



**MHHS
PROGRAMME**
Industry-led, Elexon facilitated

Readiness Assessment Three Overall Report

Version 1.0

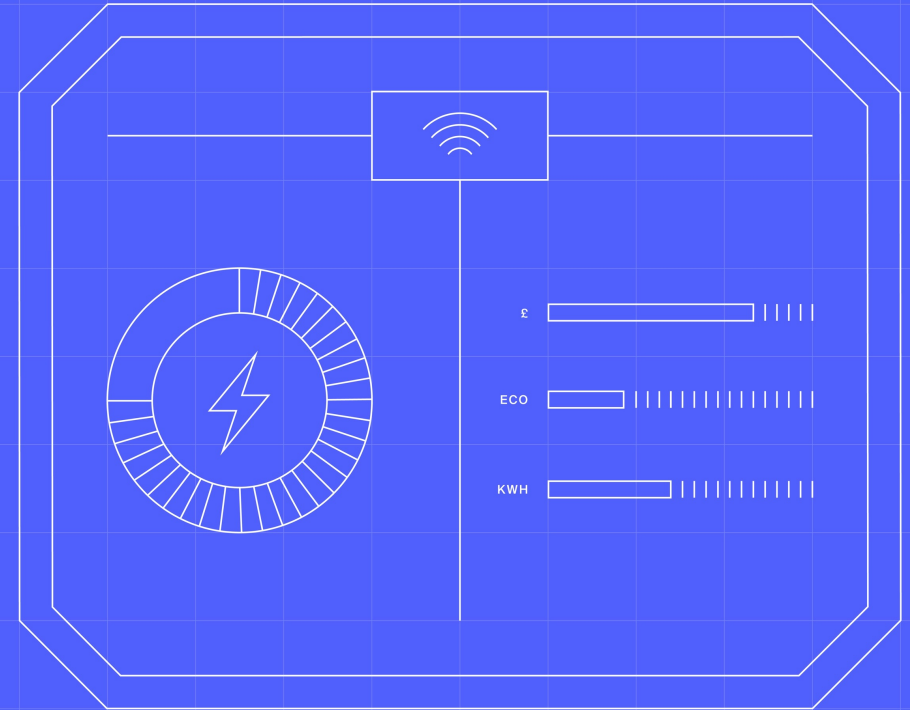
MHHS-DEL2014

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Introduction



Introduction

Overview

On 5 September 2023, Readiness Assessment Three (RA3) was issued to the Principal Contacts of the MHHS Programme's industry participants. Participants were provided with 15 working days to complete the survey. The survey closed on 25 September 2023.

Purpose of Readiness Assessments

The Programme's Readiness Assessments provide an opportunity for participants to communicate progress and seek support where required. They provide the Programme with an accurate view of a participant's status, which can help inform decision making for the Programme.

Reporting

Each participant who responds to RA3 is provided with an individual participant report, which provides a summary of our findings and recommendations based on their responses. They also receive a copy of the RA3 Overall Report.

The RA3 Overall Report provides a view of the industry's response to RA3 from a macro level.

RA3 Focus Areas



Administrative Questions

A small number of questions to determine which participant is responding and to which constituency they belong.



Delivery Information

To provide a better understanding of participant plans, progress, barriers to delivery and wider ecosystem.



Qualification

Only for non-SIT participants, these questions were to provide initial data to support Qualification planning and assess awareness of Qualification.



Testing

Assess SIT participant readiness in line with the Programme plan and progress in putting in place required processes, resources and capacity.



Migration

Assess participants' understanding of Migration and awareness of their responsibilities and readiness ahead of M10



Comms Engagement, Feedback and Support

Opportunity to assess performance of Programme communication channels and provide feedback and areas where support is required

Executive summary

The Programme is strongly encouraged by the results of Readiness Assessment Three.

We received responses from 67% of in-scope participants, equating to 96% of all MPANs, 19 of 20 LDSOs, and 100% of the Programme’s SIT participants.

SIT participants have demonstrated a readiness to begin CIT in line with their assigned interval, and the Programme is confident in their ability to begin SIT Functional based on the responses.

Non-SIT participants continue to make good progress in their MHHS delivery. 86% of non-SIT participants believe that they will be have completed their DBT1 activities prior to the launch of the final Qualification Tranche.

The Programme’s communication and engagement channels continue to be well received and are critical in relaying information to Programme participants.

The responses from participants have also allowed the Programme to identify some key risks to successful delivery which need to be mitigated. This includes providing more enhanced support and communication on Migration, including required changes to legacy systems.

Overall Engagement

- Very strong RA3 response rate with **67%** of in-scope participants responding, including **100%** of SIT participants and **68%** of non-SIT participants.
- This equates to **96%** of all MPANs and **19** of **20** LDSOs.
- Software Providers had the lowest response rate at **36%**, however they are not obligated to respond to Readiness Assessments.

SIT Readiness

- **100%** of SIT participants who have components to test in CIT will be ready to start CIT in line with their assigned interval.
- **94%** will be able to complete Functional PIT in readiness for SIT Functional.*
- More than **90%** have the resources, processes and capacity in place to execute Testing.

Non-SIT Readiness

- **78%** of non-SIT participants are mobilising or have a team in place to deliver the MHHS changes.
- **86%** of non-SIT participants anticipate completing DBT1 activities prior to the launch of the final Qualification Tranche.
- **94%** believe they will have all the requirements for their MHHS roles in place for one of the tranches.

* Please note these figures do not include responses from Avande and NGESO. While both are in SIT, Avande will not be using the DIP Simulator as they are the DIP provider. NGESO will not be carrying out PIT testing but are in SIT.

Key Risks



Migration delivery

30% of SIT participants and 60% non-SIT participants have not yet begun to plan their internal migration approach.



Legacy system changes for Migration

Only a third of participants know when they expect to make changes to their legacy systems for Migration, while other participants seem unaware of needing to make changes.



Qualification timelines

Inconsistencies in some answers from non-SIT participants where dates for DBT1 completion do not align with having all requirements in place indicate unawareness of Qualification timelines.

Mitigating Actions



Engage participants in Migration activities

Continue to deliver Migration activities in line with the Programme Plan and actively engage participants around this.



Raise awareness of legacy system changes

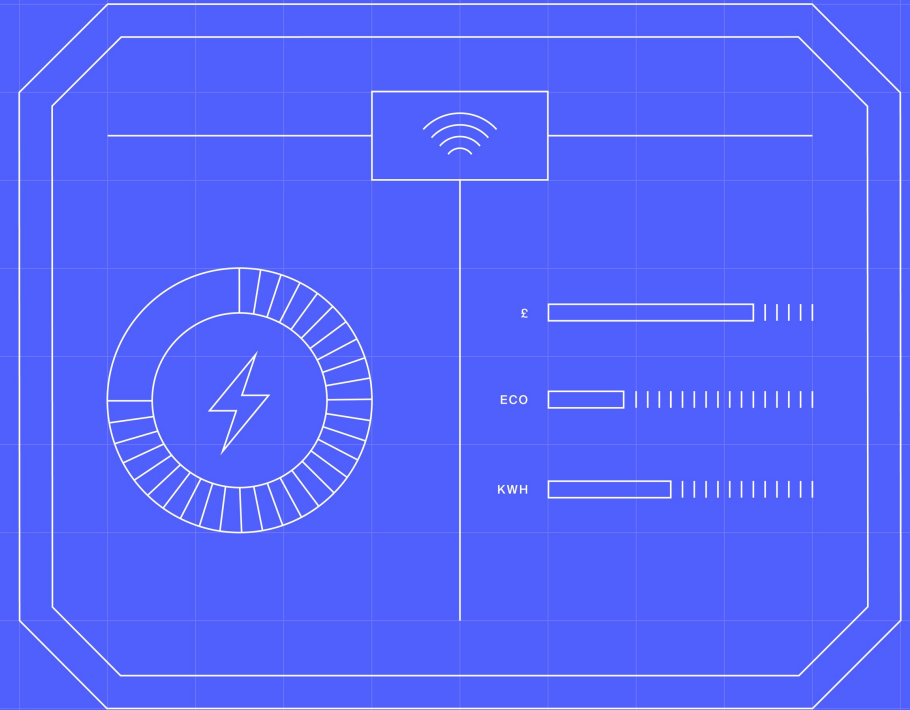
Identify opportunities to increase awareness of required changes ahead of M10, including webinars and increased communications to ensure participants understand their obligations.



Support to understand Qualification

Identify participants who have given inconsistent answers regarding Qualification timelines and support them to understand their obligations.

Overview

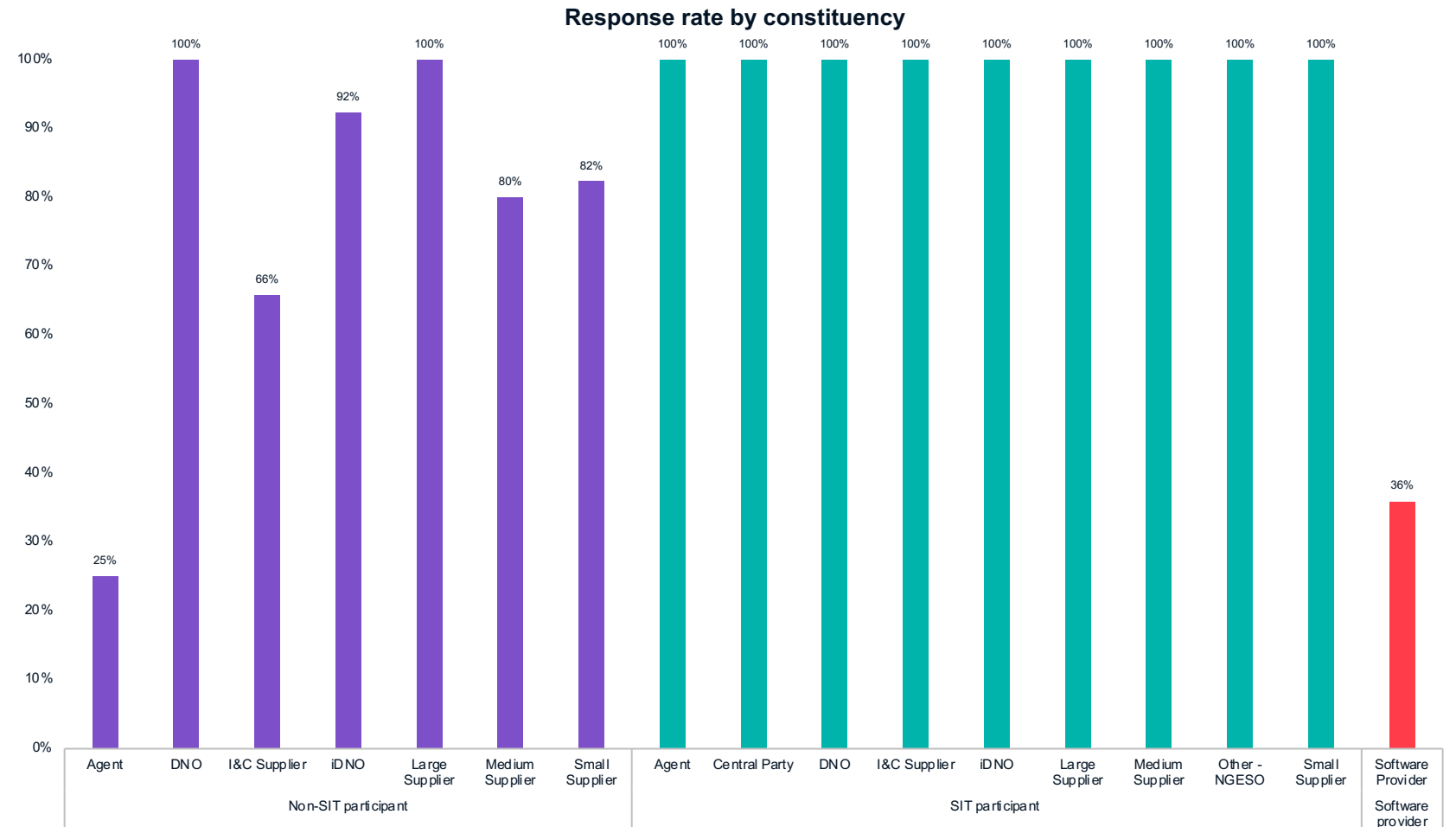


Overall engagement

The response rate to RA3 has shown a marked increase across all groups, with 67% of in-scope participants providing a response. This grows significantly when measured by market share, having achieved 96% coverage of supplier MPANs and 100% coverage of DNOs. Receiving responses from 100% of SIT participants, 100% of DNOs and 94% of iDNOs demonstrates very high levels of engagement with key constituencies as the Programme moves into M9.

