CMS Rebuild Customer Focus Group 08/11

Agenda

- Recap onLaunch Activities
    - Launch Debrief
    - Lessons Learned
    - Activities within New CMS

- Updates on a suggested improvement to the DUP process

- High level draft Plan for STE and DUP Rollout

- Q&A

Terms of Reference (TOR)

Frequency	Monthly 1- 2 hours long & Email Communication
Purpose	•Stakeholder engagement forum for the product •Update on decisions taken •Update on progress of delivery of product into service •Opportunity for demonstrations, seeking feedback
Roles and Responsibilities	•Discuss and propose ways forward for any escalations brought to the group •Ensure product is fit for purpose •Identification of any customer impact •Agree where Change Packs will be produced

Inputs	•Latest view of high level release plans •Update on preparations for transition into service •Demonstrations / PoC / Wireframes of product design dependent on design stage .Email Communication for initial discussions •AOB and actions	**Outputs**	•Meeting Minutes & Actions •Escalations •Feedback on product demonstrations and approach •Requirement confirmation •Change Pack Identification

Attendees	•Correla CMS Rebuild Team – Jo Williams, Richard Creswell •Xoserve representatives •Industry Representatives

CMS Rebuild Delivery Roadmap

Release Content

Main Release

XRN 5556.a ✅

| Supplier Theft of Gas (SUT) Meter Number Creation (MNC) | Isolations (ISO) Dead to Live (DTL) | Address Amendments (ADD/ UNC) New MPRN Creation (FOM) | Request for Adjustment (RFA) Daily Metered Query (DMQ) Consumption Dispute Query (CDQ) Theft of Gas (TOG)– Network Raised | Must Reads (MUR) | Manage Unregistered Sites (MUS) Gas Safety Regulation (GSR) |

XRN 5556.b

Duplicate MPRNs (DUP) Set to Extinct

Swapped Address (SWA)

Additional Stretch Enhancements

| DUP Enhancements | Enhancements to MNC Process including Network | | Generic Enhancements | SUT Enhancements |
| Generic to desk workflows – AGG, PSI, PSR | Generic to desk workflows – GIC | Generic to desk workflows – FLE | | |

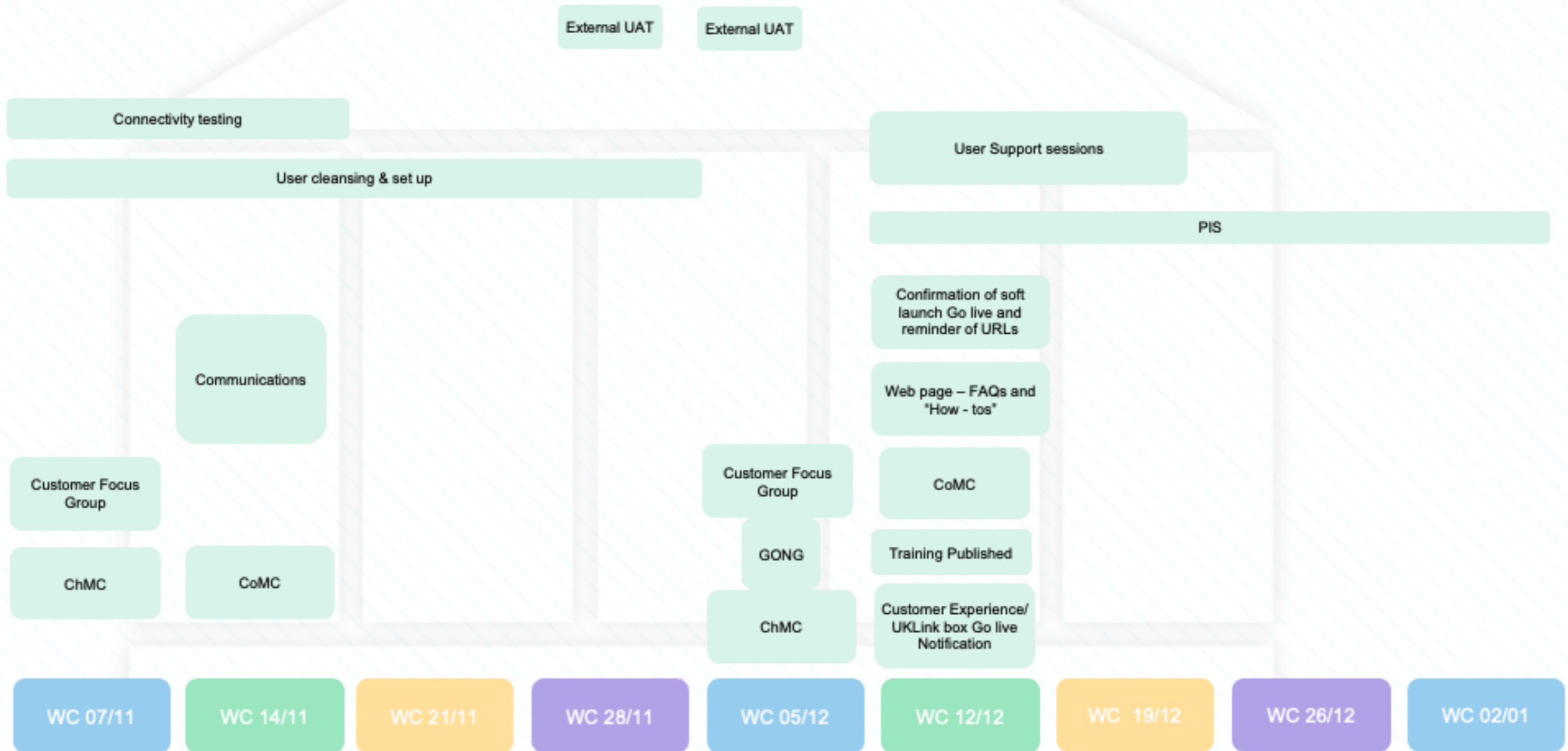| Early Q4 2022 | Now | Early Q1 2023 | Next | Later | A little Later | No later than end of Q3 2023 |

