MHHS Webinar: Change Control Overview
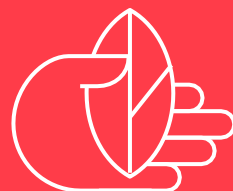
27 July 2023

MHHS-DEL1420

MHHS Change Control: Introduction & scope

Lewis Hall & Immy Syms

(10 mins)

Change Control Approach & Process

Lewis Hall & Immy Syms

(10 mins)

Roles & Responsibilities

Chris Welby

(5 mins)

SLAs, Response Times & Key Documents

Immy Syms

(5 mins)
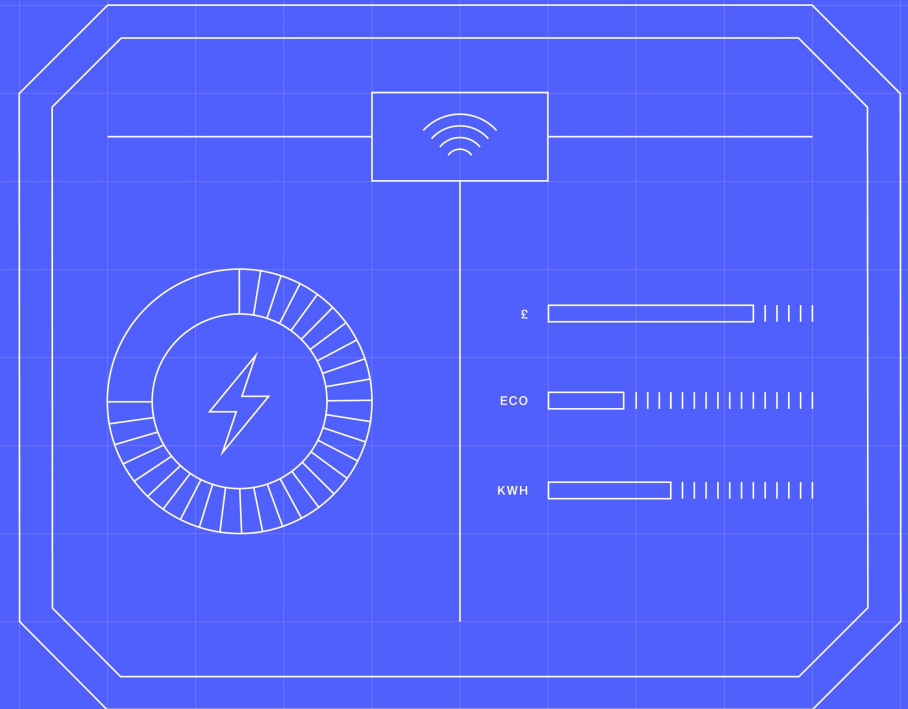
Q&A

Facilitated by Kaitlin Jones

(15 mins)

MHHS PROGRAMME
Industry-led, Elexon facilitated

Please send in your questions using sli.do

#MHHS

Questions will be answered at the end of the webinar.

A complete Q&A will be made available on the website.

Introduction: Overview and scope

The MHHS PMO has implemented the change control procedure to help embed a culture where everyone involved takes responsibility for undertaking change in a controlled manner. Methods to conduct this include:

- Briefing Programme participants on the process to ensure they are aware of their responsibilities

- Ensuring 'change' is a standing agenda item on appropriate governance meetings

- Briefing key governance forums and decision makers ensuring they are aware of their responsibilities and relative importance of addressing change requests

There is a single Change Control process for the MHHS Programme. Clear decision points have been inserted into the process that may allow a change to either be expedited, escalated or passed through as a "housekeeping" change.

MHHS PROGRAMME
Industry-led, Elexon facilitated

There are three major sources of change in the MHHS Programme that could require the need for a formal Change Request to be raised. These include:

- **A change to a programme success factor (time, cost, quality, scope)**
- **A change to a baselined programme artefact**
- **A change raised via the design issues process**

The change process can be initiated by any party on the MHHS Programme and will require an individual owner (known as the 'Change Raiser') to work with the MHHS PMO in raising the Change Request.

The scope of the Change Control process covers from when a change is identified, through to when a change has been rejected or implemented.