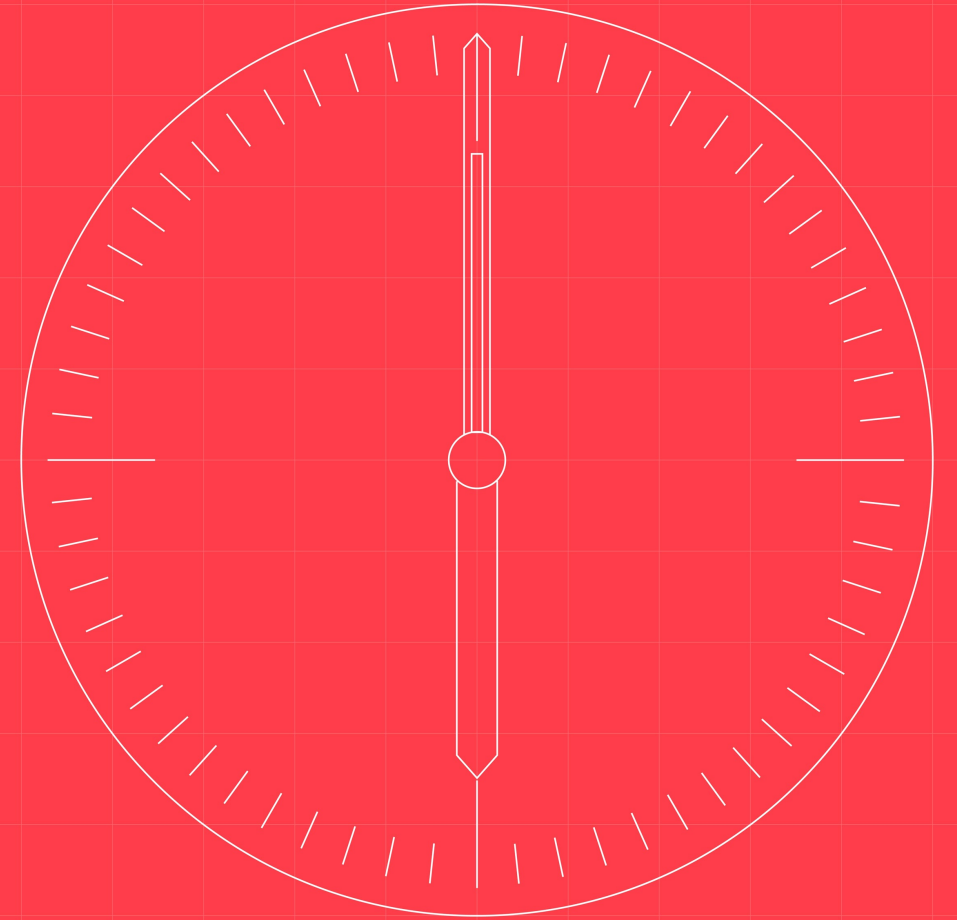
Constituency	Responded	Invited	Rate
Central Party	6	6	100%
DNO	6	6	100%
Large supplier	5	5	100%
Medium supplier	6	7	86%
Agent	20	32	63%
iDNO	13	14	93%
I&C supplier	27	40	68%
Small supplier	16	19	84%
Software Provider	14	39	36%
Other - NGESO	1	1	100%
Total	114	169	67%

Group	Responded	Invited	Rate
Non-SIT	65	95	68%
SIT	35	35	100%
Software Provider	14	39	36%
Total	114	169	67%



Delivery Information

Providing a better understanding of participant planning, progress, barriers to delivery and the wider delivery ecosystem



Overview and summary

Delivery Information

The Delivery Information section provides detailed insight into participants' plans, progress, and barriers to delivery.

The responses relating to Delivery Information were very positive across SIT participants, non-SIT participants and Software Providers.

While there are areas for improvement across all groups, there is little contained in the responses which presents immediate concern to the Programme.

All SIT participants have teams in place to deliver the MHHS changes and have driven consistent engagement with their third-party service providers.

Non-SIT participants, while less uniform in their responses than SIT participants, are still making encouraging progress in mobilising teams and delivering the required MHHS changes.

The Programme would like to remind participants to ensure procurement and signing of contracts with third-party service providers is completed prior to commencement of your Testing or Qualification phase.

What questions did the Programme ask in Delivery Information?

1	Do you have a team in place to deliver the required changes to your organisation?
2	Are you engaging with your third-party service providers to deliver MHHS?
3	Do you have contracts in place with your third-party service providers to deliver MHHS?
4	Are you currently using the Data Integration Platform (DIP) Simulator?
5	Which statement best describes your progress?*
6	Have you read and understood the Placing Reliance Policy?*
7	Do you intend to place reliance on a third-party's testing?***
8	What systems and providers are you intending to place reliance on?***

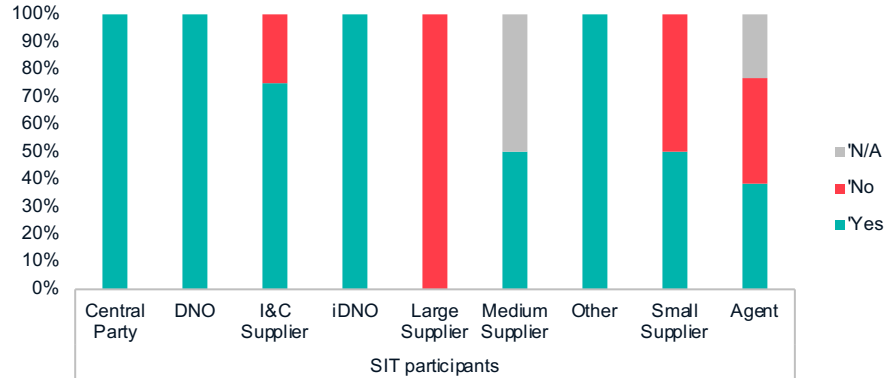
*For non-SIT participants and Software Providers only. | **For non-SIT participants only.

Potential Identified Risks	Next Steps
<ul style="list-style-type: none"> There are still non-SIT participants that are only familiarising themselves with the Programme and have not begun to mobilise. DIP Simulator usage is low among non-SIT participants; however, this is to be expected at this stage of the Programme. This might be evidenced by DIP Simulator usage among SIT participants being consistently high. 10% of non-SIT participants do not know whether they will place reliance on another party's testing. 	<ul style="list-style-type: none"> PPC Team to engage with the least mobilised participants and identify their blockers to delivery. Design Team to finalise work reconciling the responses to DIP Simulator usage with the Programme's own records to identify participants who can be encouraged to use the Simulator. PPC Team to engage with participants who have indicated they do not know whether they will place reliance on another party's testing, considering the timelines on Placing Reliance Proposals.

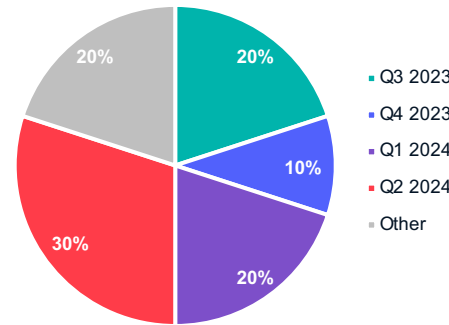
In-house delivery teams and third-party providers

The Programme is encouraged that 100% of SIT participants and 84% of non-SIT participants have a team in place to deliver MHHS. However, there are a significant number of participants who do not yet have contracts in place with their third-party service providers. It is important that these contracts are finalised prior to commencing SIT or Qualification Testing.

SIT participants with contracts in place

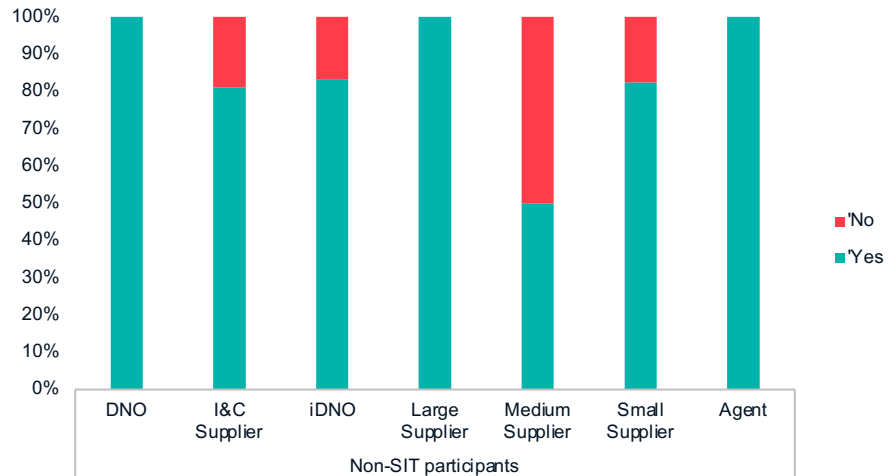


When will SIT participant have contracts signed?

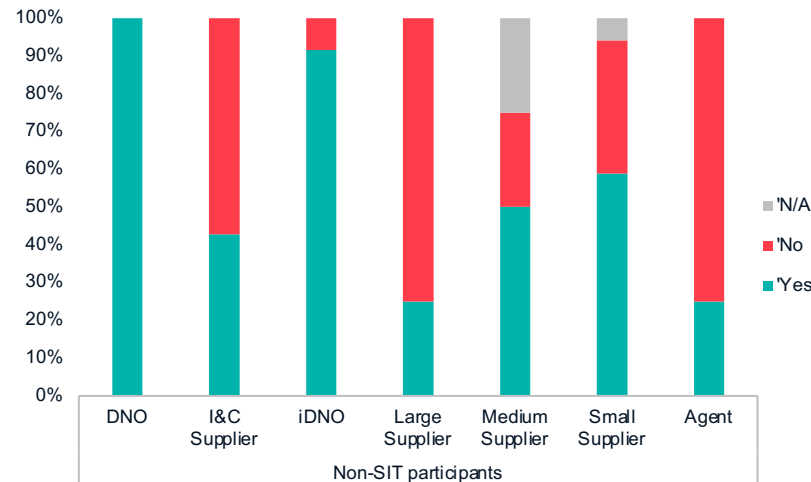


- 100% of SIT participants have teams in place for the delivery of MHHS, and all have engaged with their third-party service providers.
- However, only 58% of these participants have signed contracts in place with their service providers for MHHS.
- All SIT participants have indicated that if they do not have contracts in place, they do plan to sign contracts prior to entering SIT Functional.

Non-SIT participants with delivery teams in place



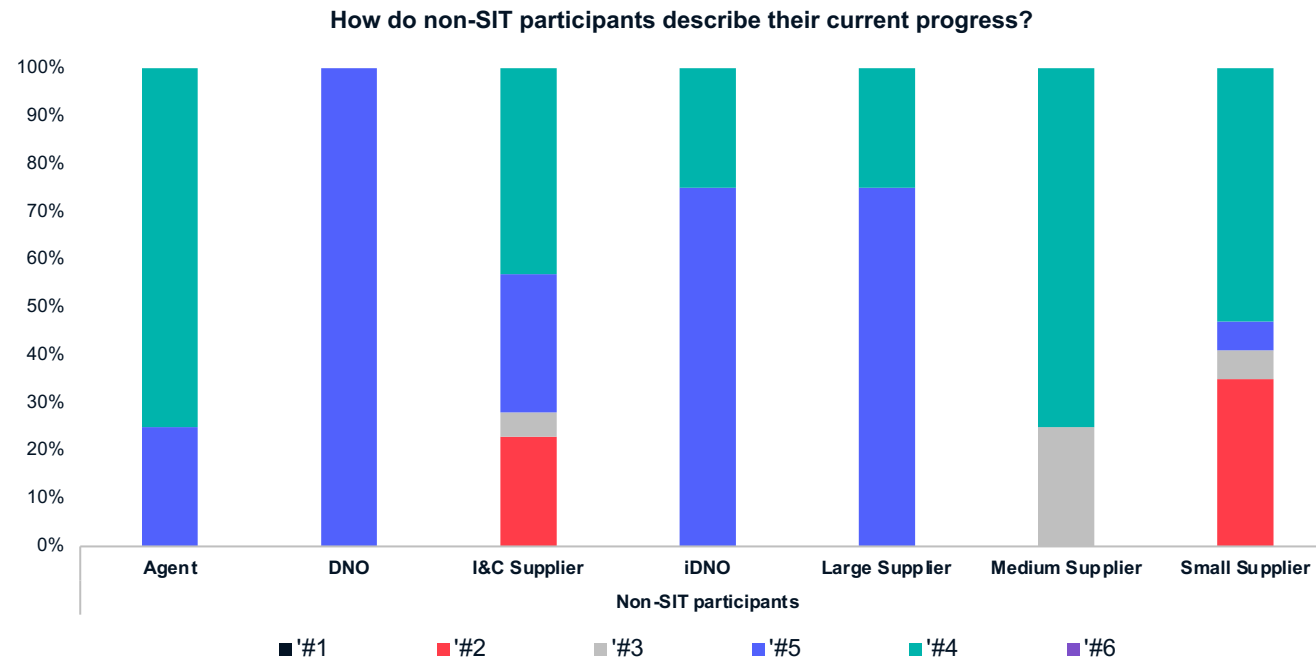
Non-SIT participants with contracts in place



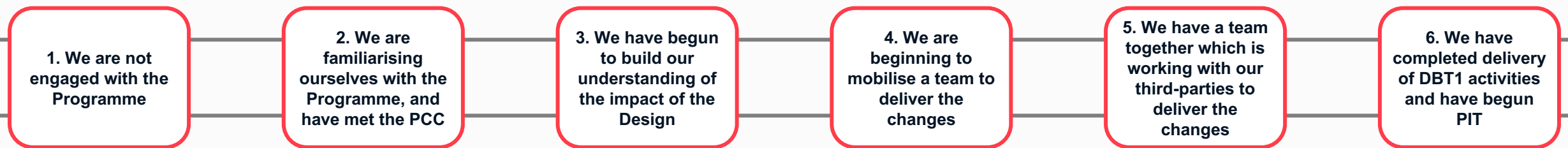
- 84% of non-SIT participants have delivery teams in place. This includes all Large suppliers, all Agents, and the vast majority of LDSOs.
- Many of these organisations do not have contracts in place with their third-party service providers, including a majority of the Large and I&C suppliers.
- The Programme will continue to work with suppliers to remind them of their obligation to put contracts in place to ensure they can successfully begin Qualification Testing.

