

Change Request Form

Change Request details

Change Request details			
Change Request Title	Changes to the Change Control Approach to incorporate design change process		
Change Request Number	CR016		
Originating Advisory / Working Group	N/A		
Risk/issue reference	N/A		
Change Raiser	Alex Whiteman (MHHS Programme)	Date raised:	30/01/2023

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.

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.

Part A – Description of proposed change

Issue statement:

(what is the issue that needs to be resolved by the change)

With approval of the Physical Baseline Design and of Milestone 5 in October 2022, the Programme has formalised a post-M5 design change management process to ensure appropriate management and control of the agreed baseline. The introduction of this process introduces additional governance groups into the programme and as a consequence a minor update to the existing *programme level* change control process is proposed.

It is necessary for the Programme Change Control Approach (MHHS-DEL171) and the Design Change Management Procedure (MHHS-DEL744) to align with one another and while no fundamental changes to the process have been made, updates to MHHS-DEL171 (a baselined programme document) are necessary.

The Design Advisory Group (DAG) approved the Design Change Management Procedure (MHHS-DEL744) and Design Authority (DA) Terms of Reference (MHHS-DEL762) on 11 January 2023. Collectively, these design changes have been incorporated into the Programme Change Control Approach (MHHS-DEL171) and require an MHHS Change Request to validate the updates.

Given the updates to Change Control Approach are cosmetic and cover administrative changes that have no impact on programme outcomes or its deliverables, the Change Raiser considers CR016 as a housekeeping change.

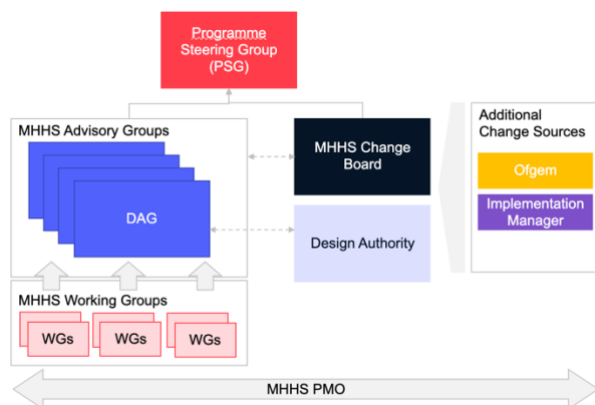
Description of change:

(what is the change you are proposing)

This change is seeking to align the Change Control Approach with the post-M5 design change management process.

A summary of key updates to the Programme Change Control Approach is below:

1. Add new sentence in section **Overview and scope, Scope of change on MHHS (p7)** : *Under auspices of DAG, the Design Authority can also make minor changes to a baselined Design Artefact.*
2. Add new note in section **Approach, the role of Advisory Groups and PSG in Change Control (p12)**: *Design Advisory Group (supported by the Design Authority).*
3. Update the governance graph in section **Approach, Governing change on the MHHS Programme (p13)**:



4. Include new section (Item 8) titled **Design Authority (p28)**: *An overview of the Design Authority (DA). The DA is a Level 4 MHHS Programme Working Group reporting to DAG. The role of DA is to manage the MHHS Design Baseline by reviewing and developing prospective changes to the baselined Design Artefacts raised by Programme Participants following commencement of M5 baseline approval. The DA will provide design*

advice on potential changes and will ensure Programme Participants are represented and relevant experts engaged in the assessment of design issues and in the development of prospective solutions.

Justification for change:

(please attach any evidence to support your justification)

The post-M5 design change management process must be reflected in the existing Change Control Approach so that the artefact accurately reflects MHHS Programme governance arrangements and processes.

Consequences of no change:

(what is the consequence of no change)

The Programme Change Control Approach will not accurately reflect the decisions of DAG, and latest agreed process, without incorporating the design change process.

The Change Control Approach is a public-facing artefact, available to Programme Participants on the Collaboration Base and MHHS website. Failing to update the Change Control Approach would render the information in the artefact outdated and therefore, unsuitable for publication. Failing to update the artefact could result in a lack of clarity and guidance among Programme Participants towards the post-M5 design change management process.

Alternative options:

(What alternative options or mitigations that have been considered)

None.

Risks associated with potential change:

(what risks related to implementation of the proposed change have been identified)

There is no risk to the Programme through the implementation of this change. This change is intended to mitigate the risk of inefficient or unclear ways of working for MHHS Programme Parties with the MHHS Programme.

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).

DAG members via approval of Design Change Management Procedure, DA Terms or Reference and the high-level Design Management Approach (MHHS-DEL714) in defining the process of assessment, analysis, and implementation of Design Changes to the baselined MHHS Design Artefacts.

As owners of the Programme Change Control Process, the MHHS PMO have also been involved in the development of the Design Change Management Procedure and have reflected the changes as appropriate into the Change Control Approach document.

