**Change Request Form**

## Change Request details

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| Change Request details | | | |
| Change Request Title | *Amending Transition Design Milestone Description and Delivery Date* | | |
| Change Request Number | *CR031* | | |
| Originating Advisory / Working Group | *Design Advisory Group (DAG) and Migration Transition Design Subgroup* | | |
| Risk/issue reference | *I127* | | |
| Change Raiser | *Andrew Margan, MHHS Programme* | Date raised: | *16/08/23* |

***For further guidance on how to complete this document please see the supporting Change Request Form Guidance for Programme Participants. The guidance will support raising a change and responding to a change request via Impact Assessment. The Change Raiser should consider sharing the draft Change Request Form with impacted programme parties, prior to submission to PMO. The guidance, as well as other key documents are referenced below and can be found via the MHHS website.***

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| Change Request to be read in conjunction with: |
| MHHS Change Request Form Guidance for Programme Participants |
| MHHS Change Control Approach |
| MHHS Governance Framework |
| Ofgem’s MHHS Transition Timetable |

### Part A – Description of proposed change

**Guidance *– This section should be completed by the Change Raiser when raising the Change Request.***

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| Part A – Description of proposed change | |
| **Issue statement:**  *(what is the issue that needs to be resolved by the change)*  The Transition Design Milestone delivery date is currently 03 August 2023. This date was set during the Programme Re-plan exercise, on the assumption that a 4 month period of industry collaboration would be sufficient to baseline Transition Design Tranche 2 in August. This assumption has been invalidated and a longer period of time is required to consult and agree the Settlement Transition Timetable with industry.The Settlement Transition Timetable (Transition Design Tranche 2) solution delivery has missed that date and will not complete until mid-November. Therefore, the current milestone date is not realistic or achievable and the milestone date needs to be updated to reflect the revised delivery date.  This delivery has no downstream impacts on any milestone. This is not on the critical path of the programme. | |
| **Description of change:**  *(what is the change you are proposing)*  The proposal is to amend the Programme Plan T2 Milestone date and description for the Transition Design milestone. The workstream milestone description will change from DAG Transition Design Approved, to Tranche 2 Transition Design Baselined. This is to better align with other milestone terminology. Tranche 2 is purely focused on the Timetables and Calendars and so the description needs to reflect that as well and the ISD elements should be removed. The milestone delivery date will be amended, from the 03 August 23 to 15 November 2023.  **Delivery Approach**  The initial Design Artefact will be shared with industry at the end of August, for discussion at an early September workgroup meeting. Workgroup feedback will be incorporated into an amended Design, before being reissued for workgroup review and discussion. Following the 2nd workgroup meeting at the end of September, the level 4 group will recommend to DAG, that the proposal is sent for a 2-week consultation. Consultation comments will be actioned, before the proposal is available for a final assurance step.  Assuming there are no issues, following the assurance process, the Design Artefacts will be presented to DAG for approval on 08 November 23. Once approved 5 days are allowed for admin (eg collaboration base/clock) before the workstream activity is formally baselined.  The Design has reached a final solution, subject to consultation reducing the level of uncertainty in the proposed plan significantly. The programme team have multiple avenues of engagement and consulttaions planned to ensure that the proposed date will be met.    **Transition Design Plan**  C:\Users\Andrew.Margan\AppData\Local\Microsoft\Windows\INetCache\Content.MSO\41D4D9C6.tmp  **Plan Assumptions**  No more than two workgroups will be required to develop the proposal  DAG will support a wider consultation  The DAG consultation is two weeks – and not longer  Consultation responses can be actioned within 1 week  An assurance window of 1 week  DAG is the correct approving decision group  The correct industry representation will be able to attend the workgroup meetings and/or be available to respond to the consultation | |
| **Justification for change:**  *(please attach any evidence to support your justification)*  Good Programme governance and align the delivery date to more realistic timescales. | |
| **Consequences of no change:**  *(what is the consequence of no change)*  The Plan does not reflect a realistic delivery date – it will report as red and not align to the forecast date | |
| **Alternative options:**  *(What alternative options or mitigations that have been considered)*  **Continue to report the activity without changing the delivery date** | |
| **Risks associated with potential change:**  *(what risks related to implementation of the proposed change have been identified)*  **n/a** | |
| **Stakeholders consulted on the potential change:**  *(Please document the stakeholders, or stakeholder groups that have been consulted to date on this change. The Change Raiser should consult with relevant programme parties in the drafting of the request, prior to submission to PMO).*  **DAG as the L3 decision group could be consulted or the change could proceed as house keeping** | |
| **Target date by which a decision is required:** | As soon as practical – non-urgent |

