

MHHS Extraordinary Programme Steering Group (ePSG) Headline Report

Issue date: 21/10/2024

Meeting Number	PSG037.2	Venue	Virtual
Date and Time	18 October 2024 14:00-15:00	Classification	Public

New / Outstanding Actions

Area	Ref	Action	Owner	Due
CR056 Decision	PSG37.2-01	Programme to support Code Bodies with comments made by St. Clements on CR056	PMO	06/11/2024
CR055 Recommendation	PSG37.2-02	Programme to clarify that all supporting documents for CR055 are still valid when issuing further communications with Programme parties.	Programme	06/11/2024

Decisions

Area	Ref	Decision	Rationale
CR056 Decision	PSG-DEC90	CR056 was approved by PSG.	0 respondents rejected the Change Request. Those who abstained did so because the changes do not impact them.
CR055 Recommendation	PSG-DEC91	PSG recommend CR055 is taken to Ofgem for approval.	The Change Request has the overwhelming support of industry as evidenced by 90% approval rate.

Key Discussion Items

Area	Discussion
CR056 Decision	The Programme ran through a summary of Impact Assessment responses to CR056, highlighting that this change addresses critical issues with the CSS Adaptor multithreading that could impact agent appointments, settlements, and consumer billing. Implementing this change is seen as essential to prevent significant problems and ensure the success of the Programme. The Change Board advised the SRO to approve CR056 because 0 respondents rejected the Change Request, and those who abstained only did so as the Change did not affect them.

	<p>DNO representative asked if the comments made by St. Clements will be considered. Programme confirmed that the comments made by St. Clements were passed back to RECCo. Their points will be assessed and integrated into the Change Request.</p> <p>ACTION: Programme to support Code Bodies with comments made by St. Clements on CR056.</p> <p>DECISION: CR056 was approved by PSG.</p>
<p>CR055 Impact Assessment Analysis</p>	<p>Programme ran through a summary of Impact Assessment responses to CR055, highlighting that overall, 53 respondents supported the change; 4 respondents rejected the change; and 2 respondents abstained. Those who supported the change, did so as they recognise SIT is moving slowly, so timelines need to be extended. The change will allow more comprehensive testing to take place which will help identify and address operational issues.</p> <p>No questions or comments were raised on the Impact Assessment analysis.</p>
<p>CR055 Programme Action Following the IA</p>	<p>Programme outlined the proposed M10 timeline and critical path as per CR055.</p> <p>Programme highlighted the key themes from the Impact Assessment:</p> <ol style="list-style-type: none"> 1) Support for the extended timeline. 2) In-built contingency - The Programme is proposing to add in 2 additional 'contingency sprints', totaling 4-weeks. 3) Increasing risk profile - The Programme is proposing to add in 1 additional 2-week sprint, on top of the Gap Analysis sprint to incorporate IR8.4, RTTM and CR056 activities into delivery. 4) Qualification Windows - The current position regarding qualification is being addressed by Code Bodies outside of the scope of CR055. 5) August "Go-Live" date - This was not actively considered in any timeline changes and has no implication on CR055 timelines. <p>Programme ran through a test execution model for MVC and Non-MVC participants and gave an overview of T1 milestone changes which will be submitted as part of CR055. Programme also highlighted that no windows have changed, only the timelines to reflect the 6-week delay.</p> <p>Large Supplier Rep queried whether there is any plan to constrain future activities or timelines to compensate for delays. Programme confirmed there is no intention to constrain timelines without logical rationale. In relation to the Qualification waves, Programme stated that data and information needs to be gathered first, and any review of timelines will involve consultation with all appropriate stakeholders. The PPIR process will provide the first data point for assessment.</p> <p>Programme confirmed M16 was originally December 2026 with a contingency to May 2027, and this has not changed, following a query from the iDNO rep. Programme stated it is not labeled as contingency to avoid implying that the Programme's milestones may shift around. The question was in relation to those milestones labelled with an Asterix (*) which will remain on the same assumptions as previous.</p> <p>RECCO Rep clarified that any information requests about the desire to come forward in waves should not imply that the code bodies have agreed to this.</p> <p>DNO Rep queried if the systems and code bodies can handle the migration volumes at the start of the Go-live period and suggested reassessing their capacity. Programme confirmed that new data shows some capacity in the early part of migration and emphasised the importance of using this data to guide further actions.</p>

