators (PI’s) have superseded the Query Management SoS Reporting, and are now the primary, and more effective, method for analysing and managing performance of the Query Management service.  Currently reporting of QM SoS is generated monthly, using data from the existing Contact Management Service (CMS) system, and are then manually emailed out to Shippers, however with rebuild of CMS additional work will be needed to create and distribute these legacy reports.  The effort required to create QM SoS and associated reports may not deliver any business value, and instead take time which could be spent delivering valuable product features, such as customer dashboard reporting.  **Standards of Service (SoS) Query Management Reporting:**  Query Management (QM) Standard of Service (SoS) measures performance of Shipper raised CMS Contacts. It does this at individual Shipper level, and an aggregated Shipper level:   1. Shipper:    * 80% of Contacts within 4 days    * 95% of Contacts within 10 days    * 98% of Contacts within 20 days    * 100% of Contacts within 40 days 2. Aggregated Shipper level:    * 80% of the Shippers that had Contacts resolved within 4 days    * 95% of the Shippers that had Contacts resolved within 10 days    * 98% of the Shippers that had Contacts resolved within 20 days    * 100% of the Shippers that had Contacts resolved within 40 days    * For example, if there were 10 Shippers, the above aggregated targets would need to be met for at least 8 Shippers.   These measures are no longer actively used to monitor the quality of service of Query Management.  There are two key insufficiencies with the way QM SoS looks at performance:   1. Measures do not include all customer types\* 2. Measures do not include all Contact types   \* only Shipper raised contacts are included, not network/IGT/UIP raised contacts.  In 2020 KPM’s were introduced, which created a different way of looking at the performance of the Contact Management Service. These Performance Indicators were then included in the DSC+ contract.  The DSC+ PIs looks at total CMS Contacts and measured:   * % of Contacts processed within 4 days * % of Contacts processed within 10 days * % of Contacts processed within 20 days * % of valid CMS Challenges received (Previously Submitted Contacts)   These new measures resolved the current insufficiencies in the QM SoS’s view of performance and are now the primary measure of the performance of query management. They are used by Contract Management to monitor performance monthly, and if needed used in discussions with the industry.  **Information Required:**  We would like to find out if the SoS QM reporting is still being used by Shippers and Distribution Networks. To this end, please provide a representation to this pack indicating if you utilise the SoS QM reporting, if so how, and if you would support the approach to not replicating this in the new CMS and moving forwards utilise the DSC PI version, as defined within this pack. |

Industry Response Review

«RangeStart:HDS»  
  
Change Representation

(To be completed by User and returned for response)

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| User Contact Details: | Organisation: | «h1\_organisation» | |
| Name: | «h1\_name» | |
| Email: | «h1\_email» | |
| Telephone: | «h1\_telephone» | |
| Representation Status: | «h1\_userDataStatus» | | |
| Representation Publication: | «h1\_consultation» | | |
| Representation Comments: | «h1\_userDataComments» | | |
| Confirm Target Release Date? | «h1\_targetDate» | | «h1\_userDataAlternative» |

# Xoserve’ s Response

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| Xoserve Response to Organisations Comments: | «h1\_xoserveResponse» |

Please send the completed representation response to [uklink@xoserve.com](mailto:uklink@xoserve.com)

«RangeEnd:HDS»

**Version Control**

**Document**

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| --- | --- | --- | --- | --- |
| Version | Status | Date | Author(s) | Remarks |
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