Non-SIT participants – delivery progress

The below question was aimed at non-SIT participants only. The purpose was to gather information on where they would assess themselves on their MHHS journey and to understand the deviation of progress and delivery across a varied group of participants. The Programme is encouraged that more than 75% of non-SIT participants are either mobilised or are beginning to mobilise a team, with very few participants still unengaged with the Programme.

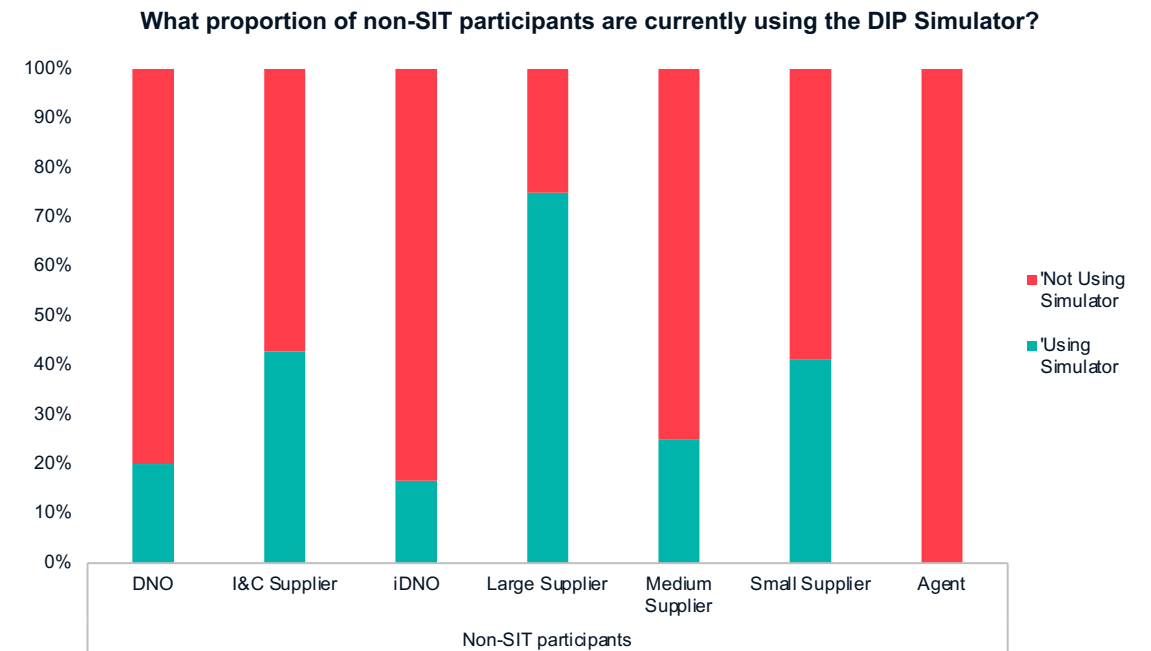
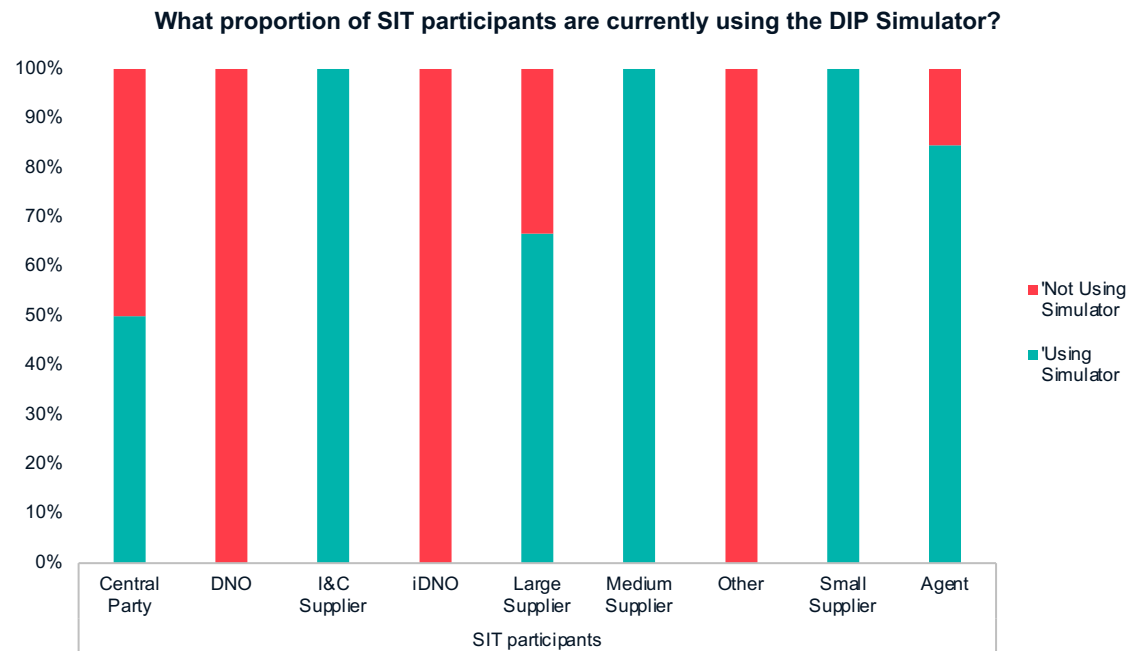


- 78% of all non-SIT participants selected statement 4 or 5 as the most appropriate description of their current progress.
- This was strongest among the LDSOs and the Large suppliers, with the majority outlining that they have teams working to deliver the MHHS changes at present.
- This bodes well for Qualification Testing for these organisations, especially the LDSOs who have an important and unique role to play in the Programme.
- The Small and I&C supplier constituencies delivered the weakest responses. While some organisations are making great progress, a significant number detailed that they are only beginning to familiarise themselves with the Programme.
- Considering these organisations will need to align with Programme timelines on Qualification Testing, this does present a risk to their delivery.



DIP Simulator usage

There is a marked drop-off in DIP Simulator usage between SIT and non-SIT participants. This indicates that DIP Simulator usage is most likely a function of participants' progress through their MHHS journey. While the Programme would encourage all participants to familiarise themselves with the DIP Simulator, the low levels of use by non-SIT participants is not a concern at present.



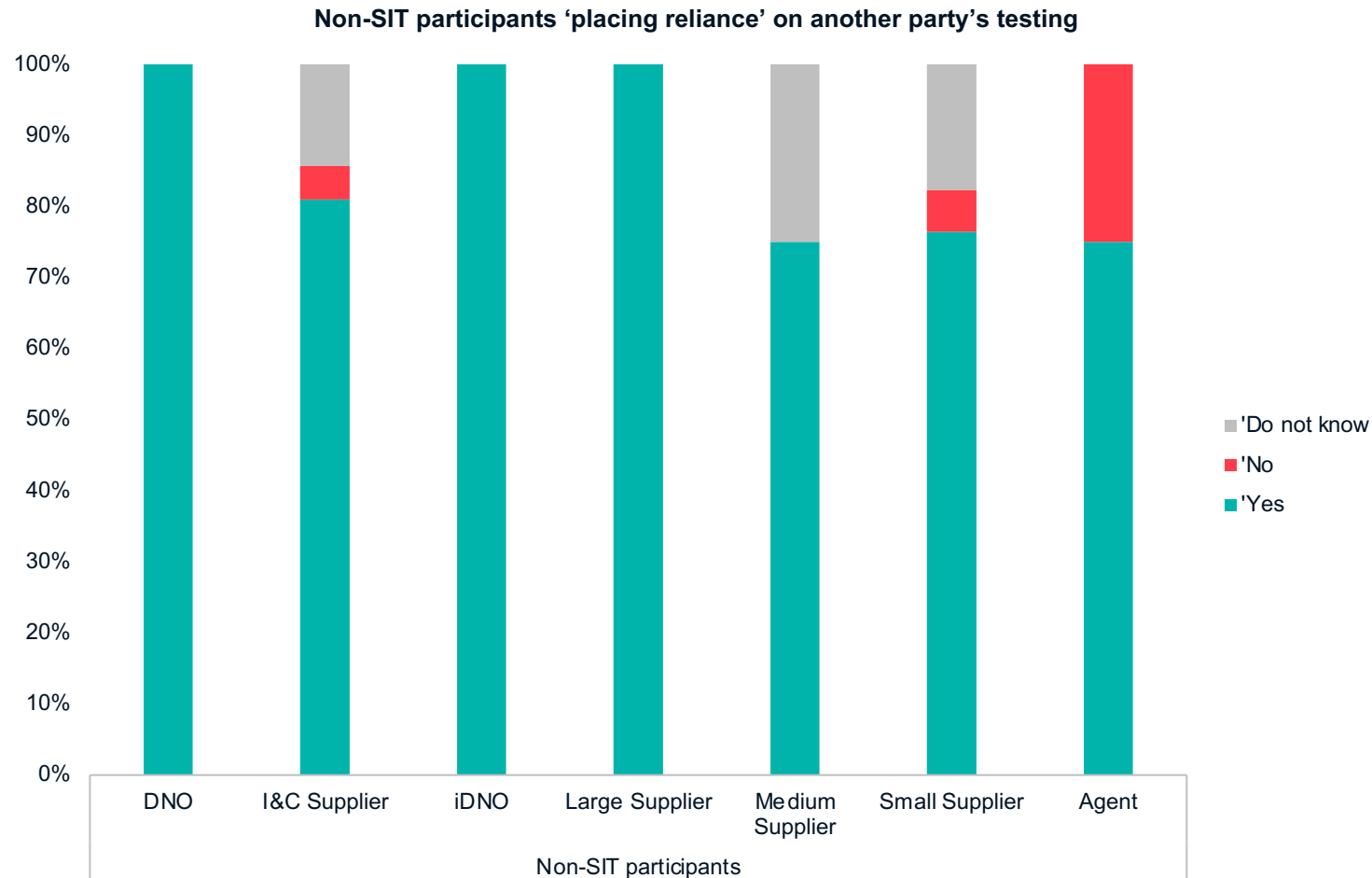
- 70% of SIT participants are using the DIP Simulator.
- Of those who are not using the Simulator, 80% outlined their reasoning as relating to placing reliance on another party.

- Only 34% of non-SIT participants are currently using the DIP Simulator.
- Most participants not using the simulator outlined placing reliance as the key driver, devolving responsibility for testing to a third-party.

- Other reasons for not using the DIP simulator include not having made enough progress to warrant use, lack of clarity on their internal solution, and awaiting clarification from third-parties.
- Participant responses did not indicate access or lack of awareness as drivers of non-use.

Placing Reliance

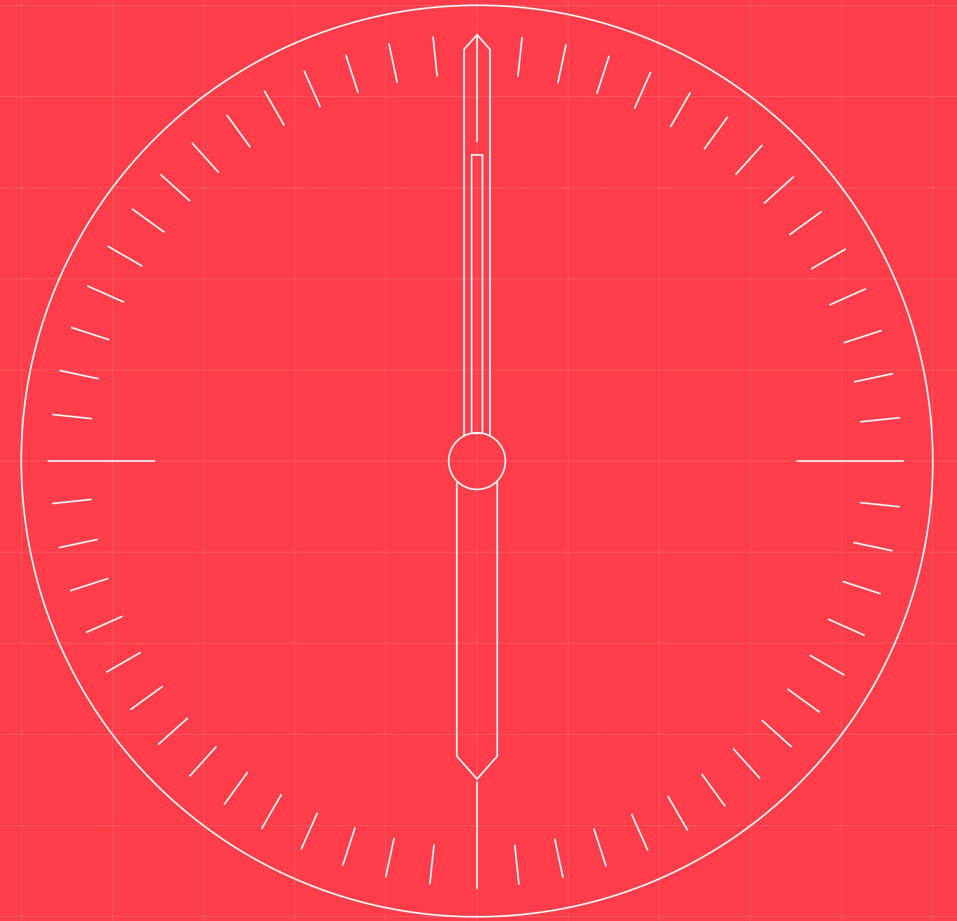
Participants having the ability to 'Place Reliance' on testing that has already been executed and passed by other participants is central to many non-SIT participants' plans for Qualification. From this perspective, it is encouraging to note that more than 90% of these participants have read and understood the Placing Reliance Policy. However, the Programme recognises a risk with 10% not knowing whether they will place reliance on another's testing.