### Part B – Initial Impact of proposed change

**Guidance *– This section should be completed by the Change Raiser before being submitted to the MHHS PMO.***

***Please document the benefits of the change and to delivery of the programme objectives***

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| What benefits does the change bring |
| *(list the benefits of the change and how this improves the business case)*  Correct Programme Reporting |

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| Programme Objective | Benefit to delivery of the programme objective |
| To deliver the Design Working Group’s Target Operating Model (TOM) covering the ‘Meter to Bank’ process for all Supplier Volume Allocation Settlement meters | n/a |
| To deliver services to support the revised Settlement Timetable in line with the Design Working Group’s recommendation | Yes |
| To implement all related Code changes identified under Ofgem’s Significant Code Review (SCR) | n/a |
| To implement MHHS in accordance with the MHHS Implementation Timetable | Yes |
| To deliver programme capabilities and outcomes to enable the realisation of benefits in compliance with Ofgem’s Full Business Case | Yes |
| To prove and provide a model for future such industry-led change programmes | n/a |

**Guidance *– Please document the known programme parties and programme deliverables that may be impacted by the proposed change***

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| Impacted areas | Impacted items |
| Impacted Parties | The primary impact is on the PMO Programme Planning Team to amend the plan. The programme does not anticipate any impacts on other programme participants. |
| Impacted Deliverables | n/a |
| Impacted Milestones | *No milestones are impacted by this Change Request. Transition Design Tranche 2 artefacts feed into M16, however the milestone itself is not impacted by the delivery of this delivery.* |

**Note *– Please refer to MHHS DEL174 Change Request Guidance for Programme Participants for information on how to score the initial assessment.***

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| Initial assessment | | | |
| Necessity of change |  | Expected lead time |  |
| Rationale of change |  | Expected implementation window |  |
| Expected change impact |  |  |  |

**Guidance *– Please include a reference and link to any additional documentation which the change relates to.***

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| Change Request to be read in conjunction with: | |
| **Title** | **Reference** |
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### Part C.1 – Summary of Impact Assessment

### Note – *This section will be completed initially by the Change Raiser and then by Programme Participants as part of the full Impact Assessment.*

### *All Impact Assessment responses will be considered public and non-confidential unless otherwise marked. If there are any specific elements of the response (e.g. costs) that are confidential, please mark the specific sections as confidential rather than the response as a whole. The MHHS Programme will publish all Impact Assessment responses and redact any confidential information as noted.*

**Guidance – Programme Participants are required to:**

**Respond with ‘Agree’, ‘Disagree’ or ‘Abstain’, deleting as appropriate. If the respondent agrees, they can provide additional evidence to further support the assessment. If the respondent disagrees or abstains, they should provide a detailed rationale as to why.**

**Add any additional effects that have not already been identified. In doing so, they should provide as much detail as possible to allow a robust assessment to be made.**

