**Change Request Form**

## Change Request details

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| Change Request details |
| Change Request Title | *Amending the ‘M16 Methodology Approved’ Milestone*  |
| Change Request Number | *CR042* |
| Originating Advisory / Working Group | *Transition and Operational Readiness Working Group* |
| Risk/issue reference | *-* |
| Change Raiser | *Matthew Breen, MHHS SI* | Date raised: | *16/01/2024* |

***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 ‘M16 methodology approved’ (Success Criteria) milestone date is currently 26 April 2024 however, the Transition workstream is proposing that this date is pushed back. This is to allow the workstream to focus on other deliverables which will be required by participants before this milestone and relate to milestones that occur before M16. These deliverables include: The M10/M11 Cutover Plan, the Early Life Support Model and the M15/M16 Cutover plan all of which are required by Participants and the Programme prior to the M16 methodology (Success Criteria). |
| **Description of change:***(what is the change you are proposing)*The proposal is to amend the Programme Plan T2 Milestone date for the ‘M16 methodology approved’ milestone to 22 October 2024 and adjust it to a T3 milestone. By moving the delivery date to 22 October, this moves the deliverable in line with the October MCAG and allows the Programme to deliver the M10/M11 Cutover Plan, the Early Life Support Model and the M15/M16 Cutover plan ahead of the M16 methodology, all of which will be required ahead of the M16 methodology. Some of these deliverables will be required later in 2024, while the M16 Success Criteria relate to a milestone that is in late 2026. In addition, this will allow the Transition workstream to progress through the deliverables that it needs to produce in chronological order, and it will allow the Transition and Operational Readiness Working Group to follow a logical path, with milestones relating to M10/M11 delivered first, followed by deliverables relating to M14 and M15 and then finally deliverables relating to M16. The recommendation to change this milestone to a T3 milestone is based on the definition of a T3 milestone: “Milestones that are considered key input activities to Tier 2 (Critical Thread) milestones”… “Working Groups and Sub-groups will be tasked with completing these tasks and reporting progress and completion to the appropriate Advisory Group to inform a decision.”. This milestone aligns to this definition as this deliverable will set out criteria to be added to the Programme Plan which will be included as T2 milestones. For example, it will set out the criteria that need to be met by industry for the M16 milestone date to be confirmed. Furthermore, by changing the milestone to a T3 milestone, this means it can be approved by MCAG rather than having to go to PSG. This moves the milestone in line with similar programme deliverables which have been approved by L3 Advisory Groups. **Delivery Approach**The artefact will be developed and iterated through a number of Transition and Operational Readiness Working Groups (TORWG) in which particular Success Criteria will be discussed and this discussion will be used to support the drafting of this deliverable. Following the final TORWG where this deliverable is on the agenda, a draft document will be shared with industry for consultation at the end of September 2024. This will then be followed by an Assurance Meeting to ensure that all feedback has been addressed and the final document is brought to MCAG for approval on 22 October.  |
| **Justification for change:***(please attach any evidence to support your justification)*To ensure that deliverables are provided in a logical order that aligns to the order in which they will be required by Programme Participants and the Programme i.e., deliverables that relate to milestones that come first are delivered first.  |
| **Consequences of no change:***(what is the consequence of no change)*The current planned date would require the Programme to deliver this deliverable which is not required until late 2026 ahead of other deliverables which will be required by participants in 2024.       |
| **Alternative options:***(What alternative options or mitigations that have been considered)*Deliver this deliverable before other more urgent deliverables and risk a lack of time for other deliverables to be understood, planned for and implemented by Programme Participants (these deliverables include the: M10/M11 Cutover Plan, the Early Life Support Model and the M15/M16 Cutover Plan).  |
| **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).*MCAG 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)*A logical and smoother Transition deliverables timeline |

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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 Programme Plan will need to be updated by the PMO.  |
| Impacted Deliverables | n/a |
| Impacted Milestones | *M16* |

**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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