- 91% of non-SIT participants have read and understand the Placing Reliance Policy, ensuring that these participants are equipped to provide Placing Reliance Proposals when required and that they will understand the breakdown of roles, responsibilities and obligations.
- 85% of non-SIT participants intend to place reliance on a third-party's testing.
- 5% of participants do not intend to place reliance, and 10% do not know.
- Participants who intend to place reliance on a third-party should be having conversations with the third-party or their software provider around placing reliance.
- Failure to have these conversations may impact an organisation's ability to fully complete their Placing Reliance Proposal as they head into Qualification Testing.
- The 10% who do not know whether they will place reliance or not should begin to formalise plans in this area. Failure to do so may impact your ability to enter Qualification in line with the tranches.

Testing

Assessing SIT participant readiness in line with Programme timelines and understanding whether participants have the required processes, resources and capacity in place to execute Testing



Overview and summary

Testing

The Testing section of the report provides a detailed view of SIT participants' readiness to begin Component Integration Testing (CIT) and Systems Integration Testing (SIT) in line the Programme's timelines.

The responses the Programme received were very positive. There is little in the responses to indicate that there is much risk associated with CIT and SIT Functional Readiness.

The SIT participants have also made excellent progress in putting in place the required processes and resources that will allow them to successfully execute their testing across all stages.

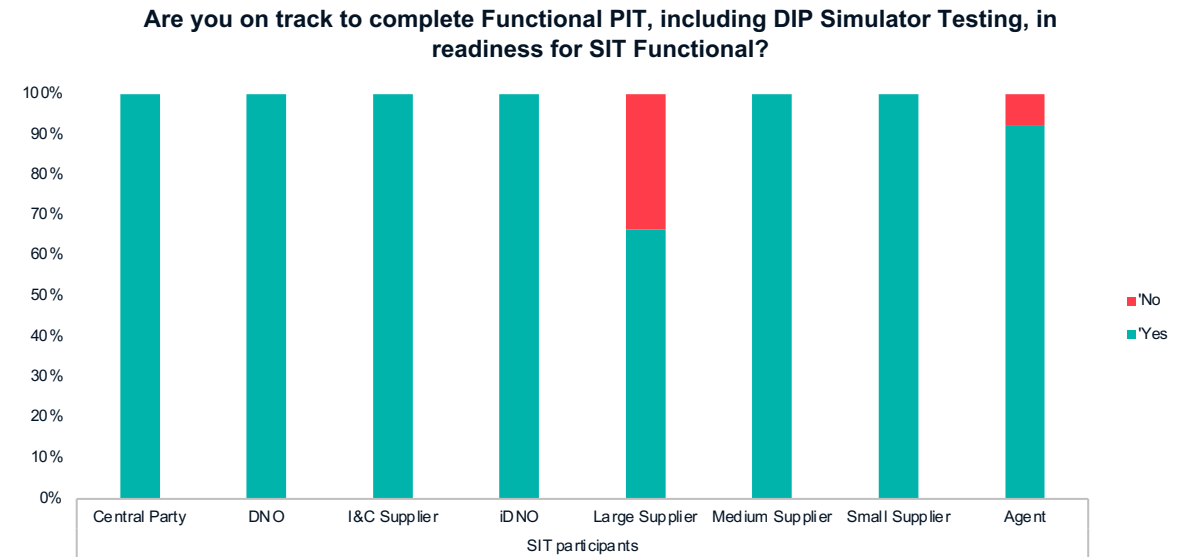
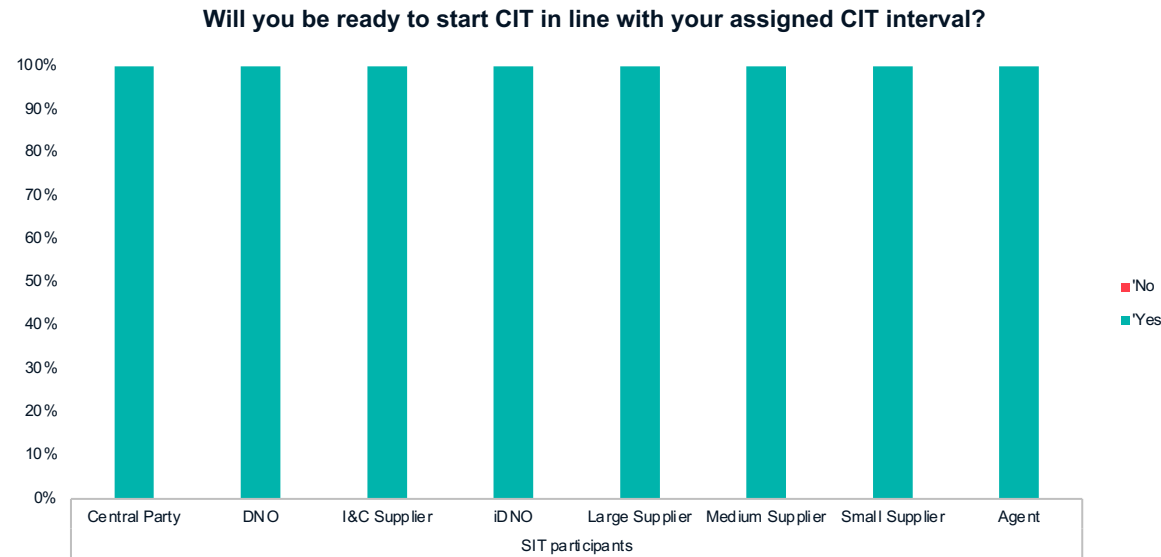
What questions did the Programme ask in Testing

- 1 Will you be ready to start CIT in line with your assigned CIT interval?
- 2 Are you currently on track to complete your Functional PIT, including DIP Simulator tests on Interim Release 5 of the MHHS Design, in readiness for SIT Functional Testing?
- 3 Do you have the resources and/or processes in place to validate that you have set up your internal SIT environments correctly and that they contain all the components from your architecture that will enable SIT testing?
- 4 Do you have an environment and release management process in place that will allow you to support internal testing of both defect fix and change releases, prior to code deployment to your MHHS SIT A and B environments throughout the SIT schedule?
- 5 Do you have environment management resources and/or a team in place to support all MHHS SIT testing?
- 6 Do you have defect triage resources and/or a team in place to support all MHHS SIT testing?
- 7 Do you have defect resolution and testing resources in place to enable timely resolution and testing of your defects prior to deployment to MHHS SIT environments?

Potential Identified Risks	Next Steps
<ul style="list-style-type: none"> • There is a potential risk that the processes and resources participants have put in place may not be fit for purpose. • There is a potential risk that participants' SIT Functional readiness may be impacted by interim releases. 	<ul style="list-style-type: none"> • Testing Team to analyse details of participant processes and resources to identify where changes may be required. To support CIT execution, the Testing Team will begin to socialise plans with SIT participants on how CIT execution will operate and how the Programme will enhance participant readiness. • Testing Team to monitor participants' SIT Functional readiness. Initial CIT interval participants have already experienced this through the CIT Day in the Life Guidance.

Readiness for CIT and SIT Functional

It is crucial to the success of SIT Testing that participants are ready to begin testing for both CIT and SIT Functional in line with the Programme’s timelines. The results from SIT participants on CIT and SIT Functional readiness are very encouraging. 100% of all SIT participants with components to test in CIT will be ready to start CIT in line with their assigned interval. For SIT Functional readiness, the figure is 94%.



- 100% of all SIT participants who have components to test in CIT believe they will be ready to start CIT in line with their assigned interval.
- These results indicate that the Programme’s SIT participants will be ready to execute CIT Testing, and that participant readiness should not impact the Programme’s ability to commence CIT.

- 94% of SIT participants are on track to complete their Functional PIT in readiness for SIT Functional*.
- The two participants who answered ‘No’ to this question raised issues regarding alignment with Interim Release 5 but do expect to be on track to complete their Functional PIT in time for SIT Functional.
- Again, these encouraging results reflect the work participants have done in getting themselves ready for SIT, and indicate a low risk of SIT Functional being delayed due to participant readiness.

* Please note these figures do not include responses from NGENSO and Smart DCC. While both are in SIT, neither are required to go through CIT because they do not have components to test.

* Please note these figures do not include responses from Avande and NGENSO. While both are in SIT, Avande will not be using the DIP Simulator as they are the DIP provider. NGENSO will not be carrying out PIT testing but are in SIT.

Processes, resources and capacity

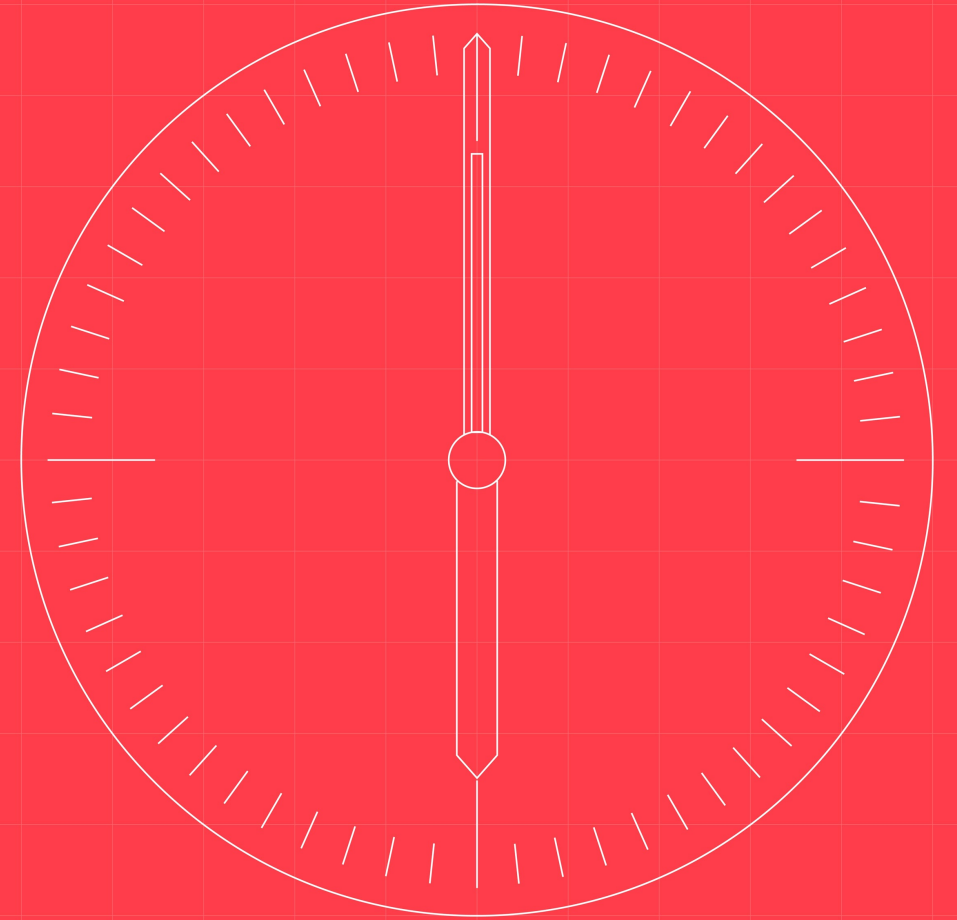
Participants will need to have the right resources, processes and capacity in place to successfully execute their MHHS Testing for SIT across all the phases. Failure to have these processes in place could potentially impact their ability to carry out the Testing in line with Programme timelines. The below results are very encouraging from a Programme perspective, with more than 90% of all participants having their resources, processes and capacity in place.



- Of the two 'No' answers received, one participant indicated that they expect to have the resources and processes in place by Q1 2024.
- The other participant will not be validating their internal SIT environments given the nature of the DIP solution.
- The two 'No' answers received include a Large supplier and an Agent. They both indicated that while they have defined their test strategies, they are still progressing their environment plans.
- The single participant who answered 'No' expects to have their environment management resources in place in early Q1 2024.
- The single participant who answered 'No' expects to have their defect triage resources in place in line with the DIP delivery schedule for the start of SIT.
- The single participant who answered 'No' expects to have their defect resolution resources in place in line with the DIP delivery schedule for the start of SIT.

Qualification

For non-SIT participants, providing initial data to support Qualification planning and assess awareness of Qualification



Overview and summary

Qualification

The Qualification section of the report provides a detailed view of non-SIT participants who responded to RA3, readiness for Qualification Testing in line with the Programme’s timelines.

Overall, the responses the Programme received were positive. The majority of non-SIT participants understand their obligations, and believe they will have completed their DBT1 activities, including PIT, in time to enter one of the Qualification Tranches.

However, there are some slight inconsistencies between answers provided by participants. 94% of participants believe they will have all their requirements in place to enter one of the Qualification Tranches. Yet only 86% provide a DBT1 completion date which is prior to the final Qualification Tranche.

This inconsistency, while only applicable to a small number of participants, may indicate that some lack awareness regarding the dates for Qualification.

This may impact their ability to complete DBT1 in time for a Qualification Tranches, which would potentially lead to delays in Programme delivery and their ability to begin Migration.

