

# 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:	XRN4977		
Change Title:	Amendments to DSC Change Management Guidelines		
Date Raised:	01/07/2019		
Sponsor Representative Details:	Organisation:	Xoserve	
	Name:	Emma Smith	
	Email:	<a href="mailto:Emma.Smith@Xoserve.com">Emma.Smith@Xoserve.com</a>	
	Telephone:	0121 229 2194	
Xoserve Representative Details:	Name:	Emma Smith	
	Email:	<a href="mailto:Emma.Smith@Xoserve.com">Emma.Smith@Xoserve.com</a>	
	Telephone:	<a href="mailto:Emma.Smith@Xoserve.com">Emma.Smith@Xoserve.com</a>	
	Business Owner:	N/A	
Change Status:	<input type="checkbox"/> Proposal	<input type="checkbox"/> With DSG	<input type="checkbox"/> Out for Review
	<input type="checkbox"/> Voting	<input checked="" type="checkbox"/> Approved	<input type="checkbox"/> Rejected

## A2: Impacted Parties

Customer Class(es):	<input checked="" type="checkbox"/> Shipper	<input checked="" type="checkbox"/> Distribution Network Operator
	<input checked="" type="checkbox"/> NG Transmission	<input checked="" type="checkbox"/> IGT
	<input type="checkbox"/> All	<input type="checkbox"/> Other <Please provide details here>
Justification for Customer Class(es) selection	All of the ticket impacted parties are associated with the Change Management Guidelines.	

## A3: Proposer Requirements / Final (redlined) Change

Problem Statement:	<p>DSC Governance group requested a wider review of the proposed amendments to the DSC Change Management Procedures to support the process changes to the Change Proposal change lifecycle (please note the process changes have been implemented with the approval of DSC Change Management Committee).</p> <p>Amendments have been made to section 4.6 only.</p>
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	<p>The procedures have been amended to include:</p> <ul style="list-style-type: none"> <li>- the initial review stage</li> <li>- provision of solution options (where possible) along with costs/complexity/impact</li> <li>- The use of EQR to provide costs for individual change in addition to the EQR that is issued for a UK Link change release delivery for production of a BER</li> </ul> <p>Text that no longer supports the change proposal process has been removed.</p> <p>If you wish to discuss any of the amendment directly please contact Emma Smith (information above)</p> <p>DSC Governance group reviewed and recommended changes to the management of Change Proposals, following approval at DSC Change Management Committee of the recommendations the DSC Change Management Guidelines are required to be amended to reflect the improved process.</p> <p>Xoserve sent the guidelines for consultation in June 2019's Change Pack; one approval responses was received.</p> <p>In addition, following further discussions with customers, DSC Change Management Committee, in July, supported making a further change to the DSC Change Management Procedures Document, to reflect the responsibilities on Xoserve to make Change Proposals available on our website, and to maintain these throughout the duration of the change lifecycle.</p> <p>To reflect this, an additional statement has been added to Section 4.10. This can be found in an updated version of the Procedures Document which can be found in this <a href="#">link</a>;</p>	
Change Description:	See above	
Proposed Release:	N/A – nothing to be implemented	
Proposed Consultation Period:	<input type="checkbox"/> 10 Working Days	<input type="checkbox"/> 15 Working Days <input type="checkbox"/> Other (none required as consultation was sought in June's Change Pack)
	<input type="checkbox"/> 20 Working Days	

#### A4: Benefits and Justification – N/A

Benefit Description:	Ensuring the Change Management Guidelines
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	<i>What, if any, are the tangible benefits of introducing this change? What, if any, are the intangible benefits of introducing this change?</i>
Benefit Realisation:	
	<i>When are the benefits of the change likely to be realised?</i>
Benefit Dependencies:	
	<i>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.</i>

### A5: Final Delivery Sub-Group (DSG) Recommendations – Removed

(see Section C for DSG recommendations)

### A6: Service Lines and Funding – N/A as no funding is required

Service Line(s) Impacted - New or existing			
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
	<input type="checkbox"/> Shipper	XX %	XX %
	<input type="checkbox"/> National Grid Transmission	XX %	XX %
	<input type="checkbox"/> Distribution Network Operator	XX %	XX %
	<input type="checkbox"/> IGT	XX %	XX %
	<input type="checkbox"/> Other <please specify>	XX %	XX %
ROM or funding details:			
Funding Comments:			

### A7: ChMC Recommendation – 7<sup>th</sup> August

Change Status:	<input checked="" type="checkbox"/> Approve	<input type="checkbox"/> Reject		<input type="checkbox"/> Defer
Industry	<input type="checkbox"/> 10 Working Days			

Consultation:	<input type="checkbox"/> 20 Working Days	
Expected date of receipt for responses (to Xserve)		

DSC Consultation Issue:	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Date Issued:	14/06/2019	
Comms Ref(s):	2346.9 – ES – PO / 2378.8 - RJ – ES	
Number of Responses:	One approval response in both consultations respectively.	

