Gemini Sustain Plus Focus Group

22 January 2024
1pm – 3pm

In partnership with

Please be aware this session will be recorded, and the recording will be published on the Xoserve website.

Does anyone have any objections?

Agenda

Introduction and Sustain Plus Overview	•	Chris Gumbley
Business information		
Change Pack Highlights - UIX - Security Framework - API - User Access	•	Rachel Addison / Nathan Prince / Maneesh Dharmarajan
Training Solution Demonstration	•	Gavin Statham
Demo – Shipper report, Favourites, Search	•	Maneesh Dharmarajan, Manank Shah
Questions and feedback – from Q&A	•	Andy Simpson/Mark Barnes
What's next ?	•	Chris Gumbley

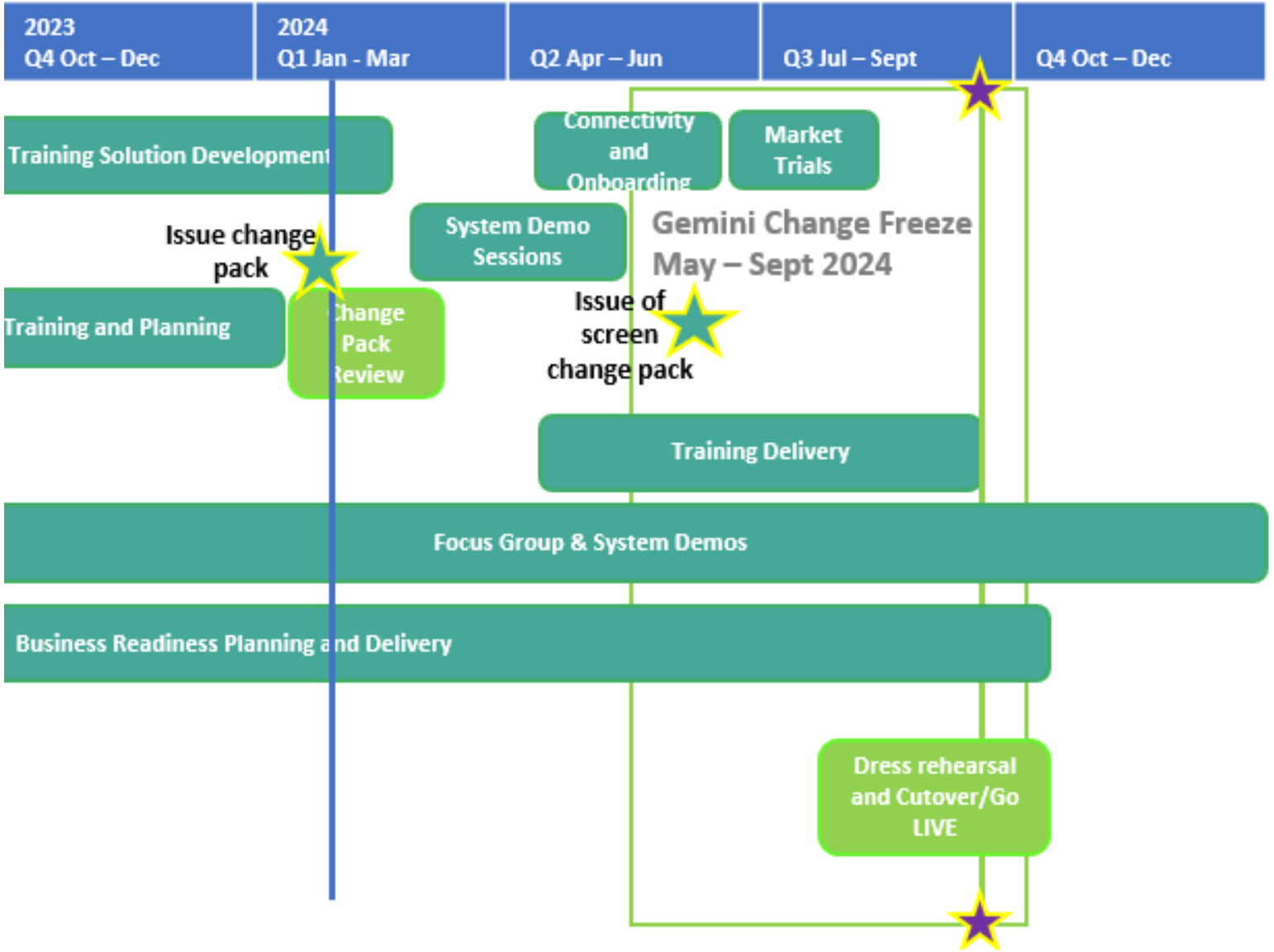
Introduction

- Welcome to our third Gemini Sustain Plus Focus Group
- What have you liked so far
- What will Sustain Plus deliver – Reminder
- **The Market Trials invitation has been issued 17 January.**
  - **In order to participate in Market Trials**, you will need to have registered by **13/05/24**. Please use the form below to register;
  - https://forms.office.com/e/mmdrJx4JJz

Sustain Plus Programme Progress Overview

- 65% of development is complete
- UAT 40 % complete
- Work continues on non-functional requirements, environments and API’s
- System Integration Testing has commenced
- A new Training package is under development