What questions did the Programme ask in the Qualification section?

1	Have you read and understood v1.0 of the Qualification Approach and Plan (QA&P)?
2	Will your organisation be in a position to submit your request for a Qualification Tranche in line with the requirements set out in the QA&P?
3	Do you expect to have all the requirements for your MHHS role(s) developed and in place for one of the Qualification Tranche timescales set out in the MHHS Programme Plan?
4	When do you anticipate your organisation will have completed Design, Build and Test 1, including your Pre-Integration Testing (PIT)?
5	Have you responded to the Programme participant Qualification expectations survey issued to participants in Jun-23 from Elexon BSC?

Potential Identified Risks

- Inconsistencies between participants believing they will have requirements in place for a Qualification Tranche and the date they have provided for DBT1 completion may indicate a risk that participants are not fully aware of their obligations regarding Qualification timelines.
- 22% of respondents indicated that they have not read and understood the QA&P, which may indicate that participants are not fully aware of their obligation to read and understand the document irrespective of their placing reliance arrangements.
- 12% of respondents indicated that they are unable to submit a request for a Qualification Tranche. This is a risk as requests need to be submitted for February 2024.

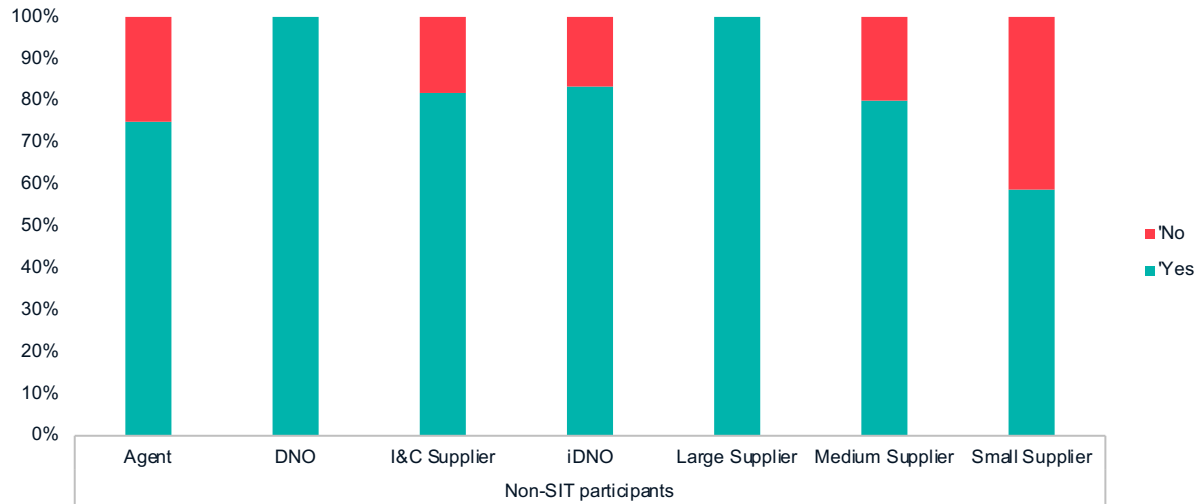
Next Steps

- PPC Team to identify participants who have given inconsistent answers regarding Qualification timelines and work with them to ensure they are aware of their obligations.
- PPC Team to develop an enhanced communications and engagement plan for future updates to the QA&P, including one-to-one communications with participants who have not read and understood the document and specific constituency engagement focusing on Small suppliers and Agents.
- PPC Team to identify and work with participants who are unable to submit a request for a Qualification Tranche, identifying their blockers and helping resolve them.

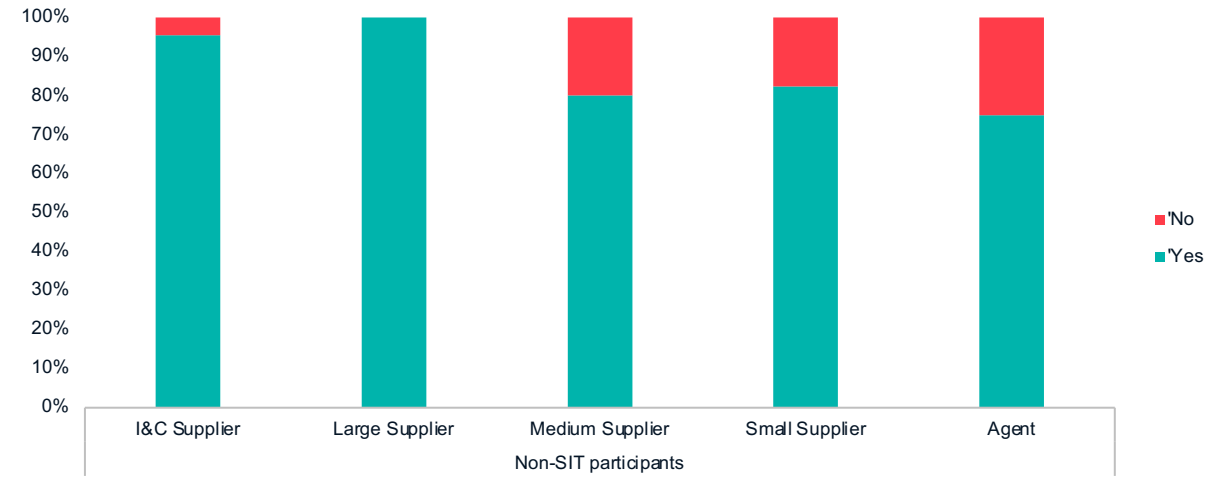
Qualification awareness and tranche application

To successfully execute Qualification Testing, participants need to be aware of their responsibilities and obligations. The high numbers of participants having read and understood the Qualification Approach & Plan (QA&P) is encouraging in this regard. However, we would expect all non-SIT participants to have a good level of familiarity with the key concepts in the QA&P and there is still a 20% gap to close. There is additional work to do with participants who feel they are not in a position to submit a request for a Qualification Tranche, especially regarding their engagement with their third-parties.

Have you read and understood the QA&P?



Will you be in a position to submit your request for a Qualification Tranche in line with the requirements set out in the QA&P?



- Overall, 78% of non-SIT participants have read and understood the QA&P. While this is encouraging from a Programme perspective, 22% having not read and understood the document is potentially a significant figure and poses some level of risk.
- There is an opportunity to deliver an enhanced engagement plan for future iterations of the QA&P to increase the numbers of participants who have read the document.
- It is important that those participants who have not familiarised themselves with the QA&P should do so to ensure their internal planning and delivery aligns to Programme expectations and timelines.

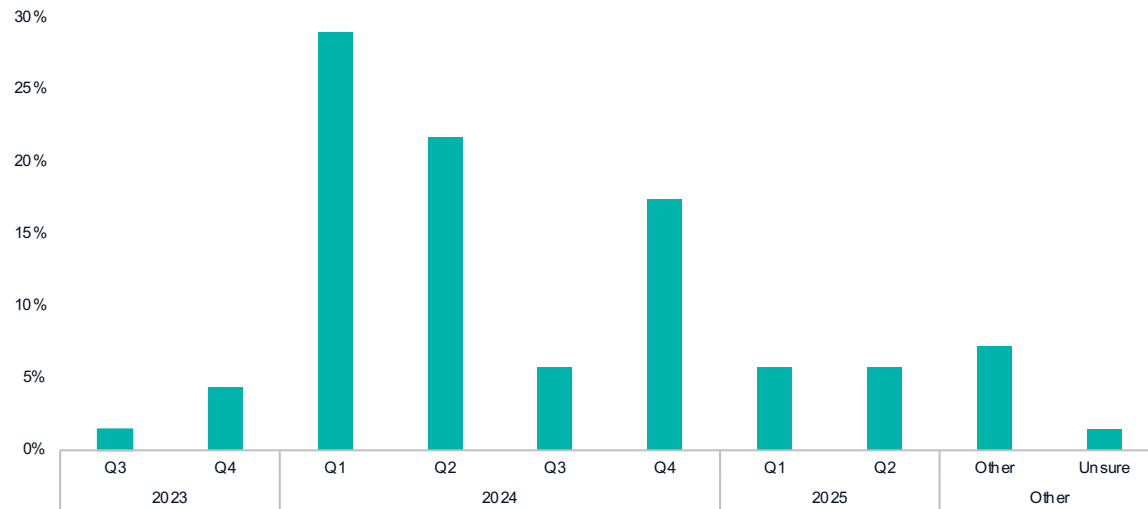
- 88% of non-SIT suppliers and agents believe they will be in a position to submit their request for a Qualification Tranche in line with the requirements set out in the QA&P.
- While this figure is to be welcomed and reflects the great work completed by participants in understanding their obligations, the 12% of participants who do not feel in a position to submit a request will need to be engaged ahead of the February 2024 date for Qualification Tranche submission.
- The most common reason provided by participants as to why they are not in a position to submit a request relates to requiring further alignment with their third-parties.

Please note, we have removed LDSOs from the data set for this question because they will go through their own separate Qualification process.

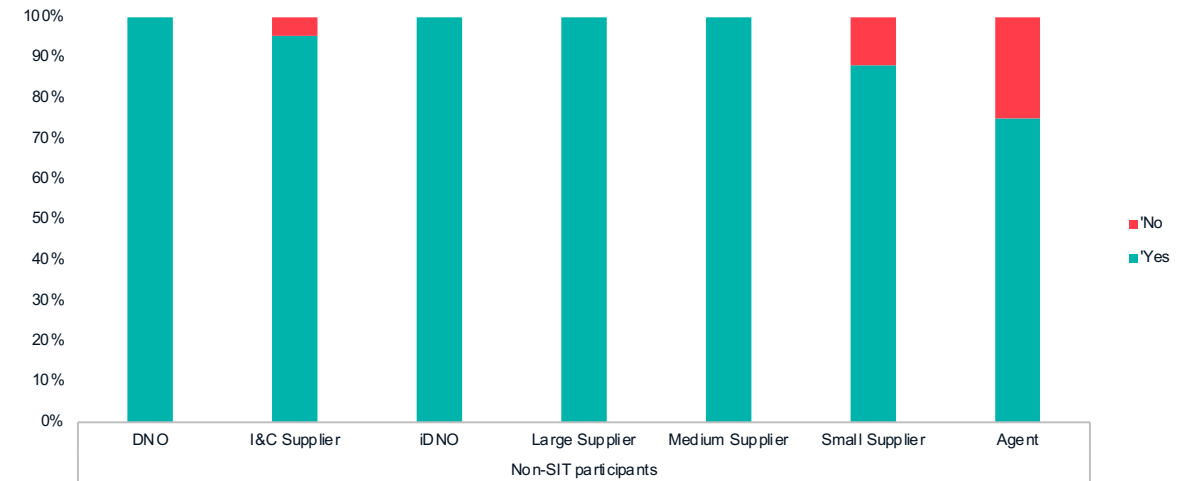
Readiness for Qualification

To enter in Qualification Testing, participants will need to have all requirements for their roles developed and their DBT1, including PIT testing, completed. The responses from participants indicate that the majority believe they will be able to complete their DBT1 activities in time to enter one of the Qualification Tranches. The Programme welcomes this response, and believe it indicates a low risk regarding participant readiness for Qualification. However, disparities between timelines for completion of DBT1 activities and confidence for having requirements in place will require further Programme engagement.

When do you anticipate you will have completed DBT1, including PIT?



Will you have all the requirements for your MHHS role(s) developed and in place for one of the Qualification Tranche timescales set out in the Programme Plan?

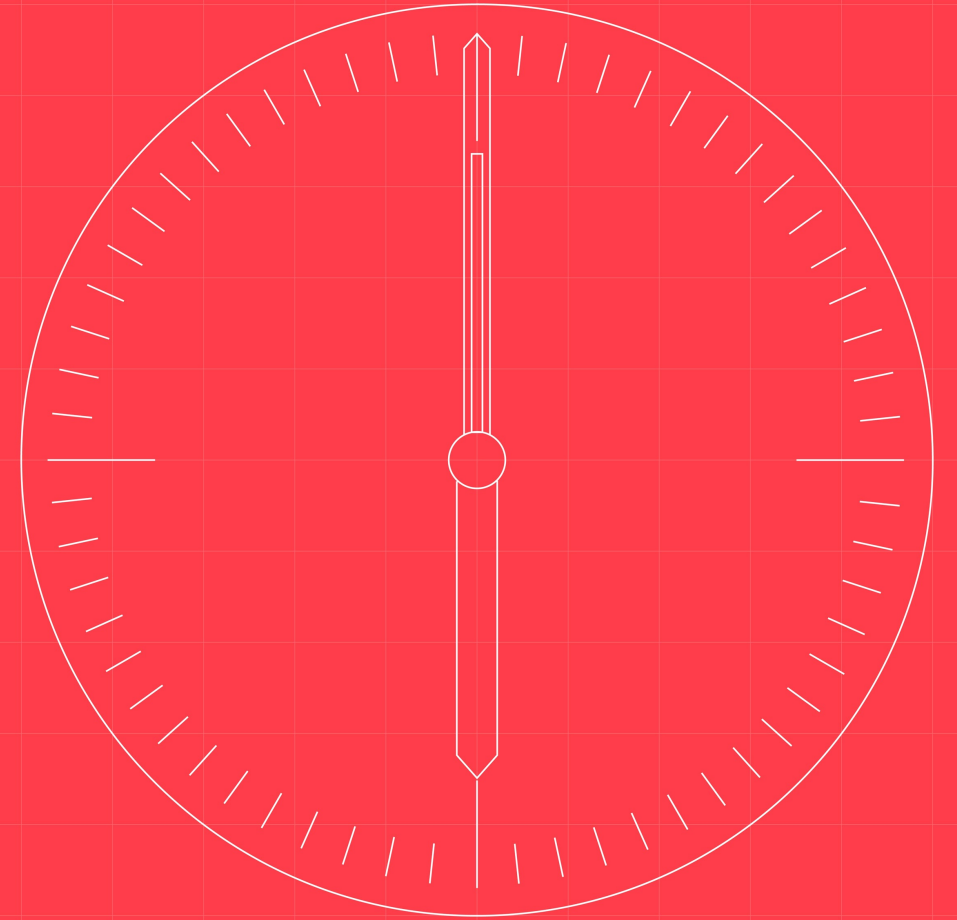


- 80% of the participants indicated that they will have completed DBT1, including PIT, by the end of 2024. This will allow them to have completed all activities prior to any of the Qualification Tranches opening.
- 86% of non-SIT participants anticipate that they will have completed their DBT1, including PIT, in advance of the start of the final Qualification Tranche in July 2025.
- While the Programme would remind all non-SIT participants that all DBT1 activities, including PIT, must be completed in time for entry into one of the Qualification Tranches, these figures are encouraging and do provide the Programme with enough time to engage with the participants who have not provided a date that is within the expected timeframe.

