**Change Request Form**

## Change Request details

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| Change Request details | | | |
| Change Request Title | *Amending Qualification Milestones for Non-SIT Supplier and Agent (S&A) Qualification Testing (QT)* | | |
| Change Request Number | *CR048* | | |
| Originating Advisory / Working Group | *Qualification Working Group* | | |
| Risk/issue reference | *-* | | |
| Change Raiser | *Laura Kennedy, PAF Workstream Lead* | Date raised: | *11/03/2024* |

***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)*  During Q4 of 2024, the Programme and Code Bodies reviewed the approach to Qualification to make sure the approach and timelines were still appropriate. This review covered Non-SIT LDSO Qualification testing, Qualification Testing for Non-SIT Supplier, Agents and new entrant LDSOs, as well as delivery timelines for Qualification artefacts such as the Qualification Approach & Plan and the Qualification Assessment Document. This CR covers the changes needed to Tier 2 and Tier 3 milestones related to Non-SIT S&A QT. The Non-SIT LDSO Qualification amendments will be covered in another CR.  This review resulted in a number of changes:   * Move from Qualification Tranches to Qualification Waves. * Reduction in the number of waves.   These changes were discussed in PSG and QWG in November and December 2024. The amended approach was basis of which the updated Qualification Approach and Plan and Annex 2 were developed and consulted on.  The above has meant that the current baseline programme plan is not aligned to the timelines to which MHHSP, Non-SIT S&A QT participants and Code Bodies are working towards. | |
| **Description of change:**  *(what is the change you are proposing)*  As a result of the amended approach and following consultation with participants, the following changes need to be made to the Tier 2 and Tier 3 milestones to align the Programme Plan to the working Qualification plan:   * Amendment of wording from Tranche to Wave * Removal of milestones relating to Tranche 5-7 * Amendment of dates to align to the Qualification Wave Plan and Qualification Approach & Plan * Addition of new Tier 3 milestones to support participant planning * Revised delivery plan for Qualification deliverables (Qualification Approach & Plan and Qualification Assessment Document) * Removal of milestones related to change of approach to test data (detailed in Qualification Approach and Plan - Annex 2)   Details of all milestone amendments are attached as an appendix to this CR, MHHS-DEL2421 CR048 - Supporting Document.  The scope of this change request is to ensure milestones are accurately tracking the updated Qualification plan and approach and is importantly not a change in scope of delivery or overall completion of Qualification timelines. | |
| **Justification for change:**  *(please attach any evidence to support your justification)*  To reflect the updated Qualification approach and plan and provide more accurate dates for tracking and Programme Participants planning. | |
| **Consequences of no change:**  *(what is the consequence of no change)*  Failure to enact this change would undermine the accuracy and completeness of the current MHHS Programme Plan, resulting in potential delays and uncertainty for participants. | |
| **Alternative options:**  *(What alternative options or mitigations that have been considered)*  The alternative would be maintain the current dates within the MHHS Programme Plan but as participants, MHHSP and Code Bodies are working towards the new approach and milestones this would be impractical. | |
| **Risks associated with potential change:**  *(what risks related to implementation of the proposed change have been identified)*  As this CR is aligning Programme Plan with dates that are being worked toward, there are no new risks associated with it. The risks with approach to Non-SIT S&A QT have been recorded in the Programme RAID and being managed in accordance with Programme RAID processes. | |
| **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).*  These changes were discussed in PSG and QWG in November and December 2024. The amended approach was basis of which the updated Qualification Approach and Plan was developed and consulted on in February/March and the development of Qualification Approach and Plan - Annex 2 Non-SIT Supplier and Agent MHHS Qualification Testing Approach and Plan. Feedback received from QWG and consultation has been taken into account in the proposed milestone dates. | |
| **Target date by which a decision is required:** | 12 April 2024 |

### 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 and alignment to the timeline that Non-SIT S&A participants, MHHSP and Code Bodies are currently working toward. |

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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 | The milestone changes align to the published Qualification Approach and Plan therefore builds confidence in the ability for Qualification to be delivered and ensure participants are able to operate in the MHHS market. |
| To deliver services to support the revised Settlement Timetable in line with the Design Working Group’s recommendation | The milestone changes support the assurance of qualifying parties in line with the Qualification Approach and Plan. |
| To implement all related Code changes identified under Ofgem’s Significant Code Review (SCR) | The changes to milestones and waves increases the confidence in delivery of Code obligation through the successful Qualification of parties. |
| To implement MHHS in accordance with the MHHS Implementation Timetable | The changes to waves and milestones increases confidence in the delivery to plan in line with the Qualification Approach and Plan and the MHHS timelines. |
| To deliver programme capabilities and outcomes to enable the realisation of benefits in compliance with Ofgem’s Full Business Case | The changes provide confidence of no erosion of customer benefits caused by Performance Assurance issues in live. |
| To prove and provide a model for future such industry-led change programmes | Provides a model for large scale Qualification of parties for any future programmes that introduce changes with require requalification of roles. |

**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 | Non-SIT Supplier & Agent QT Participants, MHHSP and Code Bodies. |
| Impacted Deliverables | The Programme Plan will need to be updated by the PMO. |
| Impacted Milestones | See Appendix for list of deliverables |

**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 tier 2 milestones related to Non-SIT LDSO QT. There are number of tier 3 milestones that need to be realigned. Request for approval for these changes to tier 3 milestones will be via QAG. Amendments to tier 2 milestones for non-SIT Supplier and Agent qualification testing will be managed via a separate CR.* |
| *<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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