New Process

External – CMS Rebuild December Launch
Plan on a page - Draft

Activities

External UAT | External UAT

Connectivity testing

User cleansing & set up

User Support sessions

PIS

Communications

Communications

Confirmation of soft launch Go live and reminder of URLs

Web page – FAQs and "How - tos"

Customer Focus Group

Customer Focus Group

CoMC

ChMC

CoMC

GONG

Training Published

ChMC

Customer Experience/ UKLink box Go live Notification

| WC 07/11 | WC 14/11 | WC 21/11 | WC 28/11 | WC 05/12 | WC 12/12 | WC 19/12 | WC 26/12 | WC 02/01 |

*very subject to change

MINUTES

No. Attendees	
Actions	1. Richard to confirm DUP scenario Volumes and send to those who requested it in the call 2. Richard to reach out to the current CMS team to explore the spreadsheet upload with BUUK
Outputs	

Launch Debrief
JW walked through the slide contained within this deck.

In terms of the lessons learned;

User creation
There was some discussion around LSOs and the request to review and cleanse user lists. Originally the intent was to get information from LSOs for users that will create MNC, SUT and DUPs. However for some Orgs this wasn't practical due to cross skilling, so the request was changed that any users that will require CMS access to be provided so that they can be set up on the new CMS. Some LSOs did not respond and therefore the team had to assume that the list of current CMS users will require new CMS access.

The team have also have wrote to all users who had raised an MNC in the past and sent an email pointing them to the new system and suggested that they contact their LSO if they needed a user code. Some of the emails went to box accounts, so Customers should check those.

 Communications
- Some lessons from the communications have been identified, there does still appear to be a gap as some people are trying to raise contacts that are not in the system. Some consideration is going on to what comms strategy / approach will be taken for the next launch. This will also include the user support sessions which were set up for users to drop in if they had any queries, unfortunately only one user took advantage of these sessions. So this will again be considered in the comms strategy.

The user login / setup instructions will be refined for the next release following initial feedback.

Some lists sent to LSOs were held up in checking meaning that some LSOs did not have enough time to review them. This will be resolved for DUPs and STE in December.

It was highlighted of the issue we are experiencing where originators are not using the full 11 digits in the mobile number field, after investigation it does appear to be a copy and paste error and we are looking into additional training and /or validation to be built into the system to prevent this happening again.

CMS Delivery Roadmap
JW walked through the roadmap with the current rough estimates for future deliveries, it is worth noting that this is subject to change based on prioritisation and industry discussions. Once dates have more certainty these will be transferred onto the roadmap and published on the webpages.

Process Improvement to the DUP process
Richard walked through the proposal for when an iGT or DN needs an MPRN on their own network, but when they try to create it its rejected as a DUP as its on UK Link for another network. The parties have to review and agree to set one to extinct. This proves very difficult to connect the right people to get it resolved and currently takes a lot of time.

For New CMS the proposal is to include functionality in DUP, whereby one MPRN can be included in the contact. The originator clarification function can be used to open a dialogue and reach an agreement. If the Shipper has confirmed that the MPRN requires removal, they will send a request to withdraw / remove to GTs. It will be set to extinct and contact closed. All parties will still be able to see the histor

Richard took an action to obtain previous volumes.

Following on from this should there be any improvements or amendments in the future for DUP processes these changes could be taken onboard once assessed for complexity.

Inflight contacts:
Any DUPs raised in old CMS, entered prior to the DUP launch on new CMS will need to be completed on the old system. At launch day, no new DUPs will be allowed on old CMS. The Team shall issue details out in communications prior to launch to ensure it is fully understood.

Version 1.1 - DUPs and STE draft timeline - subject to change
JW walked through the current plan for the December launch with the caveat that timings may change. Dates will be confirmed next week and will be published on the new website.

Following on from lessons learned the team will be reaching out to IGTs LSOs from 08/11 . The lists will include current users to be reviewed and identified as either agents or supervisors.

Connectivity testing will be run again – an email will be sent out with a link to the new live CMS. When members connect successfully, they will see the user login screen. We will ask for confirmation that users can connect (or not). We'll work with members to resolve any issues in advance of the next release. The connectivity test email will go out in the next few days.
Ext UAT will be held again, following the same guided UAT format as Release 1 as this worked well. This is planned for W/c 28th Nov and 5th Dec.
A GoNG will be held on 5th Dec and the decision communicated.

User support sessions will be run again.Links will be sent out with user login emails. Additional comms will also be sent out ot be shared amongst teams. The Web page, FAQs etc will go live on launch day and training material will be made available in advance.

Next steps – the Change Packs are to be approved, and this will be confirmed at CoMC and ChMC.
Launch date will be confirmed, the team are trying to get in before Christmas, 12th Dec currently a possibility to be confirmed