**A8: DSC Voting Outcome – N/A as there is no solution or release to be approved**

Solution Voting:	<input type="checkbox"/> Shipper	Please select.	
	<input type="checkbox"/> National Grid Transmission	Please select.	
	<input type="checkbox"/> Distribution Network Operator	Please select.	
	<input type="checkbox"/> 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:	<input type="checkbox"/> No	<input type="checkbox"/> Yes	If [Yes] please specify <Release>

Please send the completed forms to: [box.xserve.portfoliooffice@xserve.com](mailto:box.xserve.portfoliooffice@xserve.com)

## Section C: DSG Discussion

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### C1: Delivery Sub-Group (DSG) Recommendations

DSG Date:	05/08/2019		
DSG Summary:	Richard Johnson (RJ) presented this agenda item for score ratification. RJ explained that in July 2019, this change proposal raised to amend some sections of the ChMC guidelines to reflect the current capture process. It was presented to ChMC and ended up being deferred due to it missing information regarding how the CDSP updates and uploads Change proposals on the Xserve.com website. Essentially this Change is just and update and amendment to the ChMC guidelines. RJ stated that this will be presented at ChMC 07/08/19 for approval. The guidelines will be updated and will go live immediately.		
Capture Document / Requirements:	<Insert where appropriate>		
DSG Recommendation:	<input type="checkbox"/> Approve	<input type="checkbox"/> Reject	<input type="checkbox"/> Defer
DSG Recommended Release:	Release: Feb / Jun / Nov XX or Adhoc DD/MM/YYYY		

## Version Control

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### Document

Version	Status	Date	Author(s)	Remarks
1	Proposal	01/07/2019	Xoserve	CP Raised
2	Proposal	17/07/2019	Xoserve	Updated with ChMC outcome from 10 <sup>th</sup> July Meeting
3	Proposal	30/07/2019	Xoserve	Updated with revised version of the Guidelines Document
4	Approved	12/08/2019	Xoserve	ChMC approved the revised Change Management Guidelines in August's meeting
5	With DSG	15/08/2019	Xoserve	CP updated with discussions from DSG 5 <sup>th</sup> August 2019

### Template

Version	Status	Date	Author(s)	Remarks
3.0	Superseded	17/07/2018	Emma Smith	Template approved at ChMC on 11th July 2018
4.0	Superseded	07/09/2018	Emma Smith	Minor wording amendments and

				additional customer group impact within Appendix 1
5.0	Superseded	10/12/2018	Heather Spensley	Template moved to new Word template as part of Corporate Identity changes.
6.0	Approved	12/12/2018	Simon Harris	Cosmetic changes made. Approved at ChMC on the 12 <sup>th</sup> December 2018.
6.1	In Draft	26/03/2019	Richard Johnson/ Alison Cross	The following minor changes were made: <ul style="list-style-type: none"> <li>- Inclusion of an All 'Impacted Parties' option in A2</li> <li>- Justification section added to section A2</li> <li>- Change Description replaced with Problem Statement in section A3</li> <li>- Remove 'X' in Release information (sections A3, A5, A7, C1 and G8)</li> <li>- Updated Service Line and UK Link impacts and funding section (A6) to include further detail</li> <li>- Amended questions 3 and 4 in section B</li> <li>- Added Service Line/UK link Assessment in section D</li> <li>- Removed Section A5</li> </ul>
6.2	For approval	14/05/2019	Alison Cross	Following review at DSC Governance review group re-added Change Description text box
7.0	Approved	13/06/2019	Richard Johnson	DSC Governance Review Group changes to the template approved at Change Management Committee on 12 <sup>th</sup> June 2019

# Appendix 1

## Change Prioritisation Variables 35%

Xoserve uses the following variables set for each and every change within the Xoserve Change Register, to derive the indicative benefit prioritisation score, which will be used in conjunction with the perceived delivery effort to aid conversations at the DSC ChMC and DSC Delivery Sub Groups to prioritise changes into all future minor and major releases.

<b>Change Driver Type</b>	<input type="checkbox"/> CMA Order	<input type="checkbox"/> MOD / Ofgem
	<input type="checkbox"/> EU Legislation	<input type="checkbox"/> License Condition