Gemini Sustain Plus Timeline



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Change Pack Highlights

Led by Rachel Addison

Change Pack

- Change Packs are issued to industry participants to notify of any customer impacting system and process changes that are being implemented. They provide context and purpose for change and descriptive detail as to what is changing or being implemented.
- The Change Pack is issued in support of existing DSC processes to notify and or obtain customer approval for all change.
- A link to the Gemini Sustain Plus design Change Pack is below;

3248 - LO - PO - January Change Packs 2024 - XOSERVE

- Summary and highlight key points

  - **API**
  - **UIX**
  - **Security Framework**

- For those that have seen the change pack do you have any questions for anything in the document or anything we have mentioned in the highlights?

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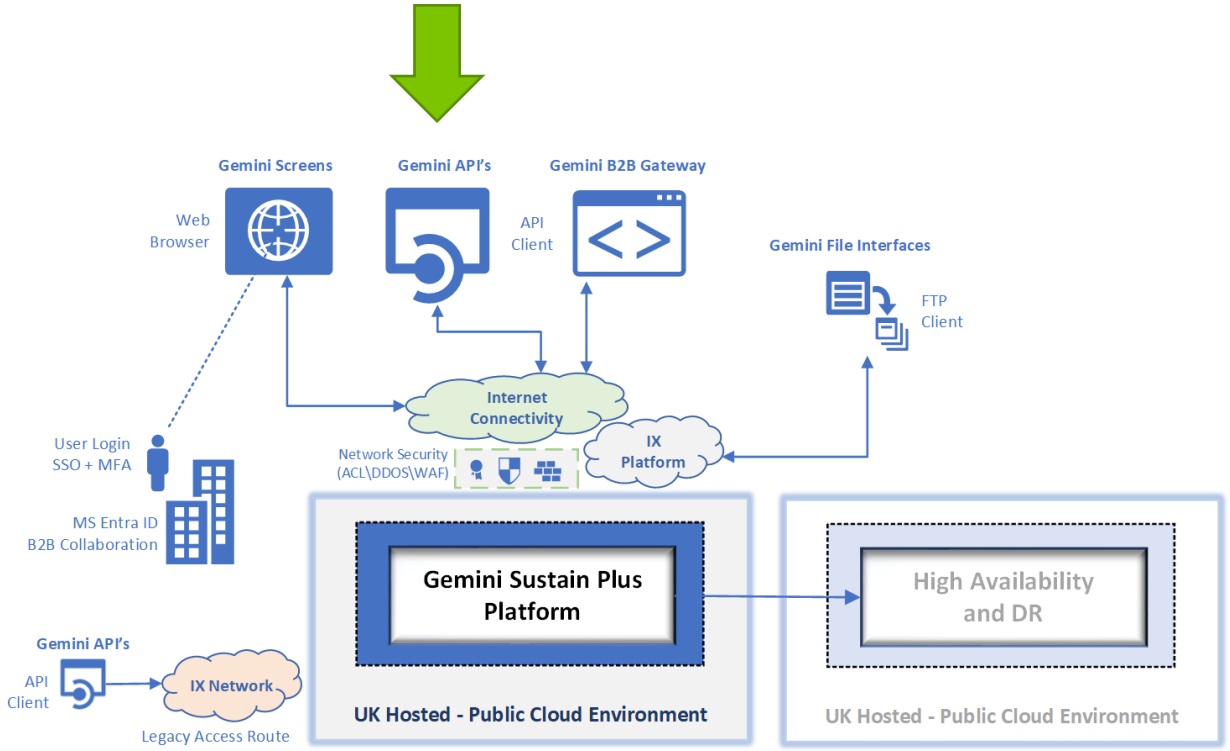
Technical and Security Overview

Led by Nathan Prince

Gemini APIs

In line with other Gemini components, API access will be updated to support primary access over internet based connectivity and will use oAuth2 authentication rather than the current basic authentication model used and will move to a REST service which will primarily use JSON.