MHHS
PROGRAMME
Industry-led, Elexon facilitated

In line with the guiding principles for Change Control, the Programme has established guidelines on when a Change Request should, or should not, be raised.
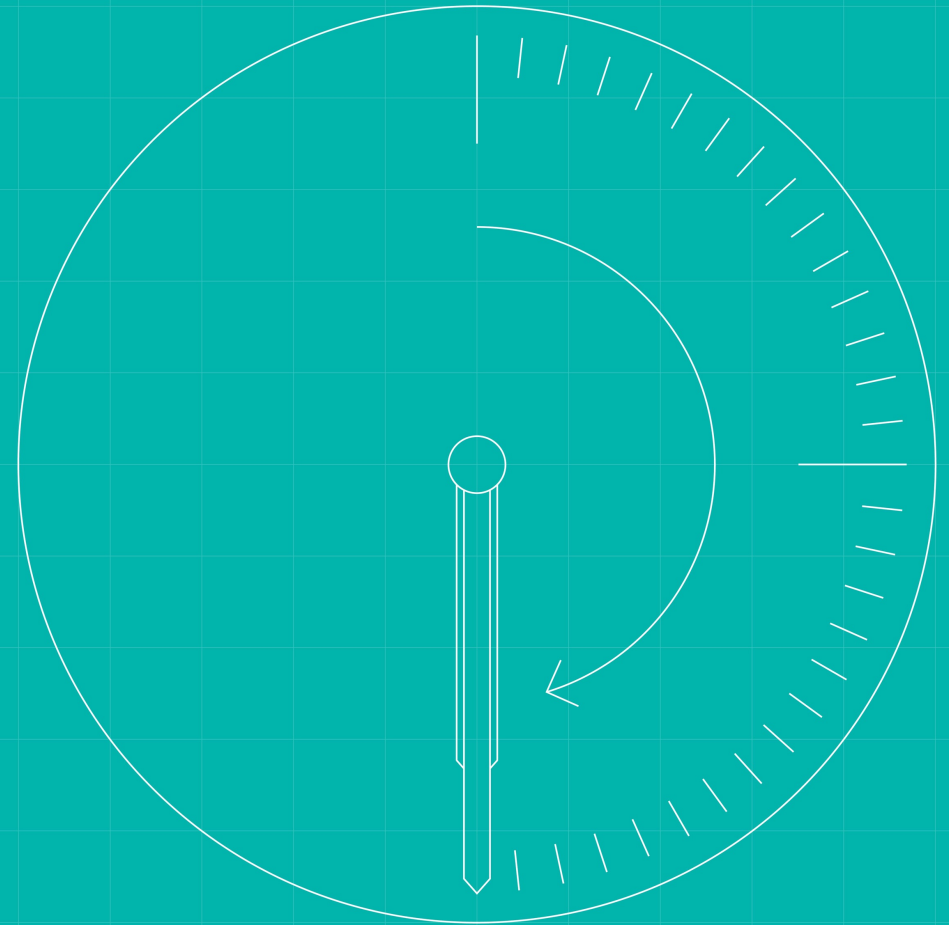
A Change Request should:

- **Be discussed at Working Group and Advisory Group level before they are submitted to the MHHS PMO**. Any potential change should be raised and discussed with the stakeholder groups closest to their detail to validate that a CR is necessary.
- **Include a single option for Impact Assessment**. If there are multiple solution options to be assessed, this should happen before the Change Request is raised to MHHS PMO. The best way for this to be done is via the Programme Participant Information Request (PPIR) process.
- The PPIR process seeks quantitative evidence to support a decision on agreeing the most appropriate solution.

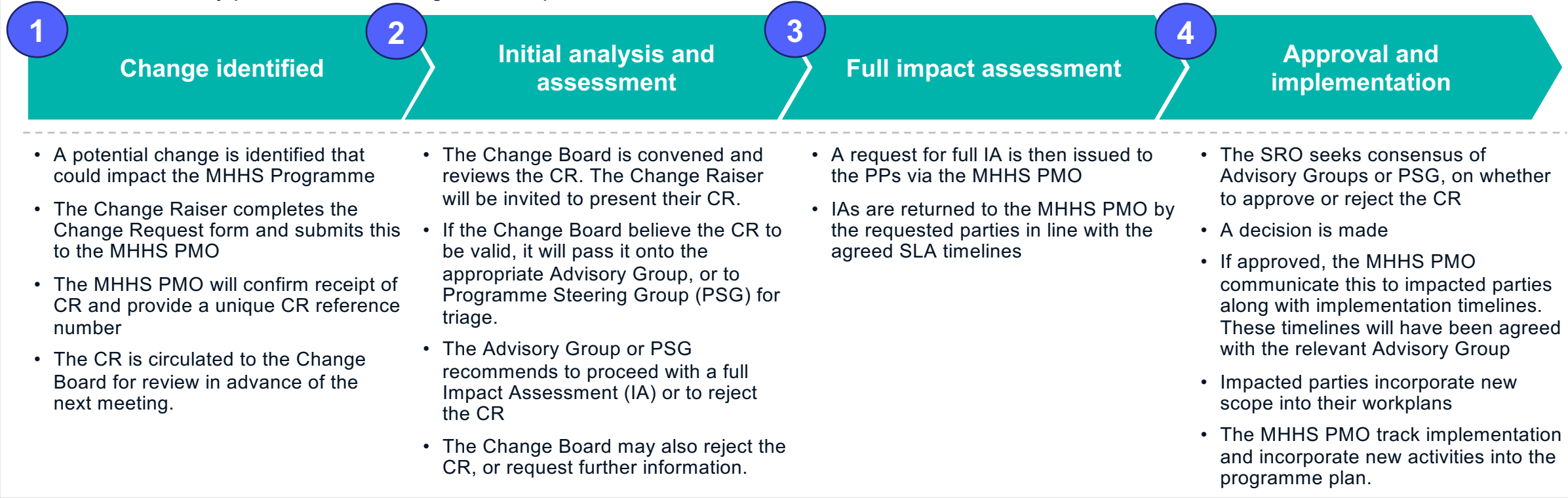## A Change Request should not:

- **Include multiple options to be impact assessed**. To seek industry's view on multiple solution options the PPIR process should be enacted.
- **Be submitted without warning** and **without prior discussion** at the appropriate Governance Group.
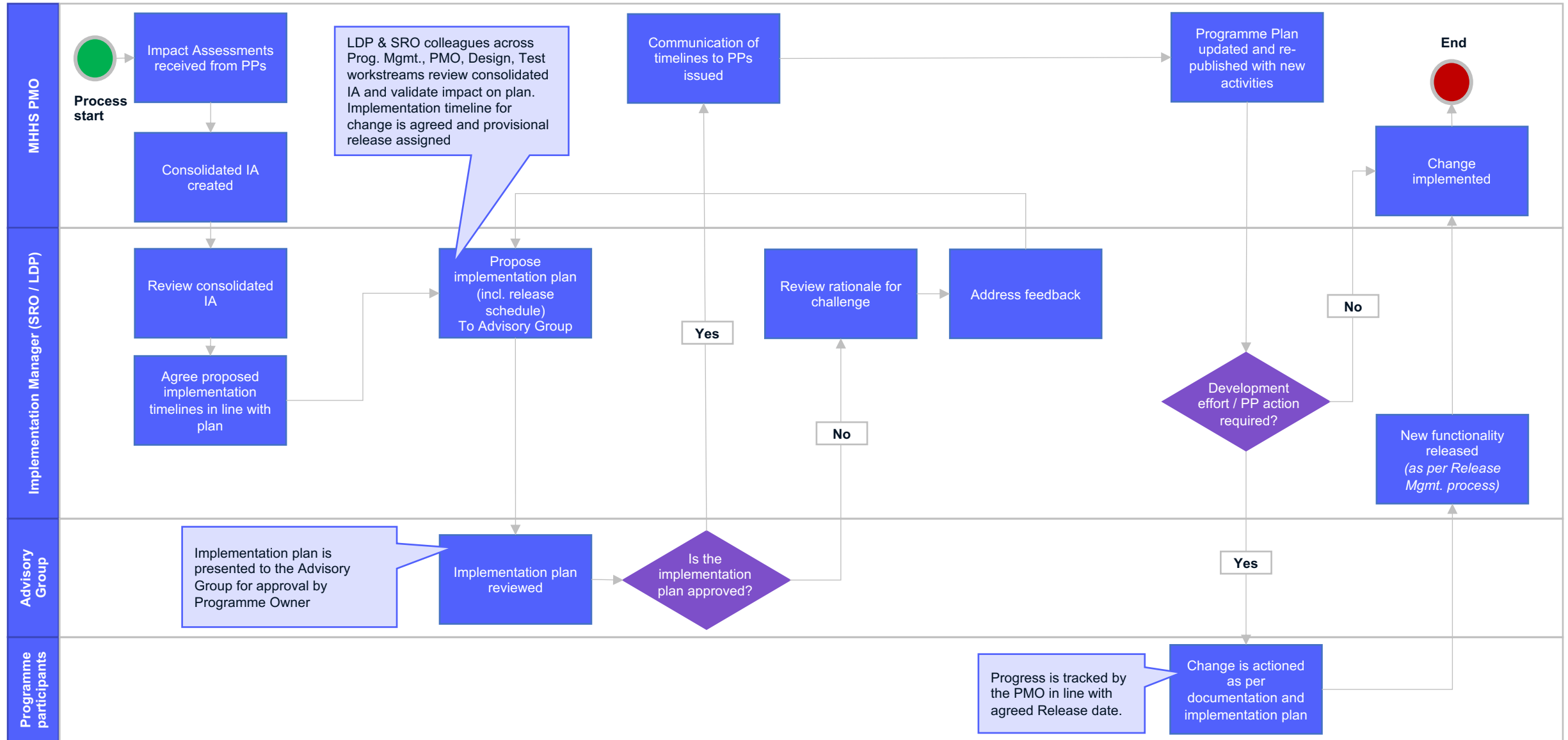
MHHS PROGRAMME
Industry-led, Elexon facilitated

Change Control Approach & Process

There are four key phases to the Change Control process.