	<input type="checkbox"/> BEIS <input checked="" type="checkbox"/> ChMC endorsed Change Proposal <input type="checkbox"/> SPAA Change Proposal <input type="checkbox"/> Additional or 3 <sup>rd</sup> Party Service Request <input type="checkbox"/> Other <i>(please provide details below)</i>
<b>Please select the customer group(s) who would be impacted if the change is not delivered</b>	<input checked="" type="checkbox"/> Shipper Impact <input checked="" type="checkbox"/> iGT Impact <input checked="" type="checkbox"/> Network Impact <input type="checkbox"/> Xoserve Impact <input checked="" type="checkbox"/> National Grid Transmission Impact
<b>Associated Change reference Number(s)</b>	N/A
<b>Associated MOD Number(s)</b>	N/A
<b>Perceived delivery effort</b>	<input checked="" type="checkbox"/> 0 – 30 <input type="checkbox"/> 30 – 60 <input type="checkbox"/> 60 – 100 <input type="checkbox"/> 100+ days
<b>Does the project involve the processing of personal data?</b> <i>'Any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier' – includes MPRNS.</i>	<input type="checkbox"/> Yes <i>(If yes please answer the next question)</i> <input checked="" type="checkbox"/> No
<b>A Data Protection Impact Assessment (DPIA) will be required if the delivery of the change involves the processing of personal data in any of the following scenarios:</b>	<input type="checkbox"/> New technology <input type="checkbox"/> Vulnerable customer data <input type="checkbox"/> Theft of Gas <input type="checkbox"/> Mass data <input type="checkbox"/> Xoserve employee data <input type="checkbox"/> Fundamental changes to Xoserve business <input type="checkbox"/> Other <i>(please provide details below)</i>  <i>(If any of the above boxes have been selected then please contact The Data Protection Officer (Sally Hall) to complete the DPIA.</i>
<b>Change Beneficiary</b> <i>How many market participant or segments stand to benefit from the introduction of the change?</i>	<input type="checkbox"/> Multiple Market Participants <input checked="" type="checkbox"/> Multiple Market Group <input type="checkbox"/> All industry UK Gas Market participants <input type="checkbox"/> Xoserve Only <input type="checkbox"/> One Market Group <input type="checkbox"/> One Market Participant
<b>Primary Impacted DSC Service Area</b>	Service Area 23: Internal
<b>Number of Service Areas Impacted</b>	<input type="checkbox"/> All <input type="checkbox"/> Five to Twenty <input type="checkbox"/> Two to Five <input checked="" type="checkbox"/> One
<b>Change Improvement Scale?</b> <i>How much work would be reduced for the customer if the change is implemented?</i>	<input type="checkbox"/> High <input type="checkbox"/> Medium <input checked="" type="checkbox"/> Low
<b>Are any of the following at risk if the change is not delivered?</b>	
<input type="checkbox"/> Safety of Supply at risk <input type="checkbox"/> Customer(s) incurring financial loss <input type="checkbox"/> Customer Switching at risk	
<b>Are any of the following required if the change is delivered?</b>	
<input type="checkbox"/> Customer System Changes Required <input type="checkbox"/> Customer Testing Likely Required <input type="checkbox"/> Customer Training Required	
<b>Known Impact to Systems / Processes</b>	
<b>Primary Application impacted</b>	<input type="checkbox"/> BW <input type="checkbox"/> ISU <input type="checkbox"/> CMS <input type="checkbox"/> AMT <input type="checkbox"/> EFT <input type="checkbox"/> IX <input type="checkbox"/> Gemini <input type="checkbox"/> Birst <input type="checkbox"/> Other <i>(please provide details below)</i>
<b>Business Process Impact</b>	<input type="checkbox"/> AQ <input type="checkbox"/> SPA <input type="checkbox"/> RGMA <input type="checkbox"/> Reads <input type="checkbox"/> Portal <input type="checkbox"/> Invoicing <input type="checkbox"/> Other <i>(please provide details below)</i>
<b>Are there any known impacts to external services and/or systems as a result of delivery of this change?</b>	<input type="checkbox"/> Yes <i>(please provide details below)</i>  <input checked="" type="checkbox"/> No
<b>Please select customer group(s) who would be impacted if the change is not delivered.</b>	<input checked="" type="checkbox"/> Shipper impact <input checked="" type="checkbox"/> Network impact <input checked="" type="checkbox"/> iGT impact <input type="checkbox"/> Xoserve impact <input checked="" type="checkbox"/> National Grid Transmission Impact
<b>Workaround currently in operation?</b>	

<b>Is there a Workaround in operation?</b>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<b>If yes who is accountable for the workaround?</b>	<input type="checkbox"/> Xoserve <input type="checkbox"/> External Customer <input type="checkbox"/> Both Xoserve and External Customer
<b>What is the Frequency of the workaround?</b>	
<b>What is the lifespan for the workaround?</b>	
<b>What is the number of resource effort hours required to service workaround?</b>	
<b>What is the Complexity of the workaround?</b>	<input type="checkbox"/> Low ( <i>easy, repetitive, quick task, very little risk of human error</i> ) <input type="checkbox"/> Medium ( <i>moderate difficult, requires some form of offline calculation, possible risk of human error in determining outcome</i> ) <input type="checkbox"/> High ( <i>complicate task, time consuming, requires specialist resources, high risk of human error in determining outcome</i> )
<b>Change Prioritisation Score</b>	35%