



XRN4850 - Notification of Customer contact details to Transporters

High Level System Solution
Impact Assessment

Change Overview

XRN4850 – Notification of Customer contact details to Transporters

This change seeks to make it mandatory for gas Suppliers to transfer customer name and contact information, subject to obtaining informed consent if required, to Xoserve to host in a secure area in order for Gas Distribution Networks (GDNs) and Independent Gas Transporters (IGTs) to proactively communicate information relating to the disruption of customer's gas supplies. The agreed use cases are:

- Unplanned interruptions including purge and relights;
- Planned interruptions including reinstatement of ground (e.g. mains replacement);
- Gas Safety Regulation (GSR) cut-offs;
- Appointments for Multiple Occupancy Buildings (e.g. riser replacement), and;
- Guaranteed Standards of Performance compensation payments.

Solution Options

1

Receive End Consumer data using existing record type.

2

Receive End Consumer data using the new record type.

Option 1 - High Level Impact Assessment

1. Receive End Consumer data using existing record type

The below changes are required to be made:

SAP ISU: Below are the list of changes in UK Link:

- End Consumer information needs to be stored in UK Link from the inbound flow using S66 segment of CNF and S82 segment of CNC. Shippers will be able to modify and the End Consumer details as well. All the details need to be deleted on the Change of Shipper and Supplier event. If the End Consumer doesn't want to avail this functionality; the Shipper can also update UK Link using the above flows.
- New Table needs to be created to store the trigger to issue the broadcast message. This trigger from GDNs and IGTs will contain the message, date and time to be broadcasted and method of communication (via email or SMS).
- Permission matrix needs to be created in the system to check the relationship between GDNs and IGTs. The liable GDN should be able to issue the notification on the respective IGTs portfolio.
- New interface from the SMS service provider to receive the 'STOP' message from End Consumer; post this the consumer will not receive any broadcast message for that use case 'incident'.
- Super Users need to be stored in the UK Link which will be authorized to create the trigger for broadcast message. Separate list needs to be maintained for Broadcast and Extract functionality.
- Message needs to be sent to the impacted End Consumers in the GDNs or IGTs portfolio. Any message deliver failure needs to be reported via Service Ticket. (this will be automated). The name of the End consumer needs to present while sending the message.
- A reports needs to be developed which will be executed on ad hoc basis by Business Users manually:
 1. To display the count and instances details of usage of the Broadcast Service.
 2. To display the count and instances details of usage of the Extract Service.

Portal: Below are the list of changes in UK Link:

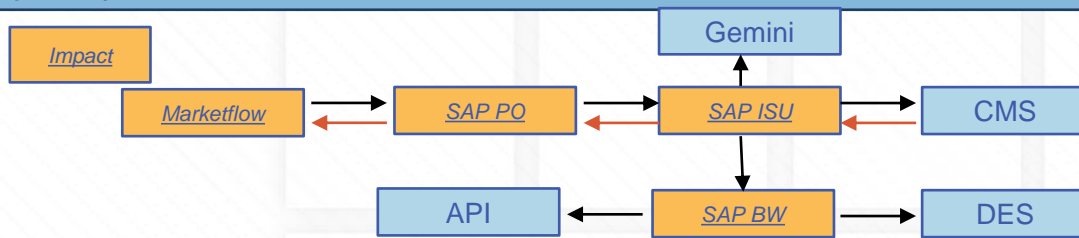
- New screen to be created in order to create the trigger by GDN and IGT Super Users. A proxy needs to be developed to check for the Super Users maintained in ISU are trying to create the trigger only; if any other user is trying to create the trigger; the request needs to be rejected by displaying an error message "**You do not have authorization**". Another proxy needs to be created with the response to update UK Link with the trigger details. A drop down will be created with approved 5 Use Cases; which will be mandatory item for the Super Users to create the trigger.
- New screen to be created in order to extract the MPRNs which have been broadcasted the message due to the trigger created by the GDN and IGT Super Users (if any other user is trying to create the trigger; the request needs to be rejected by displaying an error message "**You do not have authorization**"). A proxy needs to be created with the response to extract the MPRNs under the GTs portfolio. GTs will be able to download the list from Portal itself. This proxy will update UK Link also regarding the usage of the extract functionality. This screen will also have a drop down will be created with approved 5 Use Cases. If the GDNs or IGTs are not able to extract the MPRN list; relevant message needs to be displayed on the Portal Screen.

SAP PO: 6 New proxies needs to be build to support the data flow from UK Link to Portal. File Format changes also need to be catered in SAP PO.

Market Flow: File Format changes also need to be catered in SAP PO.

SAP BW: BP information needs to be stored in SAP BW.

Impacted Systems



Assumptions

- Market Trials and SMS service Provider costs are not considered.
- Performance testing is required.
- DES and BW Report changes are out of scope.
- Opt-Out End Consumers will not receive the messages.
- After the implementation of the change; Shippers will update UK Link using the BAU process.
- Migration is not in scope of the XRN.
- File format changes are anticipated.
- End consumer details will be received from Shippers.
- Super Users and the Permission matrix will be a one time activity during cutover; post that will be managed by Business Users.

