



MHHS Webinar: Change Control Overview Q&A

Change Record

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Change Control Overview Webinar Q&A

Q1. How is rationale for decision-making communicated and is there an appeal process?

In most cases, the rationale for acceptance is that the relevant advisory group has reached a consensus in their advice to the Senior Responsible Owner (SRO) which is then accepted by the SRO. This isn't typically communicated widely. If the SRO decision doesn't reach a consensus, reasons for their decisions will be sent to the relevant advisory group. It is at the discretion of constituency representatives in attendance to communicate this across their constituencies.

As for the appeal process, if the decision is made by an advisory group, Programme participants can challenge the decision by taking it to the Programme Steering Group (PSG) for consideration. The SRO will decide to uphold or overturn the decision. If Programme Parties are unhappy with the SRO decision at PSG, they can subsequently appeal to the Infrastructure & Projects Authority (IPA) but must present sufficient evidence.

Q2. Who is on the Change Board?

The Project Management Office (PMO) team facilitate the Change Board which is chaired by Chris Welby. There is representation from the Programme leadership team, workstream leads and the IPA. When required, Subject Matter Experts (SMEs) are invited to offer an opinion.

Q3. How will the Change Control process adapt when the Programme is in SIT? - There may/will be changes (as opposed to defects) which will need quicker progression.

We are aware that timelines will need to be quicker in System Integration Testing (SIT) and if needed, we will agree to expedite the Change Control process. We do not envisage the process itself materially changing, but it may be the case that some of the Service Level Agreements (SLAs) will be shortened to ensure we can meet the required timelines. Any changes to SLAs will be communicated to industry as they take place.

Q4. Are there any criteria for which Design Issue Notifications (DINs) would require a Change Request (CR)?

Each DIN is reviewed in isolation. Those that are deemed complex in nature are typically taken to the Design Resolution Group (DRG) for further discussion. This may lead to wider industry consultation, or a Change Request being raised to address the DIN.

Q5. What is the process for discussing potential Change Requests (CRs) at a Working Group?

Potential CRs are discussed by the Programme's Advisory Groups who then decide whether changes are passed down to the relevant Working Group for further input. If potential changes are passed down, Working Groups will be given a deadline to submit any comments or provide input.

Q6. Do you have an outlook on the wider Code Body changes that will come into the Programme?

Regular horizon scanning of changes across Code Bodies are taken to the Cross Code Advisory Group (CCAG) and noted in the Horizon Scanning Log. The Programme assess this information and monitor those that have the potential to have an impact, feeding into the Code Body decision making process to mitigate any risks presented to the Programme.

Q7. Can Design artefact updates made as result of a Fast Track be shared with the Change Raiser prior to interim release to ensure they are happy with the suggested update?

Typically, no, we will only refer to the Change Raiser for clarification on the DIN request. We recommend that the raiser provide sufficient information in the request to mitigate ambiguity.

Q8. What is the 'Ofgem threshold' that Chris Welby referred to during the webinar?

Ofgem approval is required for any change which will cause:

- A level one milestone to move by more than 3 months.

- A material or fundamental change to the Target Operating Model.
- A cost of over £5million.
- A significant impact to market stability or consumers.

Q9. What level of rationale is required for changes that are rejected or accepted where Programme participants' (PPs) have rejected it - is an Impact Assessment needed to validate its impact?

The SRO must set out their rationale for their decision so that Programme participants are clear why the decision was made.

Q10. What is the appeals process for Programme participants - where the advisory group rejects a CR and rationale is provided?

If a Programme participant is unhappy with the decision of the Chair of an Advisory Group, they can appeal to the PSG for reconsideration by the SRO. Appeals will only be considered if the appeal sets out in detail why they believe the Chair's rationale for the decision is flawed. Appeals just re-iterating a disagreement with the decision will not be considered. Any decision by the SRO at PSG can be appealed to the IPA.

Q11. Are there any instances where a CR will have a shorter number of days for consultation? i.e., PPs are always given 10 days?

To ensure the Change Control process is quick, efficient and sufficiently flexible, without reducing the necessary control, several SLAs are embedded within the process. All Change Control SLAs can be found in *MHHS-DEL171 Change Control Approach*. A Change Raiser can request a new change be expedited if a decision on the Change Request is needed sooner than the standard SLA windows allow. The Change Raiser can also request an extended Impact Assessment period. The rationale for this expedition or extension should be detailed in the Change Request Form and communicated to the MHHS PMO upon submission.

Q12. Is there any input on to the implementation timeline by participants or Advisory Groups?

The Change Raiser can propose an indicative implementation timetable by completing the Change Request Form when raising the Change Request. The SRO will review and consider this in decision-making and in developing the implementation plan with the wider Programme. The implementation plan for the CR will be presented to the associated advisory group along with the CR.

Q13. Is 5-working days documented anywhere?

All SLAs are captured in the Change Control Approach document.

Q14. Will queries relating to CRs be sent to the Change Raiser to respond to rather than to the Programme?

Queries relating to the content or clarification of a CR may be sent to the Change Raiser to respond to in the first instance.