**Proceed to Part C.2 for Impact Assessment Recommendation response once completed.**

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| Part C.1 – Summary of Impact Assessment (complete as appropriate) |
| **Effect on benefits**  *See Benefit to delivery of the programme objectives* |
| *<Delete as appropriate>:* **Agree Disagree Abstain** |
| *Impact Assessment respondents to add supporting commentary to support their selection. Where possible, Impact Assessment respondents to identify and describe any further impacts.*  *Impact Assessment respondents should consider and provide detail of any additional effect e.g. whether there will be an impact on when a benefit will be realised; who will realise the benefit; the extent to which the benefit will be realised.*  *Where possible, contextual information should be included e.g. the benefit will be delayed by X weeks; the change means Y population will also realise the benefit.* |
| **Effect on consumers**  *n/a* |
| *<Delete as appropriate>:* **Agree Disagree Abstain** |
| *Impact Assessment respondents to add supporting commentary to support their selection. Where possible, Impact Assessment respondents to identify and describe any further impacts.*  *Impact Assessment respondents should consider and provide detail of any additional effect e.g. whether there will be an impact on service delivery to consumers; will there be a cost impact to consumers; will there be a choice impact to consumers?*  *Where possible, contextual information should be included e.g. what is the scale of the effect? Will the effect be permanent?* |
| **Effect on schedule**  *There is no impact to other milestones* |
| *<Delete as appropriate>:* **Agree Disagree Abstain** |
| *Impact Assessment respondents to add supporting commentary to support their selection. Where possible, Impact Assessment respondents to identify and describe any further impacts.*  *Impact Assessment respondents should consider and provide detail of any additional effect e.g. will the schedule/milestones be directly impacted; will the schedule/milestones be indirectly impacted.*  *Where possible, contextual information should be included e.g. the change will delay the project by X days; the change will require additional resource to complete (though detail resource in resource section); the delay can/cannot be recovered by condensing Y activity.* |
| **Effect on costs**  *N/A* |
| *<Delete as appropriate>:* **Agree Disagree Abstain** |
| *Impact Assessment respondents to add supporting commentary to support their selection. Where possible, Impact Assessment respondents to identify and describe any further impacts.*  *Impact Assessment respondents should consider and provide detail of any additional effect e.g. will the change cause a loss of income; will the change cause additional cost; will the change cause a reprofiling of cost?*  *Where possible, contextual information should be included e.g. whether it is capital or operating expenditure that will be affected; what period costs will be affected in; what the rough order of magnitude of the cost impact will be and if organisation will be able to absorb it?* |
| **Effect on resources**  *N/A* |
| *<Delete as appropriate>:* **Agree Disagree Abstain** |
| *Impact Assessment respondents to add supporting commentary to support their selection. Where possible, Impact Assessment respondents to identify and describe any further impacts.*  *Impact Assessment respondents should consider and provide detail of any additional effect e.g. will there be an impact on tools or equipment; will there be an impact on staff capacity; will there be an impact on staff skills or capability?*  *Where possible, contextual information should be included e.g. the change will require X additional staff for Y period of time; the change requires Z training or support.* |
| **Effect on contract**  *N/A.* |
| *<Delete as appropriate>:* **Agree Disagree Abstain** |
| *Impact Assessment respondents to add supporting commentary to support their selection. Where possible, Impact Assessment respondents to identify and describe any further impacts.*  *Impact Assessment respondents should consider and provide detail of any additional effect e.g. whether there will be an impact on contracts with sub-contractors; whether there will be an impact on contracts with vendors; whether there will be an impact on contracts with regulators/ESO.*  *Where possible, contextual information should be included e.g. the changes will require new contracts to be created; the changes will variations to existing contracts; the changes will affect ability to meet contract requirements.* |
| **Risks**  *N/A* |
| *<Delete as appropriate>:* **Agree Disagree Abstain** |
| *Impact Assessment respondents to add supporting commentary to support their selection. Where possible, Impact Assessment respondents to identify and describe any further impacts.*  *Impact Assessment respondents should consider and provide detail of any additional effect e.g. will existing risks be affected; will new risks be created?*  *Where possible, contextual information should be included e.g. the change will affect the likelihood of a risk occurring, the change will affect the impact the risk would have, the change will require additional controls and mitigation.* |

### Part C.2 – Impact Assessment Recommendation

### Note – *This section must be completed initially by the Change Raiser and then by Programme Participants as part of the full Impact Assessment.*

**Guidance – The primary reporting metric of the Impact Assessment is the recommendation response. The consolidated response will be presented to the relevant governance group(s) and decision maker(s) with the totals for ‘Agree’, ‘Disagree’ or ‘Abstain’. As such, please ensure this section is completed before the form is returned to MHHS PMO. Provide detailed rationale and evidence in the commentary field.**

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| Part C.2 – Impact Assessment Recommendation (mandatory) |
| **Recommendation**  *Change Raiser to provide initial recommendation.*  **It is recommended by the Change Raiser the change is approved.** |
| *<Delete as appropriate>:* **Agree Disagree Abstain** |
| *Impact Assessment respondents to add supporting commentary to support their selection.* |

**Impact assessment done by:** <Name>

**Guidance*: If you are a third party responding on behalf of another Programme Participant, please state this in your response.***

**Impact assessment completed on behalf of:** <Name>

### Part D – Change approval and decision

**Guidance*: The approvals section will be completed by the MHHS PMO once the Impact Assessment has been reviewed.***

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| Part D - Approvals |
| **Decision authority level**  <Based on the impact assessment, state who is required to make a decision concerning this change> |

**Guidance** - ***This section will be completed by the MHHS PMO and Change Owner following the review of the impact assessment and decision reached by the SRO.***

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| Part D – Change decision | | | | |
| Decision: |  | Date | |  |
| Approvers: |  |  | |  |
| Change Owner: |  | | | |
| Action: |  | | | |
| **Changed Items** | **Pre-change version** | | **Revised version** | |
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### Part E – Implementation completion

**Guidance *- This section will be completed by the MHHS PMO at the end of the post-implementation process.***

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| Part E – Implementation completion | | | |
| Comment |  | Date |  |

**Guidance *– The Closure Checklist in MHHS DEL175 Change Log must also be completed by MHHS PMO at this stage.***

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| Checklist Completed | Completed by |
| Yes/No |  |

**Guidance – *This section will be completed by the MHHS PMO at the end of the post-implementation process and should be* used to add any appropriate references of the change once it has been completed.**

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| References | | |
| **Ref** | **Document number** | **Description** |
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