**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.   In the prior discussions in Programme governance groups, there was a further option to address the issue which was not raised in CR017. This Change Request has been raised to set out this further option to have a full set of three Impact Assessed options to consider in deciding an appropriate solution.  These Impact Assessments should be returned in the same timescales to inform that decision.  This CR seeks to collect impacts from parties regarding the impact of supporting these services and any impacts of processes not being undertaken over the weekend / bank holiday periods.  Support in this context would be an expectation of automated processes being run. Manual exceptions would not be required to be dealt with until the next working day and technical support limited to restarting processes in the event of a technical failure.  It would also be expected that parties submitting / receiving messages outside the scope of any changes would not be required to support these processes outside of operating hours on the basis processing would not be undertaken by the Registration Service  For clarity the definition of processing is the business processing undertaken following consumption of messages by the API connectivity to the DiP. DiP connectivity should be available as per the E2E Non-functional requirements.  The focus of discussion has principally centred on weekend activity. Views are sought on any negative consequence of other processing being constrained to current MPRS operational working hours on weekdays  Views are also sought as to the validity of the proposed list of Time critical processes in the following section. | |
| **Description of change:**  During design working group sessions a number of functional areas were proposed as being critical to the operation of the overall system and would require weekend processing.   * **Metering Service Appointment confirmation / de-appointment flows not being generated following the completion of Secured Active Processing**   + Leads to a period where the previous Metering Service remains appointed with no contractual arrangement with Supplier. This could lead to scenarios where Meter Works could not be carried out.   + In addition, MTDs not available to incoming Metering Service until the Service Appointment confirmation has completed * **Data Service Appointment confirmation de-appointment flows not being generated following the completion of Secured Active Processing**   + Delay to collection of HH data by new data service   + Potential for old data service to collect and submit data for a period where they are not contractually linked to the Supplier * **MDR appointments not occurring following the completion of Secured Active processing**   + Old MDR remaining in place with no permission to view data on meter   + Delay to collection of HH Data * **Consent Granularity Change**    + Specifically, notification of consent removal flowing through to a Data Service.   + The current design already suggests to suppliers that guidance be provided to customers that a change of consent may take 48 hours to take effect. * **Meter Technical Details – Meter Exchange notified to Registration Service over the Weekend**   + Noting the increase in weekend installs to achieve Smart rollout targets we anticipate significant numbers of exchanges being notified to the Registration Service over the weekend period. That being said customers are already being advised that the completion of the commissioning process may take a number of days.     Impact assessment required as detailed in Issue statement. Dimensions requested for the processes described. | |
| **Justification for change:**  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:**  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:**  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:**  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:**  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:** | 01/03/2023 |

### 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 |
| 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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