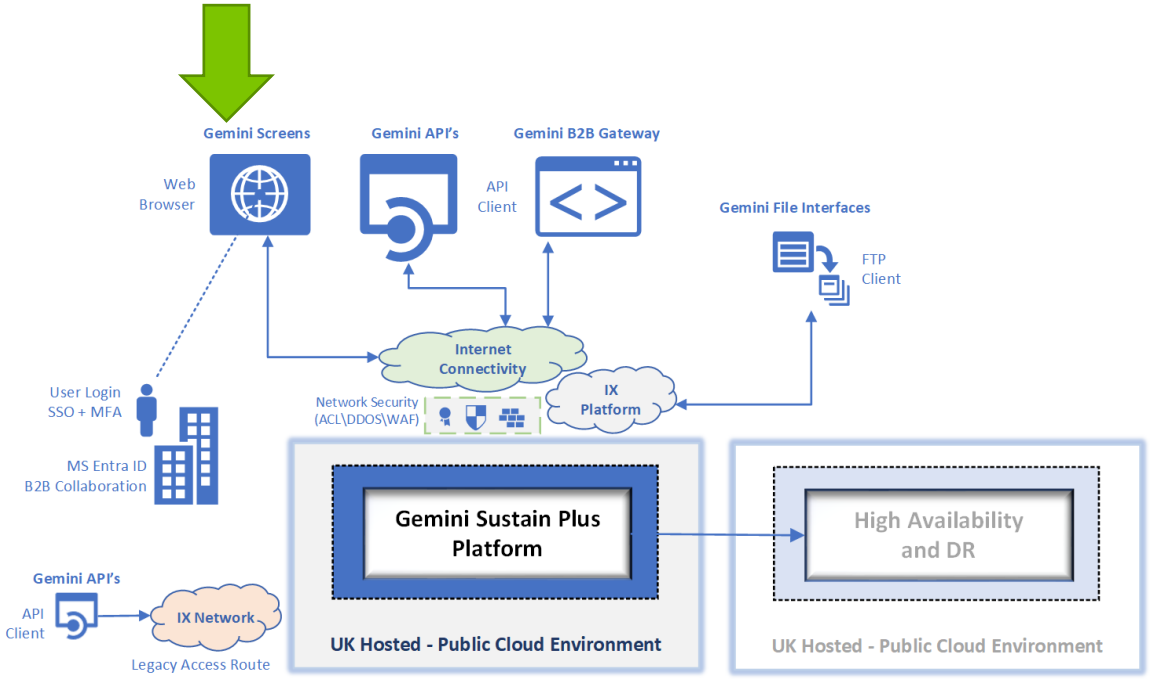
- The existing 56 API's will move to the new API service – Although JSON will become the new preferred standard there will be continued support for XML (sent as XML payloads using the new REST API service).
- API access over the IX network can be supported but will still require changing to a new URL, using oAuth and REST so it is recommended to move to internet based access
- Details of the REST API specifications are already published by Xoserve in the Gemini API Specification document
- API (and UI) access will use a new URL pattern https://geminiplus.co.uk/* for production and https://test.geminiplus.co.uk/* for test environments
- New API credentials using the oAuth model will be made available in advance of testing with details shared soon, oAuTh keys will be routinely refreshed on an annual basis



Gemini UIX

The Gemini UI is being significantly modernised. As part of this upgrade, UI connectivity will be directly over the internet – this means that there is no Citrix\RDP component, VPN or IX network connectivity required. Access will be supported for most modern browsers (Edge, Chrome, Firefox and Mozilla) that are running a version still supported by the browser publisher.

