**Change Request Form**

## Change Request details

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| Change Request details | | | |
| Change Request Title | Supply Start Date (SSD) Correction Tool | | |
| Change Request Number | CR045 | | |
| Originating Advisory / Working Group | DAG | | |
| Risk/issue reference | MHHS-DIN-48 and Risk re CSS Defects (R569) | | |
| Change Raiser | Sean Cooper, MHHS Programme, on behalf of St Clements Services | Date raised: | 14/02/24 |

***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)*  There are a number of known issues with CSS/ MPRS interactions which leads to data, principally Supply Start Date (SSD), being set incorrectly in the Registration Service.  Currently LDSO Registration Service Super Users have access to a tool that allows the changing of Supplier Start / End Dates and issues a D0204 flow to inform participants of the changes.  However, this existing Super User Tool will *cease to work* for sites following migration to the MHHS Settlement Regime. Whilst the volumes of such MPANs are small (c. 100’s per month) an agreed mechanism is required to manage these MPANs post migration to the MHHS regime.  A new tool is required to continue to allow Registration Service users make amendments/corrections to Supplier Start and End Dates     * To correct any erroneous / missed switch updates in order to align with CSS * To issue MHHS messages to notify users of the change(s). | |
| **Description of change:**  *(what is the change you are proposing)*  The Registration Service would provide a “LDSO Registration Service Super User” function which allowed for the following amendments:   * Insertion of a ‘missed’ switch (i.e. retrospective notification of switch) * Annulment of an ‘invalid’ switch (i.e. removal of a switch which should not have occurred)   Registration Service would limit any updates to ensure changes were not back-dated beyond the previous Supplier’s SSD or the Settlement Cut Off Date, which ever was most recent. Suggested interface changes would be as follows:   * IF-037 ~ Addition of a new De-Appointment Reason code of “SSDFIX” * IF-001 ~ Creation of a new Event Code “SwitchAnnulled” * IF-001 ~ Creation of a new Event Code “SwitchRestored”   If this CR is approved the proposed solution would be subject to participant input, review and refinement via a work group(s), followed by a final review at DRG, this process would also include a discussion around possible implementation approaches / timescales. | |
| **Justification for change:**  *(please attach any evidence to support your justification)*  If data becomes misaligned with CSS there is no mechanism to realign data between the Registration Service and CSS and to inform participants of the change(s). This would have impacts on both customer management and the accuracy of settlements. | |
| **Consequences of no change:**  *(what is the consequence of no change)*  There would be no automated route to correct CSS/Registration data issues. Support processes would need to be utilised to sort a data fix in Registration Service. Manual processes would be required to inform participants and they would need to sort a manual fix in their systems. | |
| **Alternative options:**  *(What alternative options or mitigations that have been considered)*  Manual processes developed as above | |
| **Risks associated with potential change:**  *(what risks related to implementation of the proposed change have been identified)*  Implementation Timescales – ability of participants to develop, test and deploy the proposed solution. | |
| **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).*  Various solution options were discussed by the MHHS Design Team in conjunction with St Clements. The solution outlined in the attached PPT, is intended to form the initial basis of discussion at a participant workgroup, with the agreed solution then being presented to all DRG members. | |
| **Target date by which a decision is required:** | Before Migration Start |

### 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)*   1. Planned mechanism for correcting misaligned CSS/ Registration Service data 2. Reduced manual intervention and Industry support costs in the event of CSS/ Registration Service data misalignment |

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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 | Ensures data is kept aligned to support delivery of the TOM processes |
| To deliver services to support the revised Settlement Timetable in line with the Design Working Group’s recommendation |  |
| To implement all related Code changes identified under Ofgem’s Significant Code Review (SCR) |  |
| To implement MHHS in accordance with the MHHS Implementation Timetable |  |
| To deliver programme capabilities and outcomes to enable the realisation of benefits in compliance with Ofgem’s Full Business Case | Ensures there is a mechanism which keeps data aligned and therefore supports realisation of benefits |
| To prove and provide a model for future such industry-led change programmes |  |

**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 | Suppliers, Data Services, Metering Services, Market-wide Data Service, Registration Service, DIP, LDSO |
| Impacted Deliverables | DES138 – Interface Specification JSON Swagger Definition  Consideration of the creation of a “Change of SSD” Business Process Map and supporting BPD  DIP050 – Secondary Routing (Treatment of proposed new Events) |
| Impacted Milestones | *None as not required prior to go-live* |

**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 | Low |  |  |

**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**  *Change Raiser to provide initial impact assessment.*  *Ensures data can be re-aligned to Registration Service in case of issues with message flows* |
| *<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**  *Ensures the correct data is available to support Change of Supplier processes* |
| *<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**  *Change Raiser to provide initial impact assessment.*  *No impact on schedule expected as not required until go-live* |
| *<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**  *Change Raiser to provide initial impact assessment.*  **Low MPRS, DIP and EES impacted** |
| *<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**  *Change Raiser to provide initial impact assessment.*  *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**  *Change Raiser to provide initial impact assessment.*  *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**  *Change Raiser to provide initial impact assessment.*  *Do Nothing: Misalignment of Data across parties* |
| *<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 that a refresh message is implemented prior to go-live** |
| *<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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