	Programme then outlined the risks associated with the proposed plan, following impact assessment review.
IPA Report	IPA issued a full report which is available on the Collaboration Base. The IPA emphasised the importance of the CR055 decision, highlighting that independent assessments were conducted to ensure the plan is realistic, achievable, and carries an acceptable level of risk. The report, dated October 10th, aligns with the Programme's assessment and recommends understanding impacts, assessing risks, and building appropriate time and contingency into the plan. A key recommendation is to have a decision point in February to confirm or adjust the M10 date, providing industry certainty. The report will be updated post-PSG and provided to Ofgem for decision-making.
CR055 Recommendation	<p>The Change Board advises the SRO to recommend approval of CR055 to Ofgem on the condition there is an additional 6 weeks added to the SIT timeline following IA feedback in relation to risk and contingency. It is noted that no changes to underlying planning assumptions have been made.</p> <p>Large Supplier Rep highlighted that there has been no discussion or decision to prioritise certain types of customers in the migration plans, and any such requirement would need to be discussed and understood separately. The current focus is on efficient migration within agreed parameters and velocity. Programme agreed to remove that statement from the recommended approval.</p> <p>DNO Rep requested clarification that the logic and assumptions in the proposal remain unchanged. PP also asked for regular monitoring and reporting on the use of contingency to manage scope creep and ensure proactive responses to potential issues. Programme confirmed that the logic and assumptions are unchanged, with the only change being an additional six weeks added to the plan to mitigate higher risk areas. Programme agreed on the importance of monitoring contingency usage, explaining that any use of contingency would be transparent and reported through change requests, DIN processes, and regular sprint reporting.</p> <p>ACTION: Programme to clarify that all supporting documents for CR055 are still valid when issuing further communications with Programme parties.</p> <p>DECISION: PSG recommend CR055 is taken to Ofgem for approval.</p> <p>The proposed plan as part of CR055, v6.1 of the plan, will now be adopted by the Programme as the interim plan until a decision is made to approve by Ofgem.</p>
Summary and Next Steps	Programme confirmed actions and decisions from the meeting.

Date of next meeting: 06 November 2024 at 10:00am

Chair

Helen Adey (Chair)

MHHS Programme Director

Seat Vacant

Consumer Representative

Carolyn Burns

Medium Supplier Representative

Industry Representatives

Chris Price

DNO Representative

Rachel Stringfellow

Medium Supplier Representative

Paul Daniels

Avanade Representative

Gareth Evans

I&C Supplier Representative

Graham Wood

Large Supplier Representative

Simon Harrison

Supplier Agent Representative

John Abbott

Elexon Representative (Central Systems Provider)

Keren Kelly

National Grid ESO

Jenny Rawlinson

IDNO Representative

Del Kang

DCC Representative

Jonathon Hawkins

RECCo Representative

Andrew Campbell

Small Supplier Representative

Joel Stark

Supplier Agent Representative (Independent)

Victoria Moxham

Elexon Representative

Saso Bruzzese

Elexon Representative

MHHS IM

Jason Brogden

Programme Industry SME

Keith Clark

Programme Manager

Lewis Hall

Programme Delivery Manager

Philip McCann

Governance Lead

Roger Robar

Test Lead

Will Miller

PMO

Warren Fulton

Migration Lead

Smitha Prichrikat

Client Delivery Manager

Roisin Quinn

PMO Lead

Paul Pettitt

Design Lead

Bushra Ali

PPC Lead

Other Attendees

Laura Kennedy

Code Bodies

David Gandee

IPA

Richard Shilton

IPA

Renata Yussupova

IPA

Andy McFaul

Ofgem

Jenny Boothe

Ofgem

James Hutchinson

Ofgem