Overall Impact

High

Release Type

Major

High Level Cost Estimate

60,000 - 70,000 GBP

Option 1 - System Impact Assessment

1

	Reports	Interface	Conversion	Enhancements	Forms	Workflow	Data Migration
System Component:	SAP ISU	SAP ISU/SAP PO/AMT		SAP ISU/ Portal/ SAP BW			
Impacted Process Areas:	SPA	SPA		SPA			
Complexity Level (per RICEFW item):	Medium	Medium		High			
Change Description:	New report to be created to display the usage of Broadcast and Extract function	<ul style="list-style-type: none"> CNC and CNF code changes to cater the new data items 6 New Interface needs to developed to display data in Portal Storage to be created for Permission matrix, Super Users(separate for Extract and Broadcast) and triggers for Broadcast and Extract. New interface from the SMS service provider to receive the 'STOP' message from End Consumer 		<ul style="list-style-type: none"> BP needs to be enhanced to store the data items. 2 new screens to be created in portal. Broadcast of the message. BW changes to be made to store the additional data items. 			

	ISU	BW	PO / Marketflow	DES/Portal	CMS	AMT	API
Test Data Prep Complexity:	Medium	Medium	Medium	Medium		Low	
Unit and Sys Test Complexity:	Medium	Medium	Medium	Medium		Low	
Pen Test Impact:	N	N	N	N		N	
Regression Testing Coverage:	Medium	Low	Medium	Medium		Low	
Performance Test Impact:	Y	N	Y	Y		N	
Market Trials:	Y	N	Y	Y		Y	
UAT Complexity:	Medium	Medium	Medium	Medium		Low	

Option 1 - Process Impact Assessment

1

Process Area	Complexity	File Formats	Exceptions	External Screens	Batch Jobs	Performance Test?
SPA	M	Y	N	Y	Y	Y
Metering (Reads)	n/a / H / M / L	n/a / Y / N	n/a / Y / N	n/a / Y / N	n/a / Y / N	n/a / Y / N
Reconciliation	n/a / H / M / L	n/a / Y / N	n/a / Y / N	n/a / Y / N	n/a / Y / N	n/a / Y / N
Invoicing – Capacity	n/a / H / M / L	n/a / Y / N	n/a / Y / N	n/a / Y / N	n/a / Y / N	n/a / Y / N
Invoicing – Commodity	n/a / H / M / L	n/a / Y / N	n/a / Y / N	n/a / Y / N	n/a / Y / N	n/a / Y / N
Invoicing – Amendment	n/a / H / M / L	n/a / Y / N	n/a / Y / N	n/a / Y / N	n/a / Y / N	n/a / Y / N
Invoicing – Other	n/a / H / M / L	n/a / Y / N	n/a / Y / N	n/a / Y / N	n/a / Y / N	n/a / Y / N
Rolling AQ	n/a / H / M / L	n/a / Y / N	n/a / Y / N	n/a / Y / N	n/a / Y / N	n/a / Y / N
Formula Year AQ	n/a / H / M / L	n/a / Y / N	n/a / Y / N	n/a / Y / N	n/a / Y / N	n/a / Y / N
RGMA	n/a / H / M / L	n/a / Y / N	n/a / Y / N	n/a / Y / N	n/a / Y / N	n/a / Y / N
DSC Service	n/a / H / M / L	n/a / Y / N	n/a / Y / N	n/a / Y / N	n/a / Y / N	n/a / Y / N
Other- Portal	H	N	N	Y	Y	Y

Option 2 - High Level Impact Assessment

2. Receive End Consumer data using the new record type

The below changes are required to be made:

SAP ISU: Below are the list of changes in UK Link:

- End Consumer information needs to be stored in UK Link from the inbound flow using new segment in CNF and CNC. Shippers will be able to modify and end the consumer details as well. All the details need to be deleted on the Change of Shipper and Supplier event. If the End Consumer doesn't want to avail this functionality("Opt Out"); they can also update UK Link using the above flows.
- New Table needs to be created to store the trigger to issue the broadcast message. This trigger from GDNs and IGTs will contain the message, date and time to be broadcasted and method of communication (via email or SMS).
- Permission matrix needs to be created in the system to check the relationship between GDNs and IGTs. The liable GDN should be able to issue the notification on the respective IGTs portfolio.
- New interface from the SMS service provider to receive the 'STOP' message from End Consumer; post this the consumer will not receive any broadcast message for that use case 'incident'.
- Super Users need to be stored in the UK Link which will be authorized to create the trigger for broadcast message. Separate list needs to be maintained for Broadcast and Extract functionality.
- Message needs to be sent to the impacted End Consumers in the GDNs or IGTs portfolio. Any message deliver failure needs to be reported via Service Ticket. (this will be automated). The name of the End consumer needs to present while sending the message.
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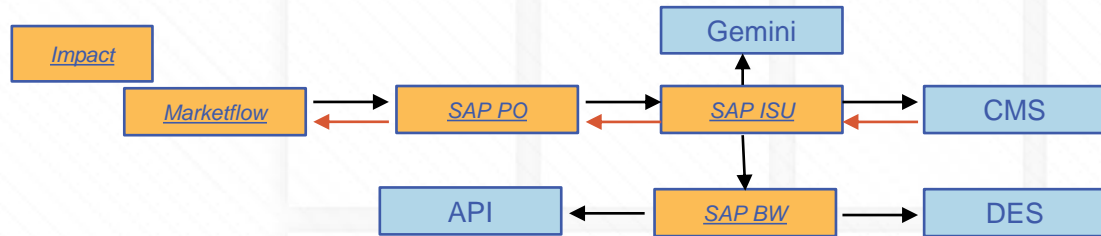
Portal: Below are the list of changes in UK Link:

- New screen to be created in order to create the trigger by GDN and IGT Super Users. A proxy needs to be developed to check for the Super Users maintained in ISU are trying to create the trigger only; if any other user is trying to create the trigger; the request needs to be rejected by displaying an error message "**You do not have authorization**". Another proxy needs to be created with the response to update UK Link with the trigger details. A drop down will be created with approved 5 Use Cases; which will be mandatory item for the Super Users to create the trigger.
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SAP PO: 6 New proxies needs to be build to support the data flow from UK Link to Portal. File Format changes also need to be catered in SAP PO.

Market Flow: File Format changes also need to be catered in SAP PO.

Impacted Systems



Assumptions

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- Performance testing is required.
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Overall Impact

High

Release Type

Major

High Level Cost Estimate

65,000 - 75,000 GBP

Option 2 - System Impact Assessment

	Reports	Interface	Conversion	Enhancements	Forms	Workflow	Data Migration
System Component:	SAP ISU	SAP ISU/SAP PO/AMT		SAP ISU/ Portal/ SAP BW			
Impacted Process Areas:	SPA	SPA		SPA			
Complexity Level (per RICEFW item):	Medium	Medium		High			
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Unit and Sys Test Complexity:	Medium	Medium	Medium	Medium		Low	
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Regression Testing Coverage:	Medium	Low	Medium	Medium		Medium	
Performance Test Impact:	Y	N	Y	Y		N	
Market Trials:	Y	N	Y	Y		Y	
UAT Complexity:	Medium	Medium	Medium	Medium		Medium	

Option 2 - Process Impact Assessment

2

Process Area	Complexity	File Formats	Exceptions	External Screens	Batch Jobs	Performance Test?
SPA	M	Y	N	Y	Y	Y
Metering (Reads)	n/a / H / M / L	n/a / Y / N	n/a / Y / N	n/a / Y / N	n/a / Y / N	n/a / Y / N
Reconciliation	n/a / H / M / L	n/a / Y / N	n/a / Y / N	n/a / Y / N	n/a / Y / N	n/a / Y / N
Invoicing – Capacity	n/a / H / M / L	n/a / Y / N	n/a / Y / N	n/a / Y / N	n/a / Y / N	n/a / Y / N
Invoicing – Commodity	n/a / H / M / L	n/a / Y / N	n/a / Y / N	n/a / Y / N	n/a / Y / N	n/a / Y / N
Invoicing – Amendment	n/a / H / M / L	n/a / Y / N	n/a / Y / N	n/a / Y / N	n/a / Y / N	n/a / Y / N
Invoicing – Other	n/a / H / M / L	n/a / Y / N	n/a / Y / N	n/a / Y / N	n/a / Y / N	n/a / Y / N
Rolling AQ	n/a / H / M / L	n/a / Y / N	n/a / Y / N	n/a / Y / N	n/a / Y / N	n/a / Y / N
Formula Year AQ	n/a / H / M / L	n/a / Y / N	n/a / Y / N	n/a / Y / N	n/a / Y / N	n/a / Y / N
RGMA	n/a / H / M / L	n/a / Y / N	n/a / Y / N	n/a / Y / N	n/a / Y / N	n/a / Y / N
DSC Service	n/a / H / M / L	n/a / Y / N	n/a / Y / N	n/a / Y / N	n/a / Y / N	n/a / Y / N
Other- Portal	H	N	N	Y	Y	Y

SMS Service Provider

- In order to issue the SMS notifications to End Consumers, an SMS Service Provider is required.
- At this stage of the change, we are not in the position to secure an SMS Service Provider therefore cannot provide the firm costs for this element of the change.
- An initial investigation has given us an indication of the potential set-up and ongoing costs which have been detailed below.
- Please note, **this is an indication of potential costs only**. If this change is approved, an SMS Service Provider will be procured and the firm costs agreed and shared with Change Managers
- We will also need to take into consideration potential integration efforts between the SMS Service Provider and the UK Link systems.

Quantity	Price per Message	Total Message cost	Setup	Monthly cost
500 messages	4.0p	£20.00	£1000	£1000
1,000,000 messages	2.1p	£21,000		

- As you can see, the cost will be dependent on the number of messages issued within the year which will be dependent on requests made by the DNOs and IGTs.

For reference, the following SMS Service Providers were used to understand and provide the high level cost indication:
FastSMS, AWS, Esendex, Reach Interactive