- 94% of non-SIT participants have indicated that they will have all requirements for their MHHS role developed and in place for one of the Qualification Tranches.
- While 94% is an encouraging result, some of the responses do not appear to align with the timelines participants have provided for when they will complete DBT1 activities.
- This may indicate that participants, while confident in their ability to have their requirements in place, may not be fully aware of the timelines around Qualification and when they will need to have activities completed to enter their expressed Qualification Tranche.
- These results, taken in tandem, indicate that the Programme needs to engage further with participants to ensure they are aware of Qualification Tranche timelines, and participants' obligations.

Migration

Assessing participants' understanding of Migration and awareness of their responsibilities, processes and readiness ahead of M10



Overview and summary

Migration

The Migration section provides an insight into participants’ understanding of Migration and awareness of their responsibilities, processes and readiness for M10.

The responses to the Migration questions indicate that participants’ level of engagement with Migration is a function of the progress that they are making and where they are at in their MHHS journey.

SIT participants, being more progressed in their delivery, have a better understanding of Migration and have taken more steps towards planning for M10.

Non-SIT participants do not have the same level of awareness or understanding as SIT participants. While this is to be expected to a certain extent, it is still a risk which will need to be actively managed.

There are steps that the Programme can take to improve knowledge around the logistics of Migration, including supporting participants to understand the Migration Design.

We will continue to encourage all participants to consider their internal Migration approach in their planning going forward.

What questions did the Programme ask in Migration	
1	Have you reviewed and understood the Migration Design?
2	Please provide details of when you will have the required contracts in place with all partner market roles?
3	When do you plan to make changes to your legacy systems to support Migration at M10?
4	Are you aware of the obligations that apply to you within the Data Cleanse Plan?
5	Have you begun planning your internal migration approach?
6	Do you plan to migrate your MPANs from one MPID to a different MPID using CoS, CoA or a combination?*
7	Do you intend to carry out Change of Supplier migrations when taking on new customers?*
8	Will your existing legacy metering agents become your MHHS Metering Service?*

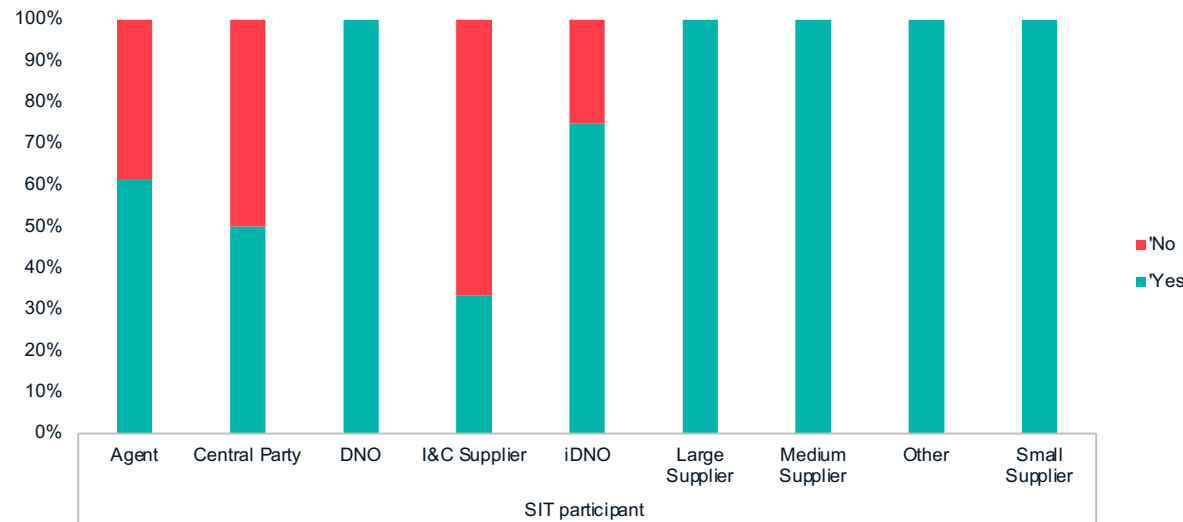
*For suppliers only

Potential Identified Risks	Next Steps
<ul style="list-style-type: none"> There is a significant number of participants, from both a SIT and non-SIT perspective, who do not understand how they will deliver Migration. Some participants are unsure about when they will make changes to their legacy systems to support M10, while other participants seem unaware that they need to make changes to their legacy systems to support M10. 	<ul style="list-style-type: none"> Continue to deliver Migration activities in line with the Programme Plan and actively engage participants around this. Migration Team to increase SIT and non-SIT participant awareness of changes to legacy systems required to be delivered to support M10 through renewed comms and engagement campaign. PPC Team to engage with participants who have responded ‘Don’t know’ in relation to how they will carry out Migrations for both new and existing MPANs.

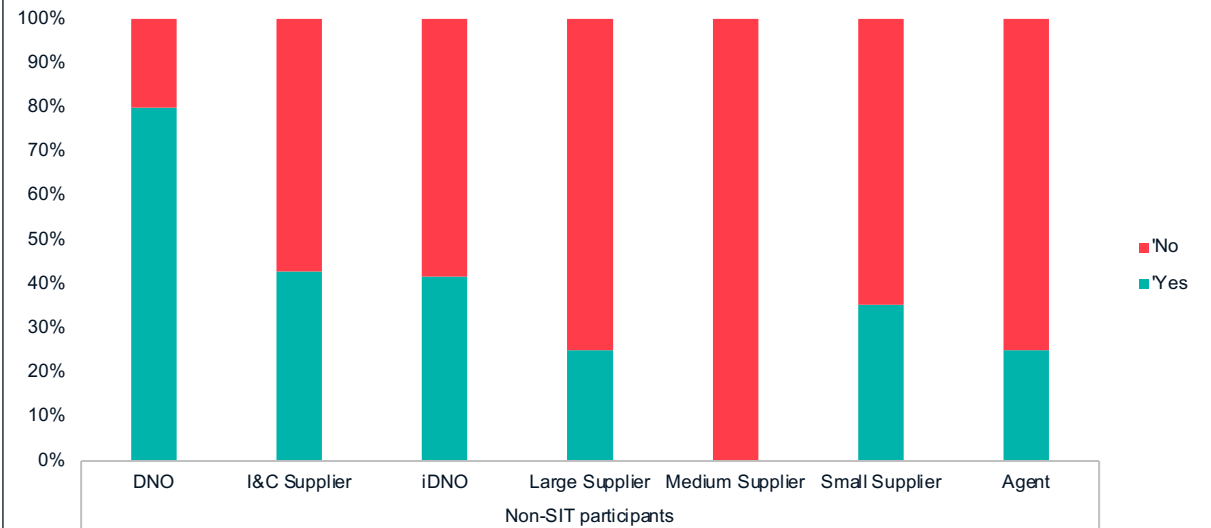
Planning the internal migration approach

Participants will be expected to have a defined plan for how they will deliver the migration of their MPANs from the legacy world to the new MHHS world. As such, it is important that participants have a plan in place that is robust and achievable. The disparity between SIT and non-SIT participants to this regard is clear, with 70% of all SIT participants having begun to plan their internal migration approach. This falls to 39% for non-SIT participants.

Have SIT participants begun planning their internal migration approach?



Have non-SIT participants begun planning their internal migration approach?



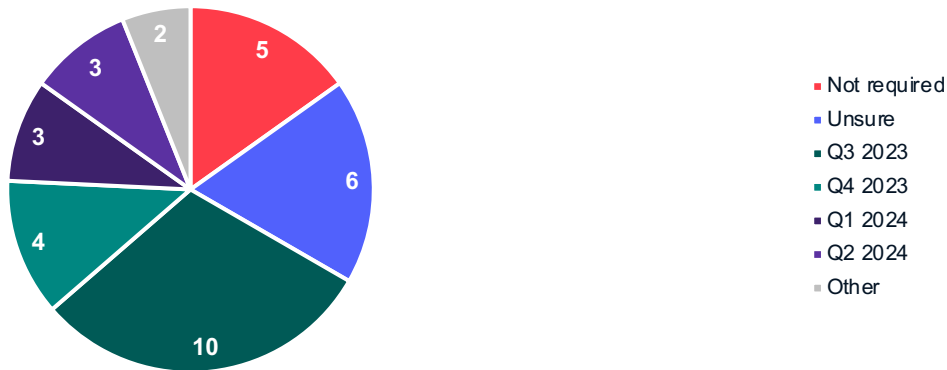
- 70% of SIT participants have begun to plan their internal migration approach. This figure is broadly acceptable to the Programme and reflects a good engagement of engagement from SIT participants.
- Organisations which have not yet begun to plan for their approach have indicated to the Programme that they will begin after the commencement of SIT. Where participants were not able to provide a date, they noted that they were unsure of the current timescales, and they need to understand their supplier’s qualification plans to plan effectively.

- More than 60% of non-SIT participants have not yet begun their planning for their internal migration approach. Their responses indicate that this reflects the current priorities of these participants.
- This has been outlined in the response to follow-up questions, where participants who were able to provide a date for when planning would start indicated dates in advance of M10. The Programme recognises this as a risk.
- Participants also noted that their current focus is on DBT1 activities and Qualification Testing. This, coupled with operating with low numbers of resources, is forcing them to prioritise activities outside of Migration.

Awareness and contracting market roles

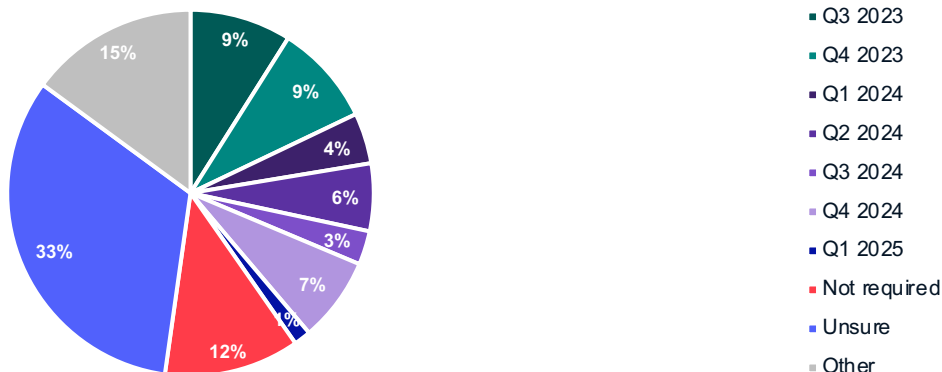
94% of SIT participants and 70% of non-SIT participants have reviewed and understood the Migration Design. Nearly two-thirds of SIT participants have contracts in place with the required partner market roles or were able to provide a date when these contracts would be in place. This drops to 40% for non-SIT participants. This disparity between SIT and non-SIT is most pronounced in the Migration questions. This reflects the importance of Migration being a function of where participants are in their MHHS journey.

When will SIT participants have the required contracts?



- 61% of SIT participants already have contracts in place with their market roles or can provide a date for when they will be in place. This drops to 40% for non-SIT participants.
- The disparity between SIT and non-SIT participants is typical of the responses we have received across the Migration questions.
- This points to engagement with Migration mainly being a function of a participant's journey through MHHS. Participants who are involved in SIT are at a more advanced stage in their delivery and testing than non-SIT participants.

When will non-SIT participants have the required contracts?

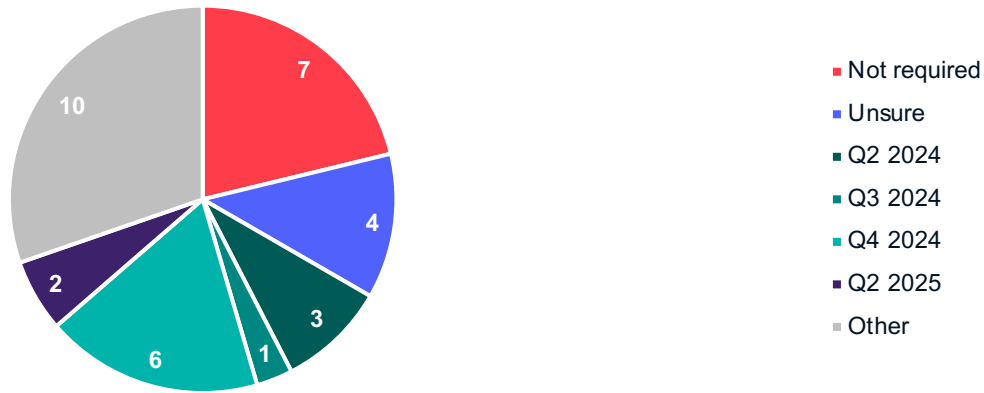


- For this reason, the Programme does not believe that there is a risk surrounding non-SIT participant engagement with Migration.
- For these participants, the Programme would encourage them to speak with their partners and identify achievable timelines for procurement that align with the Programme timelines.
- Reasons for being unsure range from a lack of engagement with third-parties, having not decided on solution architecture, and not all suppliers being in a position where they can have contractual arrangement discussions.