1 Change identified	**2** Initial analysis and assessment	**3** Full impact assessment	**4** Approval and implementation

1 — Change identified
- A potential change is identified that could impact the MHHS Programme
- The Change Raiser completes the Change Request form and submits this to the MHHS PMO
- The MHHS PMO will confirm receipt of CR and provide a unique CR reference number
- The CR is circulated to the Change Board for review in advance of the next meeting.

2 — Initial analysis and assessment
- The Change Board is convened and reviews the CR. The Change Raiser will be invited to present their CR.
- If the Change Board believe the CR to be valid, it will pass it onto the appropriate Advisory Group, or to Programme Steering Group (PSG) for triage.
- The Advisory Group or PSG recommends to proceed with a full Impact Assessment (IA) or to reject the CR
- The Change Board may also reject the CR, or request further information.

3 — Full impact assessment
- A request for full IA is then issued to the PPs via the MHHS PMO
- IAs are returned to the MHHS PMO by the requested parties in line with the agreed SLA timelines

4 — Approval and implementation
- The SRO seeks consensus of Advisory Groups or PSG, on whether to approve or reject the CR
- A decision is made
- If approved, the MHHS PMO communicate this to impacted parties along with implementation timelines. These timelines will have been agreed with the relevant Advisory Group
- Impacted parties incorporate new scope into their workplans
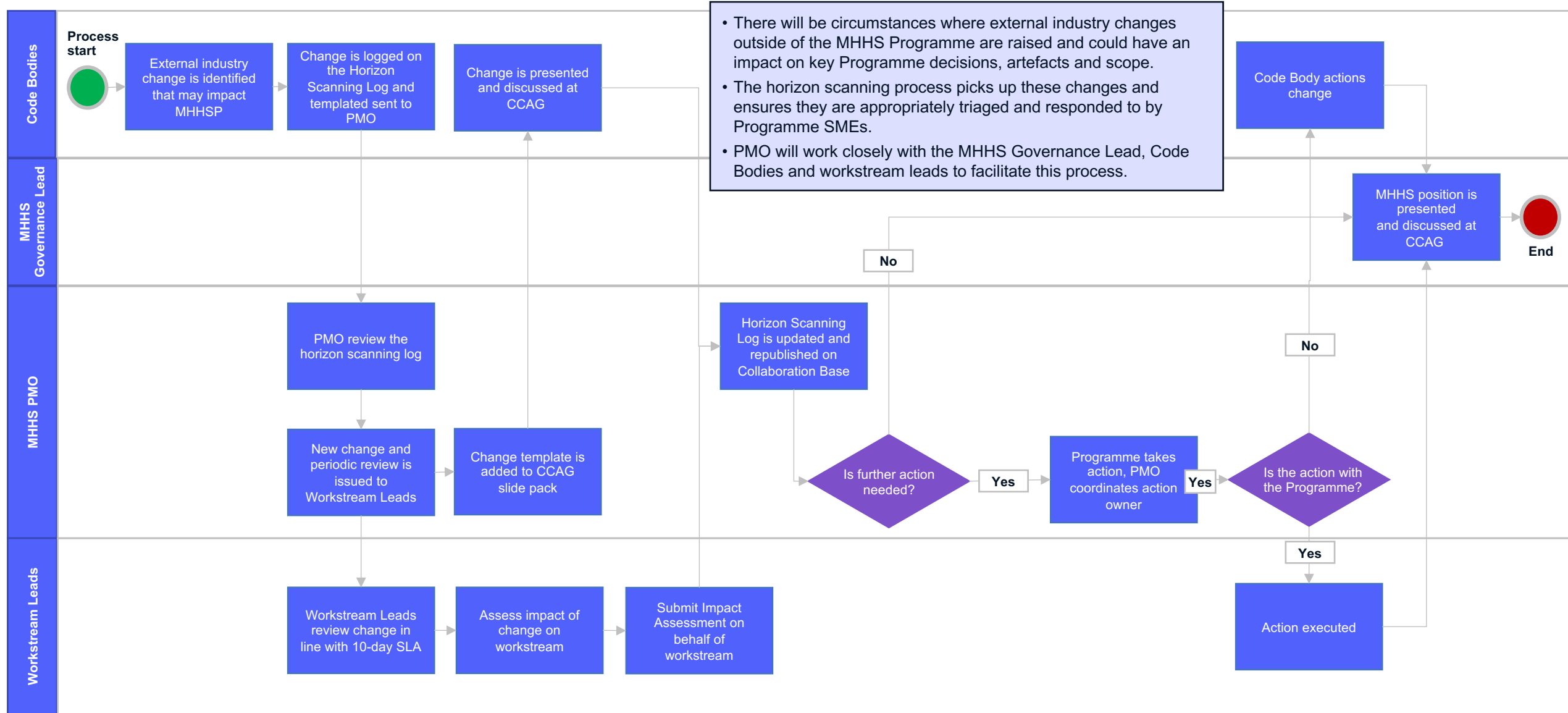- The MHHS PMO track implementation and incorporate new activities into the programme plan.

