**Change Request Form**

## Change Request details

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| Change Request details |
| Change Request Title | Registration Service Operating Hours |
| Change Request Number | CR018 |
| Originating Advisory / Working Group | DAG |
| Risk/issue reference | N/A |
| Change Raiser | MHHS Programme | Date raised: | 08/02/2023 |

***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:**The evolution of the MHHS TOM and subsequent AWG recommendation has led to an expectation of “near real time” processing across industry with the approval of the Event Driven Architectural pattern.The current baselined Operational Choreography design requires out of hours processing to be undertaken by parties in support of MHHS processes driven by requirements for more timely processing of data. These data processing windows are driven by requirements for the collection of data for the Load Shaping services and subsequent downstream HH consumption generation processes driven by the requirement to move to a shortened settlement timetable.There is an opportunity for a differentiated approach to supporting these processes and associated optionality in terms of the granular processes which require support over and above current industry working hours.Working group discussions have identified a number of distinct areas where participants have identified negative consequences should processes not be supported over weekends.CR017 has been raised and approved by Change Board to go to DAG to be released for Impact Assessment.CR017 set out two solution options:* Change Raiser’s preferred option is the MHHS PMO amend the Operational Choreography to clarify and align with the REC so that LDSOs will be required to process various DIP mediated messages within 60 minutes of receipt within current ERDS operating hours.
* The alternative option is for the MHHS PMO to conduct a full cost benefit impact assessment into options for exploring extending current ERDS operating hours with evidence to support the business requirements and how it would benefit customers and other parties.

A previous version of CR18 was issued for IA and was dicussed in DAG. CR18 Was intended to offer a differential option allowing for the out of hours processing of certain critical processes. This is now being constrained to the procrssing of Secured Active messages and the issuing and processing of directly related messages.A number of areas were considered as part of the CR process and parties requested an updated version of the CR to provide further clarity and reflect some of the feed back received.This CR therefore seeks to seek views from parties on a more tighly bounded proposal constrtaining out of hours activity within the Registration Service to processes connected to the receipt of the the Secured Active message from CSS.  |
| **Description of change:**For the avoidance of doubt the the change requires the following:* API connectivity remains governed by the End to End Architecture and Non-functional Requirements including requirements for synchronous validation/acknowledgement on consumption of a message at the API layer.
* Registration Service Processing of CSS Gate Closure Messages will operate 7 days a week 6pm-9pm (securedActive / securedInactive messages processed) via execution of automated processes. IF-035, IF-036, IF-037 and CSS/DCC responses will be sent from the Registrations system by 10pm. In the event of any failure/incident of the automated processes resolution activity will not be expected to commence until the start of the next Working Day.
* DIP messages received by the SMRS will be processed between the hours of 05:00 to 18:00 and 21:00 to 23:00 Working Days only. Messages received outside of these hours will be held in a queue until the next processing window. Automated responses to inbound messages are expected to be returned within 60 minutes of receipt during the specified operating hours. Performance may be monitored and reported via Key Performance Indicator (KPI) metrics however for the avoidance of doubt it is not the intent of this Change Request to introduce formal Service Level Agreements (SLA) with performance regimes to the 60 minute response targets.
* All incoming DIP and CSS messages (except Secured Active/Inactive messages) shall be included within the ERDS Total Daily Processing on the basis that all data received prior to 23:00hrs is made available to other parties (as applicable) by 06:00hrs the following Working Day. Data received after 23:00hrs will be made available to other parties (as applicable) by the second Working Day - as per existing REC ERDS Service Definition v1.1

Listed are the flows relating to the Registration Service with annotation as to the flows that are impacted by the out of hours requirement to support Secured Active. Were this change to be accepted the Operation Choreography artefact will be updated to reflect this.