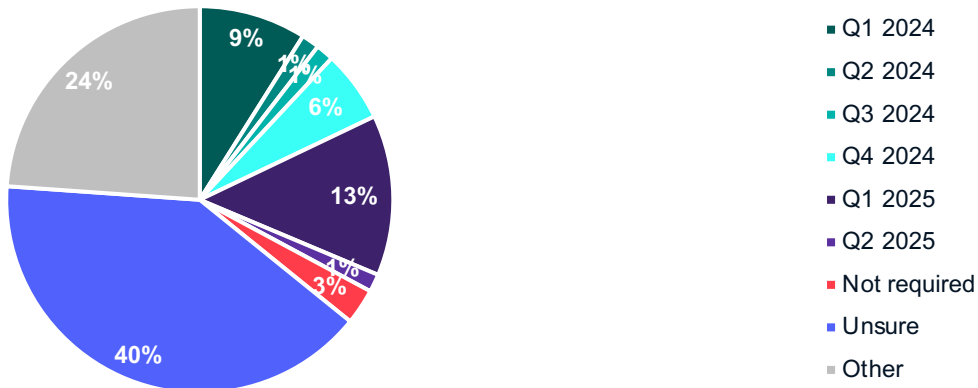
Changes to legacy systems

All parties are required to make changes to their legacy systems to support Migration at M10 irrespective of their Qualification status or plans. As such, this is a risk / area of focus for MHHS Programme and Code Bodies. The results are somewhat underwhelming. Only around a third of both groups were able to provide a date for when legacy system changes would be made. It is encouraging however, that all participants who were able to provide a date provided one which was in advance of M10.

When will SIT participants make changes to legacy systems?



When will non-SIT participants make changes to legacy systems?



- Only 36% of SIT participants were able to provide a date by which they expect to make changes to their legacy systems for Migration at M10.
- This figure was broadly similar for non-SIT participants with 33% being able to provide a date.
- The levels of 'Unsure', especially for the Programme's SIT participants, will need to be addressed. The reasons provided by the SIT participants for providing 'Unsure' as an answer include:
 - They can only provide a date once the Migration strategy is agreed.
 - That the changes have not yet been fully scoped.
 - They are unsure on current timescales.
 - And that they are waiting until they complete their PIT before making decisions around the changes required to legacy systems.
- While the Programme would like to see higher numbers in this regard, we are confident that there is enough time to raise awareness of the changes required for both SIT and non-SIT participants, ensuring that participants understand the importance of the legacy system changes ahead of M10.

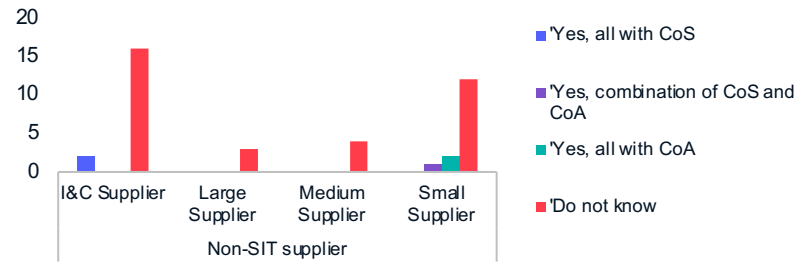
Migration logistics

It is clear from the questions the Programme posed around the logistics of how Migration will work for our SIT and non-SIT suppliers that there are still a number of unknowns which are leading to 'Don't know' answers. We posed this question to support internal planning with the Programme for Migration. The results we have received may impact our ability to plan effectively, and we may need to consider additional engagement with participants to enhance their understanding of Migration.

SIT: Migrating MPANs from one MPID to another

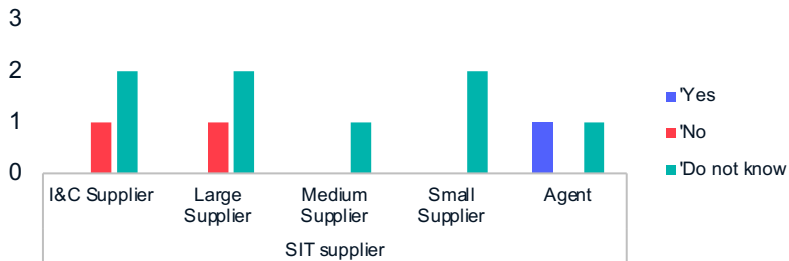


Non-SIT: Migrating MPANs from one MPID to another

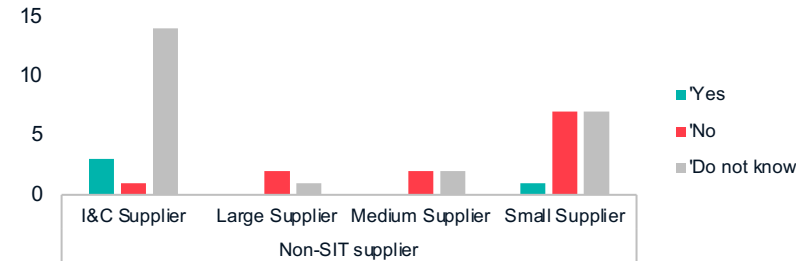


- 73% of SIT participants do not know how they will migrate their existing MPANs from one MPID to a another.
- This figure increases to 88% for non-SIT participants.

SIT: CoS migrations when taking on new customers?

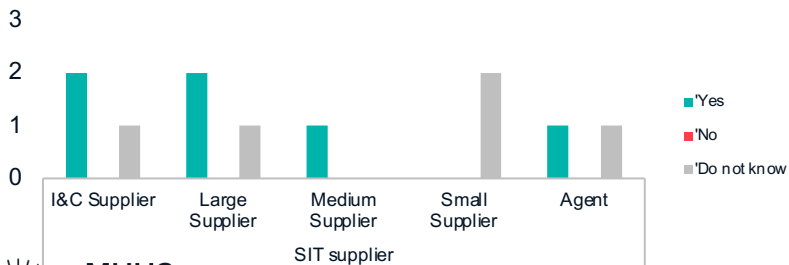


Non-SIT: CoS migrations when taking on new customers?

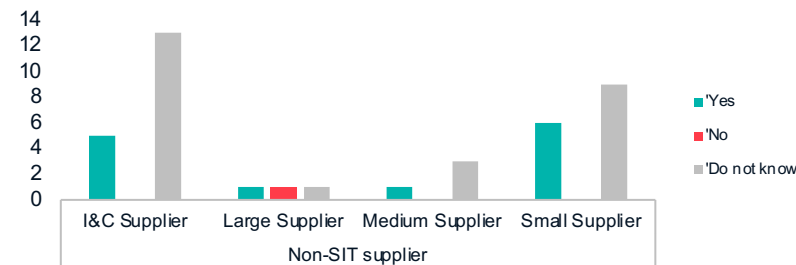


- 73% of non-SIT participants do not know whether they will carry out Change of Supplier migrations when taking on new customers.
- This figure falls to 60% for non-SIT participants.
- Only around 10% of all participants plan to use CoS migrations when taking on new customers.

SIT: Will existing metering agents become MHHS metering service?



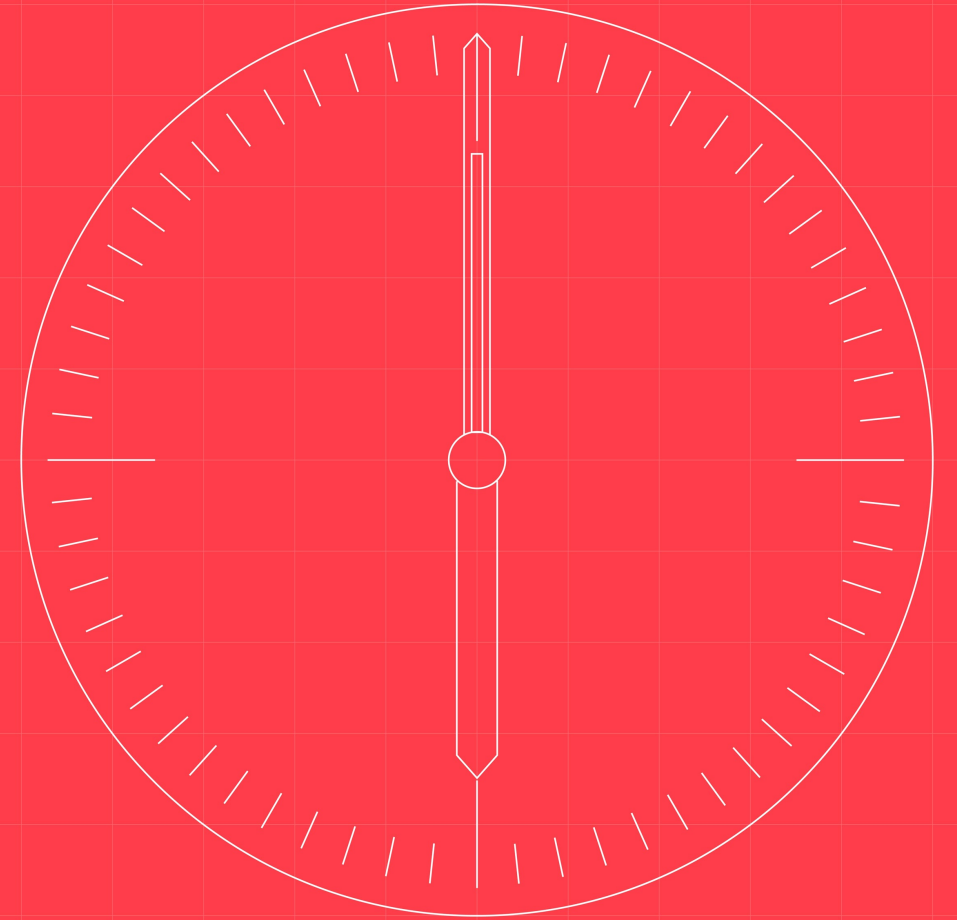
Non-SIT: Will existing metering agents become MHHS metering service?



- 55% of SIT participants plan to use their existing legacy metering agents as their MHHS metering service. This falls to 33% for non-SIT participants.
- Nearly two-thirds of non-SIT participants do not know whether their legacy metering agents will become their MHHS metering service.

Comms & Engagement

Assessing performance of Programme communications channels and providing feedback and areas where support is required



Overview and summary

Comms Engagement, Feedback and Support

The Comms & Engagement section provides insight into how effective the Programme’s key communication channels are in engaging with participants. These channels include the Collaboration Base / Website, The Clock, Webinars and Open Days, as well as general feedback from Constituency Representatives and support provided by the PPC Team.

The responses to the Comms & Engagement questions indicate that the Programme’s key communication channels effectively facilitate participant engagement, with respondents being ‘Satisfied’ with all channels on average.

The Clock and support provided by the PPC Team continue to be the communication channels held in the highest regard by participants.

