

# Section C: DSG Discussion

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

DSG Date:	22/05/2023		
DSG Summary:	<p>GC presented this agenda item. GC advised that version 1.5 is being targeted to be launched in late August 2023 which will contain the process Request for financial adjustment (RFA). This new RFA process will have the consumption Disputes (CDQ) built in which will allow requests for adjustments and challenges all in one process.</p> <p>The following benefits are due to be achieved through targeting common pain points:</p> <ul style="list-style-type: none"> <li>• Transparency: The full history of a contact can be seen within one screen, including Current Status, Data Clarification (DC) requests/responses, and update dates and times.</li> <li>• Reduction of customer effort: Only one contact type removes the requirement to determine the correct contact type to use, increased data items on logging should result in fewer Data Clarifications (DC) to the originator and increased data items on logging should result in few contacts being resolved as invalid with requirement to log new contacts following further investigation.</li> <li>• Right first time: Increased validations on data provided on logging should result in more contacts being resolved as valid.</li> </ul>		
DSG Recommendation:	<input type="checkbox"/> Approve	<input type="checkbox"/> Reject	<input type="checkbox"/> Defer
DSG Recommended Release:	Release X: Feb / Jun / Nov XX or Adhoc DD/MM/YYYY		

DSG Date:	26/06/2023		
DSG Summary:	<p>JB and GC presented this agenda item. JB advised the slides being presented are an update to the previous change pack as there is a proposed process improvement that impacts the previously proposed file format. JB advised that during the summer focus groups, it was raised that the CMS could be populated more easily for people and users of CMS. Currently, when an RFA is raised, the metric imperial conversion indicator is required, allowable values of MT3 or FT3 and is mandatory in all but one of eight RFA scenarios. The new requirement is for the standard value of this field to be either "Y" or "N" and its population is only mandatory in two RFA scenarios:</p> <ul style="list-style-type: none"> <li>- Multiple Asset Issues – Read set up</li> <li>- Incorrect Asset set up</li> </ul>		

	<p>Furthermore, the amendment seeks to update the manual contact creation process through the User Interface (UI) as well as the “Bulk Contact Logging (BCL)” file format, to reflect the mandatory conditionality defined as well as the allowable values for the field.</p>		
<p>DSG Recommendation:</p>	<input type="checkbox"/> Approve	<input type="checkbox"/> Reject	<input type="checkbox"/> Defer
<p>DSG Recommended Release:</p>	<p>Release X: Feb / Jun / Nov XX or Adhoc DD/MM/YYYY</p>		