

DSC Change Completion Report (CCR)



Change Title	Minor Release 12
Change reference number (XRN)	5727
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Target Change Management Committee date	10 th July 2024
Date of Solution Implementation	10 th May 2024

Section 1: Overview of Change Delivery

The change within Minor Release Drop 12 was delivered to the agreed scope and on the agreed implementation date of 10th May 2024. The change made in UK Link was as detailed below:

XRN 5582 – Energy Invoice upload from UK Link to Gemini

This change was to enable an automated upload of energy invoices from UK Link to Gemini, to support cash collection, cash allocation and indebtedness monitoring processes. A new internal daily file was created to be sent from UK Link for daily consumption by the Gemini system. Additionally, a selection box was added to UK Link to enable the individual selection of particular energy invoice types to be downloadable for internal CDSP business process users.

Please note, the change concerns only the UK Link elements, with the Gemini aspects being handled separately. The process being automated does not change the service expected or being performed on behalf of the industry.

Section 2: Confirmed Funding Arrangements

The delivery of Minor Release 12 was funded from the Service & Operate budget for change delivery and so there is not investment cost or draw down for this project.

Section 3: Provide a summary of any agreed scope changes

There were no changes to the scope of Minor Release 12 from what was approved at ChMC on 13th March 2024.

Section 4: Detail any changes to the Xoserve Service Description

There are no changes to the Xoserve Service Description because of Minor Release 12.

Section 5: Provide details of any revisions to the text of the UK Link Manual

There have been no revisions to the text of the UK Link Manual because of Minor Release 12.

Section 6: Lessons Learnt

XRN5582 was originally planned to be delivered as a small change. After analysis it was determined to be too complex and instead promoted to a Minor Release, however revisions on the approach led to delays in the change progressing. The lesson learnt is that the assessment of the type of change this was and the complexity it involved should be done as early as possible. To assure this change we needed to use alternative business process experts, this worked well in combination with one person familiar with assurance processes to ensure the quality and methodology was in keeping with best practice. We would replicate this approach if needed for the future.

The delays in progressing with this change also meant that the related Gemini change had to be placed on hold while Gemini Sustain Programme implements, leading to overall delays to realising the whole benefit of the change. The lesson learnt here is that after delays incurred during the start-up phase assumptions over timescales and dependencies need to be re-validated to ensure that downstream impacts have been fully considered and accounted for especially where the change crosses out of the UK Link space.

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Document Version History

Version	Status	Date	Author(s)	Summary of Changes
0.1	Draft	10/06/24	Beth Picton	Draft CCR written
0.2	Draft	13/06/24	Beth Picton	Amendment to LL section post internal review.
0.3	Draft	14/06/24	Paul Orsler	Few minor alterations and proposed updates for final review with Project Manager
0.4	Approved	26/06/24	Beth Picton	Approved for submission to ChMC

Template Version History

Version	Status	Date	Author(s)	Summary of Changes	Approved By
2.0	Approved	17/07/18	Rebecca Perkins	Template approved at ChMC on 11 th July	Change Management Committee
3.0	Approved	19/12/18	Heather Spensley	Moved onto Xoserve's new Word template in line with new branding	Change Management Committee

3.0	Reviewed	21/03/2022	Rachel Taggart	Reviewed – no updates required	N/A
3.1	Approved	25/04/2023	Rachel Taggart	Updated with new font branding	Emma Smith