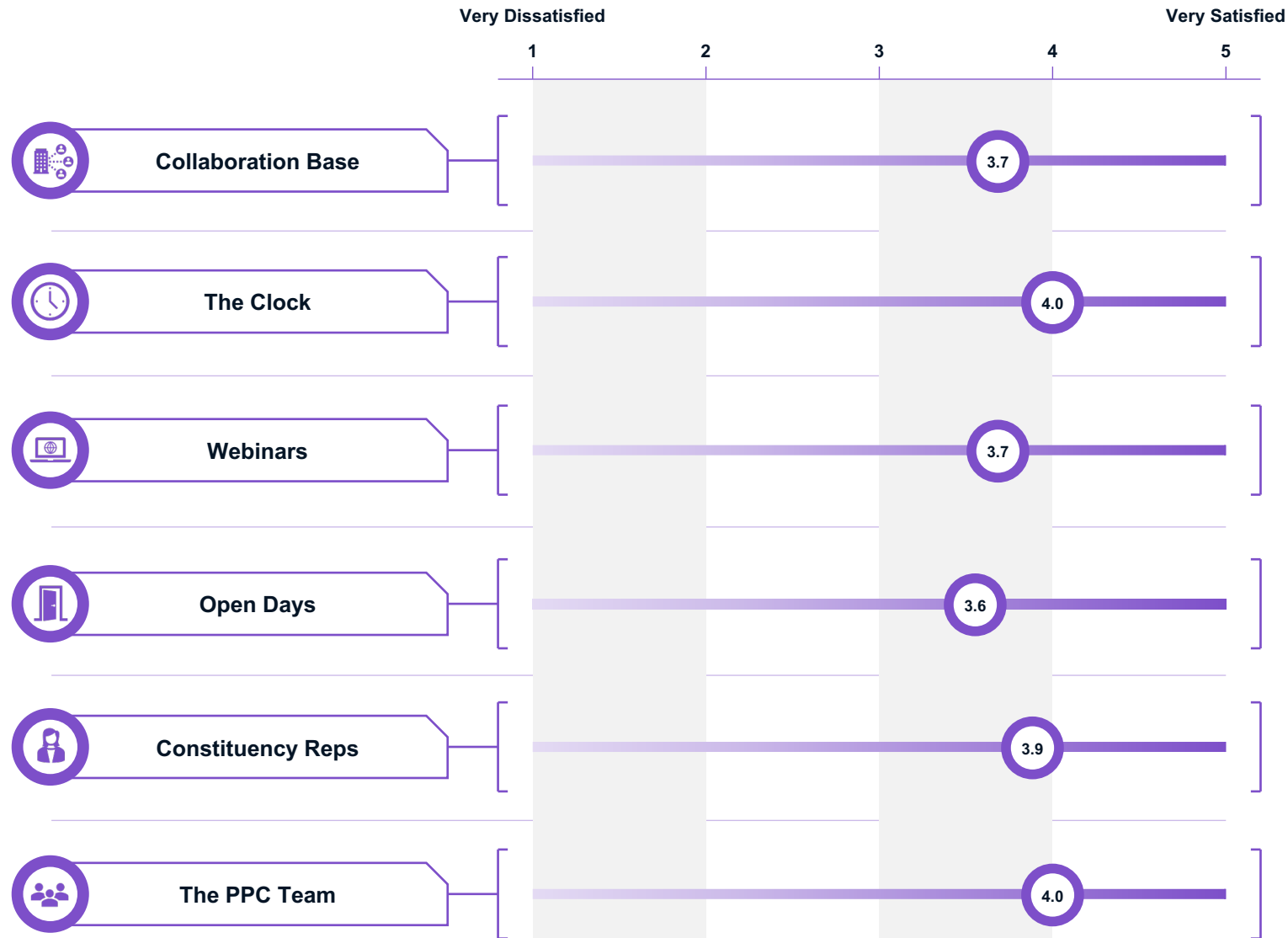
Participants have provided helpful feedback which the Programme will take on board and use to inform future comms & engagement plans, approaches and activities, and to drive continuous improvement.

What questions did the Programme ask in Comms Engagement, Feedback and Support	
1	How satisfied are you with the Collaboration Base / Website in terms of keeping you informed of MHHS activities and progress?
2	How satisfied are you with The Clock in terms of keeping you informed of MHHS activities and progress?
3	How satisfied are you with Webinars in terms of keeping you informed of MHHS activities and progress?
4	How satisfied are you with Open Days in terms of keeping you informed of MHHS activities and progress?
5	How satisfied are you with General Feedback from Constituency Representatives in terms of keeping you informed of MHHS activities and progress?*
6	How satisfied are you with the support provided by the Programme Party Coordinator (PPC) Team to date?
7	If you do require additional support from the PPC Team, please specify what support you require.

* Not asked of Software Providers because they do not have Constituency Representatives

Potential Identified Risks	Next Steps
<ul style="list-style-type: none"> The large volume and complexity of Programme materials making it difficult for new participants to get up to speed with the Programme and for existing participants to stay abreast of key Programme updates. There is a risk that as the participant journey becomes more distinct depending on whether they are going through SIT or taking the Qualification route, participants miss out on key information or receive irrelevant information. Participants not fully understanding what they are required to do / provide in response to Programme requests for information and consultations. 	<ul style="list-style-type: none"> Progress Phase Two of Collaboration Base and Website improvements, focused on search functionality for the Website, clean-up of internal libraries in the back-end and reworking content on pages to make it easier for participants to find key documents. Also check and update Programme distribution lists. Comms Team to begin exploring how to best provide targeted communications to different participant groups depending on whether they are going through SIT or Qualification. Continue to remind participants of key requests for information and consultations via The Clock, signposting participants to the Participant Checklist.

Comms and engagement



Positive themes:

- Effective resolution of questions through bilateral calls and the PPC Mailbox.
- PPC engagement has improved over the last six months in terms of detail and quality of answers to questions.
- Open Days remain popular, useful and informative.

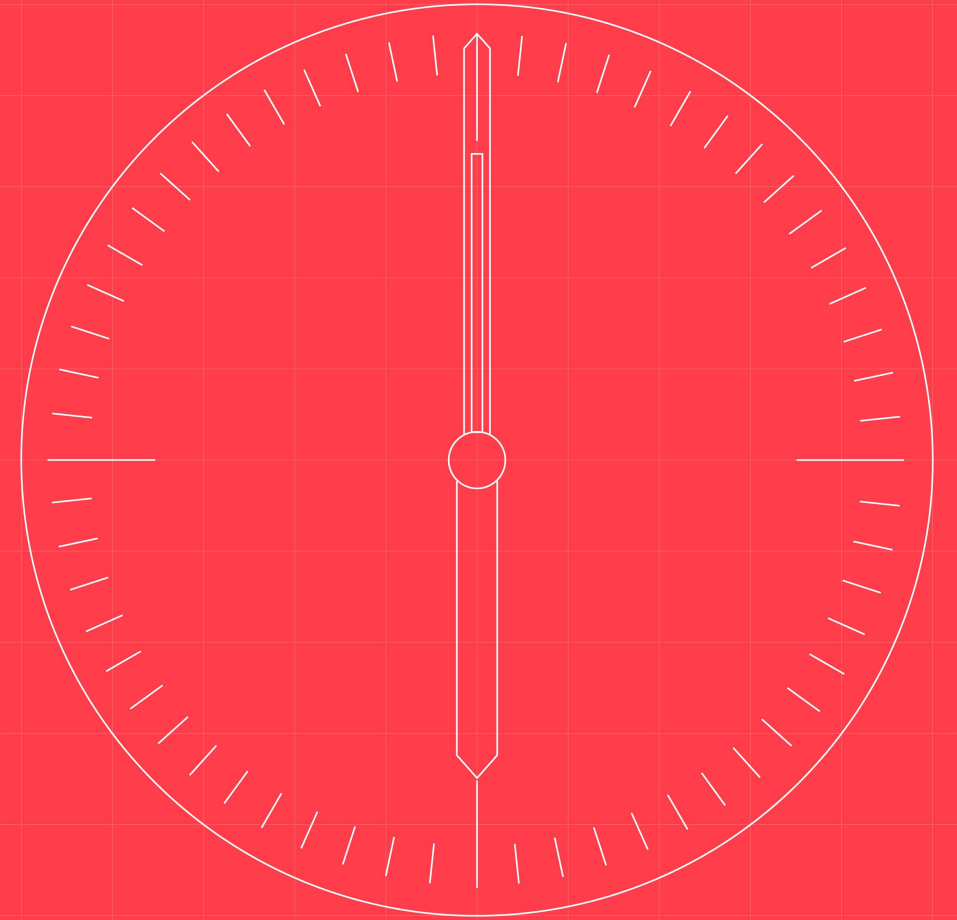
Participants identified potential improvement themes that could be made from a Comms and Engagement perspective, including:

- Additional support with materials to support and simplify the participant experience, including materials to publicise Programme to employees and customers.
- Simplified checklist and document with introductory materials for the Programme, including next steps and key dates.
- More targeted support for participants not going through SIT.
- Greater clarity on all requests for participants to respond to.
- Distribution lists should be checked and updated.
- Website search functionality could be improved.

The PPC Team will work through these potential improvement themes to drive continuous improvement, acting on the feedback we received from participants.

Risks & Actions

Capturing the key risks identified from participants' responses to RA3 and the agreed actions for the Programme to effectively mitigate these



Risk severity methodology

The following matrix outlines how risk severity has been calculated in the RA3 overall report, considering both the impact of the risk and how likely it is to occur.

Risk Severity Matrix						
Impact	5	5	10	15	20	25
	4	4	8	12	16	20
	3	3	6	9	12	15
	2	2	4	6	8	10
	1	1	2	3	4	5
		1	2	3	4	5
	Likelihood					

Scores	Impact	Likelihood
1	If the risk became an issue it would have no impact on the critical path.	It is very unlikely that the risk will become an issue.
2	If the risk became an issue there is a small chance it could impact the critical path.	It is unlikely that the risk will become an issue.
3	If the risk became an issue there is a reasonable chance it could impact the critical path.	There is a reasonable chance that the risk will become an issue.
4	If the risk became an issue it is likely to impact the critical path.	It is likely that the risk will become an issue.
5	If the risk became an issue it is highly likely to impact the critical path.	It is highly likely that the risk will become an issue.

Risks and mitigating actions

Risk ID	Risk	Description	Mitigating actions	Likelihood	Impact	Overall Score
RA301	Some non-SIT participants are only just familiarising themselves with the Programme	There are still non-SIT participants that are only familiarising themselves with the Programme and have not begun to mobilise.	PPC Team to engage with the least mobilised participants and identify their blockers to delivery.	2	3	
RA302	Low levels of DIP Simulator usage among non-SIT participants	DIP Simulator usage is low among non-SIT participants; however, this is to be expected at this stage of the Programme. This might be evidenced by DIP Simulator usage among SIT participants being consistently high.	Design Team to finalise work reconciling the responses to DIP Simulator usage with the Programme's own records to identify participants who can be encouraged to use the Simulator.	2	3	
RA303	Some non-SIT participants are unsure as to whether they will be placing reliance	10% of non-SIT participants do not know whether they will place reliance on another party's testing.	PPC Team to engage with participants who have indicated they do not know whether they will place reliance on another party's testing, considering the timelines on Placing Reliance Proposals.	2	3	
RA304	Some participants are not fully aware of their obligations regarding Qualification timelines	Inconsistencies between participants believing they will have requirements in place for a Qualification Tranche and the date they have provided for DBT1 completion may indicate a risk that participants are not fully aware of their obligations regarding Qualification timelines.	PPC Team to identify participants who have given inconsistent answers regarding Qualification timelines and work with them to ensure they are aware of their obligations.	2	5	

Risk and mitigating actions

Risk ID	Risk	Description	Mitigating actions	Likelihood	Impact	Overall Score
RA305	Some participants are not fully aware of their obligation to read and understand the QA&P	22% of respondents indicated that they have not read and understood the QA&P, which may indicate that participants are not fully aware of their obligation to read and understand the document irrespective of their placing reliance arrangements.	PPC Team to develop an enhanced communications and engagement plan for future updates to the QA&P, including one-to-one communications with participants who have not read and understood the document and specific constituency engagement focusing on Small suppliers and Agents.	2	3	
RA306	Some participants are unable to submit a request for a Qualification Tranche	12% of respondents indicated that they are unable to submit a request for a Qualification Tranche. This is a risk as requests need to be submitted for February 2024.	PPC Team to identify and work with participants who are unable to submit a request for a Qualification Tranche, identifying their blockers and helping resolve them.	2	5	
RA307	SIT participants' processes and resources may not be fit for purpose	There is a potential risk the processes and resources that participants have put in place may not be fit for purpose.	Testing Team to analyse details of participant processes and resources to identify where changes may be required. To support CIT execution, the Testing Team will begin to socialise plans with SIT participants on how CIT execution will operate and how the Programme will enhance participant readiness.	2	3	
RA308	Participants' SIT Functional readiness may be impacted by interim releases	There is a potential risk that participants' SIT Functional readiness may be impacted by interim releases.	Testing team to monitor participants' SIT Functional readiness. CIT interval 1 participants have already experienced this through the CIT Day in the Life Guidance.	2	3	

Risk and mitigating actions

Risk ID	Risk	Description	Mitigating actions	Likelihood	Impact	Overall Score
RA309	A significant number of participants do not understand how they will deliver Migration	There is a significant number of participants, from both a SIT and non-SIT perspective, who do not understand how they will deliver Migration.	Continue to deliver Migration activities in line with the Programme Plan and actively engage participants around this.	4	5	
RA310	Some participants are unsure about when they will make changes to their legacy systems, while others seem unaware that they need to make changes	Some participants are unsure about when they will make changes to their legacy systems to support M10, while other participants seem unaware that they need to make changes to their legacy systems to support M10.	Migration Team to identify opportunities to increase SIT and non-SIT participant awareness of changes to legacy systems required to be delivered to support M10. PPC Team to engage with participants who have responded 'Don't know' in relation to how they will carry out Migrations for both new and existing MPANs.	4	5	
RA311	New participants finding it difficult to get up to speed with the Programme and for existing participants staying abreast of key Programme updates	The large volume and complexity of Programme materials making it difficult for new participants to get up to speed with the Programme and for existing participants to stay abreast of key Programme updates.	Progress Phase Two of Collaboration Base and Website improvements, focused on search functionality for the Website, clean-up of internal libraries in the back-end and reworking content on pages to make it easier for participants to find key documents. Also check and update Programme distribution lists.	2	2	
RA312	Participants missing out on key information or receiving irrelevant information	There is a risk that as the participant journey becomes more distinct depending on whether they are going through SIT or taking the Qualification route, participants miss out on key information or receive irrelevant information.	Comms Team to begin exploring how to best provide targeted communications to different participant groups depending on whether they are going through SIT or Qualification.	2	2	

Risk and mitigating actions

Risk ID	Risk	Description	Mitigating actions	Likelihood	Impact	Overall Score
RA313	Participants not fully understanding what they are required to do / provide in response to Programme requests and consultations	Participants not fully understanding what they are required to do / provide in response to Programme requests for information and consultations.	Continue to remind participants of key requests for information and consultations via The Clock, signposting participants to the Participant Checklist.	2	2	

Contact information

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