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| **COS Related Flows** |  | **Sending Party** | **Receiving Party** | **Requirement** |
| IF-031 | Supplier Service Provider Appointment Request | SUP | REGS | DIP messages received by the SMRS should be processed between the hours of 05:00 to 18:00 and 21:00 to 23:00 Working Days only. |
| IF-032 | Supplier Service Provider Appointment Request Response | REGS | SUP | DIP messages received by the SMRS should be processed between the hours of 05:00 to 18:00 and 21:00 to 23:00 Working Days only.Noting the above; IF032 responses to IF031 messages should be sent within 60 minutes within the operational hours of SMRS. IF032 messages in response to an IF031 received outside of operational hours should be sent within 60 minutes of the commencement of the next operational window. |
| IF-033 | Registration Service Request for Service Appointment | REGS | MS/DS | DIP messages received by the SMRS should be processed between the hours of 05:00 to 18:00 and 21:00 to 23:00 Working Days only.Noting the above; IF033 responses to IF031 messages should be sent within 60 minutes within the operational hours of SMRS. IF033 messages in response to an IF031 received outside of operational hours should be sent within 60 minutes of the commencement of the next operational window. |
| IF-034 | Service Provider Appointment Request Response | DS/MS | REGS | DS/MS should not expect the Registration Service to process IF-034 received outside of working hours. The appropriate IF-035 response will be sent within 60 minutes of the commencement of the next operational window. |
| IF-035 | Registration Service Appointment Status Notification (Lapsed messages generated frm Secured Active Processing) | REGS | MS/DS/SUPEES/MDS/LDSO | Generated and issued by Registration Service as part of the Secured active processing window for prospective appointments, this should include any MDR Update Responses received, via CSS, at this point.Retrospective appointments subject to 60 minute response time within Operational hours. |
| IF-036 | Registration Service Notification of Service Appointment & Supporting Info  | REGS | MS/DS/SUPEES/MDS/LDSO | Generated and issued by Registration Service as party of the Secured active processing window for propoective appointments.Retrospective & ‘On-The-Day’ appointments subject to 60 minute response time within Operational hours. |
| IF-037 | Registration Service Notification of Service De-Appointment | REGS | MS/DS/SUPEES/MDS/LDSO | Generated and issued by Registration Service as party of the Secured active processing window for propoective appointments.Retrospective & ‘On-The-Day’ de-appointments subject to 60 minute response time within Operational hours. |
| IF-001 | Notification of Change of Supplier | REGS | SUP | To be issued within the Secured Active processing window described above. |
| IF-002 | Notification to New Supplier of Site Information  | REGS | SUP | To be issued within 60 minutes of receipt of the Pending Switch message within Operational Hours.Messages received outside of previously described operating hours will be processed and IF002 messages sent within 60 minutes of the start of the next operational window. |
| **Change of Segment Flows** |
| IF-043 | Registration Service Notification of Change of Connection Type | REGS | MS/DS/SUPEES/LDSO/MDS | It is possible that the processing of secured active messages could result in a requirement for an IF043 message to be issued. This should be issued within the secured active processing window. |
| IF-044 | Registration Service Notification of Change of Segment | REGS | MS/DS/SUPEES/LDSO/MDS | It is possible that the processing of secured active messages could result in a requirement for an IF044 message to be issued. This should be issued within the secured active processing window. |
| **Other REGS Flows** |
| IF-005 | Metering Service MTD Update to Registration | MS | REGS | DIP messages received by the SMRS should be processed between the hours of 05:00 to 18:00 and 21:00 to 23:00 Working Days only. |
| [IF-006](file:///C%3A/Users/ian.smith/AppData/Local/Microsoft/Windows/INetCache/Content.Outlook/D1FBL3JF/SC_REGSFLOWS_ForIan_20230420.xlsx#RANGE!Print_Area) | Notification of Metering Service MTD Update to Registration | REGS | MS/DS/SUPEES/LDSO | Will not be processed outside of working hours Messages received outside of previously described operating hours will be processed and IF006 messages sent within 60 minutes of the start of the next operational window. |
| IF-007 | Notification of Change of Energisation Status | MS | REGS/SUPP | DIP messages received by the SMRS should be processed between the hours of 05:00 to 18:00 and 21:00 to 23:00 Working Days only. |
| [IF-008](file:///C%3A/Users/ian.smith/AppData/Local/Microsoft/Windows/INetCache/Content.Outlook/D1FBL3JF/SC_REGSFLOWS_ForIan_20230420.xlsx#RANGE!Print_Area) | Registration Service Notification of Change of Energisation Status | REGS | MS/DS/SUPMDS/EES/LDSO | Messages received outside of previously described operating hours will be processed and IF008 messages sent within 60 minutes of the start of the next operational window. |
| [IF-009](file:///C%3A/Users/ian.smith/AppData/Local/Microsoft/Windows/INetCache/Content.Outlook/D1FBL3JF/SC_REGSFLOWS_ForIan_20230420.xlsx#RANGE!A1) | Notification of LDSO Disconnection / CSS De-Registration | REGS | MDS/EES/LDSO | Messages received outside of previously described operating hours will be processed and IF009 messages sent within 60 minutes of the start of the next operational window. |
| [IF-018](file:///C%3A/Users/ian.smith/AppData/Local/Microsoft/Windows/INetCache/Content.Outlook/D1FBL3JF/SC_REGSFLOWS_ForIan_20230420.xlsx#RANGE!A1) | Notification of Registration Data Item Changes | REGS | MS/DS/SUPMDS/EES | Messages received outside of previously described operating hours will be processed and IF018 messages sent within 60 minutes of the start of the next operational window. |
| IF-019 | Maintain MPAN Relationships | SUP | REGS | DIP messages received by the SMRS should be processed between the hours of 05:00 to 18:00 and 21:00 to 23:00 Working Days only. |
| IF-020 | Maintain MPAN Relationships Outcome | REGS | MS/DS/SUPLDSO/EES | Messages received outside of previously described operating hours will be processed and IF020 messages sent within 60 minutes of the start of the next operational window. |
| [IF-026](file:///C%3A/Users/ian.smith/AppData/Local/Microsoft/Windows/INetCache/Content.Outlook/D1FBL3JF/SC_REGSFLOWS_ForIan_20230420.xlsx#RANGE!A1) | Registration Service Notification of Supplier Data Chg | REGS | MS/DS/SUPECS/EED/LDSO | Will not be processed outside of working hours. |
| IF-038 | Customer Direct Contract Advisory | MS/DS | REGS | Will not be processed outside of working hours. |
| IF-039 | Customer Direct Contract Advisory Response | REGS | MS/DS/SUP/EES | Will not be processed outside of working hours. |
| IF-040 | Annual Consumption from MDS | MDS | REGS | Will not be processed outside of working hours. |
| IF-050 | EES Updates from MPRS | REGS | EES | Will not be processed outside of working hours. |
| IF-025 | Supplier Data Changes | SUP | REGS | Will not be processed outside of working hours. |
| IF-045 | Invalid Market Segment |  |  | Will not be processed outside of working hours. |
| **CSS Messages** |
|   | Update to CSS/DCC re MDR & MS | REGS | CSS/DCC | Required to be issued within Secured Active Processing window on all calendar days. |