- Federated login model is being introduced – this will support a single sign on approach using Entra B2B collaboration and the identity management platform of the connecting organisation
- Named UserIDs will continue to be an access requirement - in most cases the UserID will be the email address of the system user
- Only a single active UI session per UserID will be permitted at any one time (Multiple tabs can be open within a single browser session however)
- Session inactivity timeout policies will be in place - inactive sessions will automatically be logged out after 15mins (a prompt will notify the user in advance of this happening allowing the session to continue if needed)
- Multi Factor Authentication will be a mandatory access requirement with the Microsoft Authenticator app being the preferred method of providing this
- UI access will use a new URL pattern https://geminiplus.co.uk/* for production and https://test.geminiplus.co.uk/* for test environments



Security Framework

A quick summary of some of the key security framework enhancements being introduced.

- **Federated Identities –** SSO model, credentials managed by the accessing organisation. MFA mandatory and named user requirement
- **Internet Accessibility –** Screen and UI access primarily over public internet, flexibility in working locations and removal of IX physical constraints. Enhanced DDOS and WAF capability introduced to support this approach
- **User Role Consolidation –** Rationalised and consolidated user roles where appropriate, least privilege access model maintained
- **Enhanced Monitoring –** Improved component level monitoring and auditing, automatic scaling of services and added resilience in place support a improved availability SLA
- **Vulnerability Management –** Primarily PaaS services with continual vulnerability scanning and remediation activities taking place and built in code vulnerability assessment as part of a new DevOps pipeline deployment model

Readiness activities

Led by Beverley Viney

Gemini User IDs

- As part of the programme we will be implementing new Gemini User IDs, which will be the users Email addresses

- We have written to all LSOs and Contract Managers asking to nominate a lead in your organisation for an audit and providing the email addresses of your Gemini Users.

- If you haven't already been contacted, this implies we may not have the correct contact details. Therefore, **please email Geminiengagement@correla.com to provide the nominated lead for your organisation, by the end of January 2024.**

- Please note **if you do not participate in this you will not get the new Gemini User IDs to be able to onboard and access in September.**

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Training update

Led by Tahera Choudhury

Training update

- As part of the programme we will be implementing a Learning Management System (LMS) to provide a platform for Gemini users to be able to self learn all the Gemini processes.

- A Learning Management System (LMS) is a software application for the administration, documentation, tracking ,reporting, automation, and delivery of educational courses / training programs.

- Access to the System will be available from May 2024.

- We will use this system to train Market Trials participants on key processes as well as any processes not covered under Market Trials.

- Training and support will be provided throughout the rollout of the programme.

- The programme will be producing a high level report on the progress of users training to ensure that all users are trained on their BAU processes in ready for go-live of the updated Gemini platform in September 2024.

Learning Management System (LMS)

The benefits of an LMS?...

Fast, convenient and always at the ready. Customers can seamlessly access a catalogue of courses relevant to their roles, making it easy for learners to find what they need

The LMS will also be able to provide relevant updates on the Gemini system through interfaces on the LMS homepage – providing a further form of live communication for Gemini

Courses are built with learners in mind and utilise a selection of blending learning options including e-learning modules, gifs and videos, guaranteeing the same quality of experience to all customers, all the time

Push notifications are available to notify users of deadlines, new courses or updates to existing courses, to keep customers informed and engaged on any changes

Users will be able to learn at their own pace and even refer back to courses after they have been completed

Each course includes self assessment capabilities, which enables learners to complete knowledge checks to assess what they have learned

Organisations can request reporting from Correla on completion of courses to monitor training engagement within their own organisations

New customers to the industry will have access to the LMS and will be able to access comprehensive learning on all the complex processes and procedures, enabling a better onboarding journey

LMS Demo

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Screen demo

Led by Maneesh Dharmarajan, Manank Shah

Demo

- Shipper report
- Favourites functionality
- Search functionality

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Q & A -

Led by Andy Simpson

Next Steps

Chris Gumbley

Key Reminders

Reminders

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Next Focus Group

Next Focus Group is 18 March 2024

- Programme progress updates
- Training update
- Onboarding update
- User Refinement update
- Market Trials

Thank You

- All the information from today will be loaded on to our dedicated Gemini Sustain Plus Website:
  - https://www.xoserve.com/change/investment-change/gemini-changes-overview/gemini-sustain-plus/
- We will also update the Q&A captured today
- Please give feedback via the forms link
- If you'd like to reach out to the programme directly, please use our box account:

  Box.GeminiSustainPlus@nationalgas.com and a member of the team will respond