Target date by which a decision is required:

31/01/2023

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

What benefits does the change bring
<p><i>(list the benefits of the change and how this improves the business case)</i></p> <p>Delivers the decision of DAG into formal governance.</p> <p>Aligns the design change management procedure fully with the documented Programme Change Control Approach.</p> <p>Increased clarity and alignment means the MHHS Programme is more likely to deliver efficiently and economically.</p>

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 Change Request does not impact the TOM.
To deliver services to support the revised Settlement Timetable in line with the Design Working Group’s recommendation	This Change Request does not impact the revised Settlement Timetable.
To implement all related Code changes identified under Ofgem’s Significant Code Review (SCR)	This Change Request does not impact the Code changes.
To implement MHHS in accordance with the MHHS Implementation Timetable	This Change Request does not impact the final delivery date for MHHS.
To deliver programme capabilities and outcomes to enable the realisation of benefits in compliance with Ofgem’s Full Business Case	This Change Request does not impact the capabilities and outcomes.
To prove and provide a model for future such industry-led change programmes	This Change Request does not impact the model for future industry-led change programmes.

Guidance – Please document the known programme parties and programme deliverables that may be impacted by the proposed change

Impacted areas	Impacted items
Impacted Parties	All Programme Participants, particularly those Programme Parties participating in DAG, and associated governance groups.
Impacted Deliverables	Programme Change Control Approach (MHHS-DEL171)
Impacted Milestones	None.

Note – Please refer to *MHHS DEL174 Change Request Guidance for Programme Participants* for information on how to score the initial assessment.

Initial assessment			
Necessity of change	2 - Important Change	Expected lead time	1 - <5 working days
Rationale of change	Programme	Expected implementation window	1 - Imminent
Expected change impact	Very Low		

Guidance – Please include a reference and link to any additional documentation which the change relates to.

Change Request to be read in conjunction with:	
Title	Reference
SI Design Management Approach	MHHS-DEL714
Design Change Management Procedure	MHHS-DEL744
Design Authority (DA) Terms of Reference	MHHS-DEL762

Part C.1 – Summary of Impact Assessment

CR016 – This is a housekeeping change and does not require an 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:

- A. 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.
- B. 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.
- C. Proceed to Part C.2 for Impact Assessment Recommendation response once completed.

Part C.1 – Summary of Impact Assessment (complete as appropriate)
<p><u>Effect on benefits</u></p> <p><i>Change Raiser to provide initial impact assessment.</i></p>
<p><i><Delete as appropriate></i>: Agree Disagree Abstain</p>
<p><i>Impact Assessment respondents to add supporting commentary to support their selection. Where possible, Impact Assessment respondents to identify and describe any further impacts.</i></p> <p><i>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.</i></p> <p><i>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.</i></p>
<p><u>Effect on consumers</u></p> <p><i>Change Raiser to provide initial impact assessment.</i></p>
<p><i><Delete as appropriate></i>: Agree Disagree Abstain</p>
<p><i>Impact Assessment respondents to add supporting commentary to support their selection. Where possible, Impact Assessment respondents to identify and describe any further impacts.</i></p> <p><i>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?</i></p> <p><i>Where possible, contextual information should be included e.g. what is the scale of the effect? Will the effect be permanent?</i></p>
<p><u>Effect on schedule</u></p> <p><i>Change Raiser to provide initial impact assessment.</i></p>

<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.

<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.

<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.

<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.

<Delete as appropriate>: Agree Disagree Abstain
<i>Impact Assessment respondents to add supporting commentary to support their selection. Where possible, Impact Assessment respondents to identify and describe any further impacts.</i>
<i>Impact Assessment respondents should consider and provide detail of any additional effect e.g. will existing risks be affected; will new risks be created?</i>
<i>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.</i>

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.

Part C.2 – Impact Assessment Recommendation (mandatory)
<u>Recommendation</u>
<i>Change Raiser to provide initial recommendation.</i>
It is recommended by the Change Raiser the change is approved.
<Delete as appropriate>: Agree Disagree Abstain
<i>Impact Assessment respondents to add supporting commentary to support their selection.</i>

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.*

Part D - Approvals	
Decision authority level	Programme Change Board

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.*

Part D – Change decision			
Decision:	Approved	Date	31 January 2023
Approvers:	Programme Change Board		
Change Owner:	Alex Whiteman		
Action:	A1. The Programme Change Control Approach (MHHS-DEL171) to be updated.		
Changed Items	Pre-change version	Revised version	
A1	Change Control Approach v1.0	Change Control Approach v1.1	

Part E – Implementation completion

Guidance - This section will be completed by the MHHS PMO at the end of the post-implementation process.

Part E – Implementation completion			
Comment	Change Control Approach updated	Date	31 January 2023

Guidance – The Closure Checklist in MHHS DEL175 Change Log must also be completed by MHHS PMO at this stage.

Checklist Completed	Completed by
Yes	Alex Whiteman

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.

References		
Ref	Document number	Description
MHHS Change Control Approach v1.1	MHHS-DEL171	To be updated on Programme website and Collaboration Base