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| **Justification for change:***(please attach any evidence to support your justification)*In order to mitigate unwarranted costs whilst realising the benefits of timely processing for specific processes, this CR seeks to provide quantified justification for specifically bounded areas of out of hours support. |
| **Consequences of no change:***(what is the consequence of no change)*Significant, un-necessary costs may be incurred by parties in providing unnecessary out of hours support and associated infrastructure/system build for a fully out of hours service.Significant benefits would be lost for a working hours service.The impacts on cost and benefit should be identified by the Impact Assessments of this Change Request and CR017. |
| **Alternative options:***(What alternative options or mitigations that have been considered)*CR017 sets out 2 further options for a solution to this issue.Options for differentiating service have been explored in previous working groups and CR017 and this Change Request is seeking to elaborate and formalise these impact assessments.  |
| **Risks associated with potential change:***(what risks related to implementation of the proposed change have been identified)*While potential uncertainty remains with regard to support levels etc. for support requirements, particularly for the Registration Service delays to system DBT could be introduced. |
| **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).*Details around the options developed have been discussed in multiple open design forums including BPRWG and DAG.The issue initially was raised by a member of the LDSO community. |
| **Target date by which a decision is required:** | June 2023 |

### 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)*This Change Request provides an option to balance a reduction in support/industry costs for impacted parties against the significant benefits that would be lost for a working hours service. |

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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 | This CR delivers the benefits of out of hours working as defined in the design baseline whilst reducing the impact on affected parties.      |
| To deliver services to support the revised Settlement Timetable in line with the Design Working Group’s recommendation | This CR maintains the delivery of the Settlement Timetable.      |
| To implement all related Code changes identified under Ofgem’s Significant Code Review (SCR) | The design baseline will be delivered into Code Changes within the Programme.      |
| To implement MHHS in accordance with the MHHS Implementation Timetable | This CR should reduce the impact and therefore potentially time for delivery whilst maintaining benefits.       |
| To deliver programme capabilities and outcomes to enable the realisation of benefits in compliance with Ofgem’s Full Business Case | This CR should allow the majority of the benefits to be realised without potential for more significant costs.      |
| To prove and provide a model for future such industry-led change programmes | More real-time processing of data to realise benefits should be a core principle of future programme developments.      |

**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 impact will vary dependent upon the solution option accepted. This may however impact Suppliers, Elexon Central Services, Registration Services, Metering Services and Data Services.      |
| Impacted Deliverables | Baselined Operational Choreography      |
| Impacted Milestones | *M9* |

**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***Reduction in Significant, ongoing support and infrastructure costs for LDSOs, Metering Services & Data Services whilst facilitating the benefits of critical functional areas.**Progression of CR should seek to quantify this in more detail.* |
| *<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***Reduction in overall cost to serve for consumers* |
| *<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***Do not believe modification of Operational Choreography will result in an impact to Programme timescales* |
| *<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***Relaxation of SLAs would result in a significant cost benefit for LDSOs.* |
| *<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***Relaxation of Operational Hours requirements would result in a cost reduction for LDSO support/infrastructure costs**.* |
| *<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***Believe no impact* |
| *<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**There is a risk that decisions on the most appropriate solution are taken without the full evidence of the solutions identified from previous MHHS programme discussions. |
| *<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****It is recommended by the Change Raiser the change is approved.**It is felt that the materiality of the issue outlined is sufficiently material as to warrant treatment. It is further felt that a formal process to capture views and impact assessments of the options identified is required as part of the process. |
| *<Delete as appropriate>:* **Agree Disagree Abstain** |
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**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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