Fast Track Design Update Process and Design Issue Notifications (DINs)

The Fast Track Design Update Process consolidates open items in the DIN Log into a single monthly release of updated design documentation. Items that follow this process do not require a Change Request to be raised, as per the documented process.
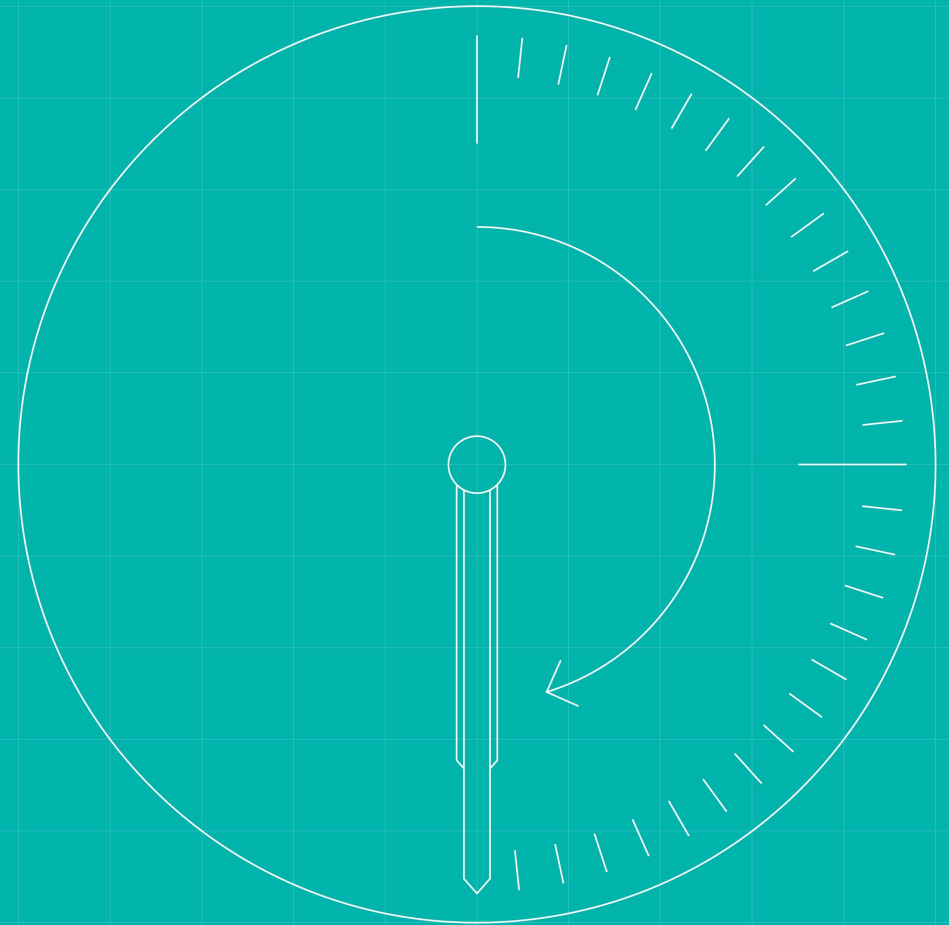Some open items in the DIN Log may be of sufficient complexity that they require further discussion at the Design Review Group (DRG). An output of this session may be to raise a Change Request for Impact Assessment, or to undertake the necessary options analysis via the PPIR process before raising a CR once the chosen solution is agreed.

MHHS PROGRAMME
Industry-led, Elexon facilitated

Code Bodies

Process start

External industry change is identified that may impact MHHSP

Change is logged on the Horizon Scanning Log and templated sent to PMO
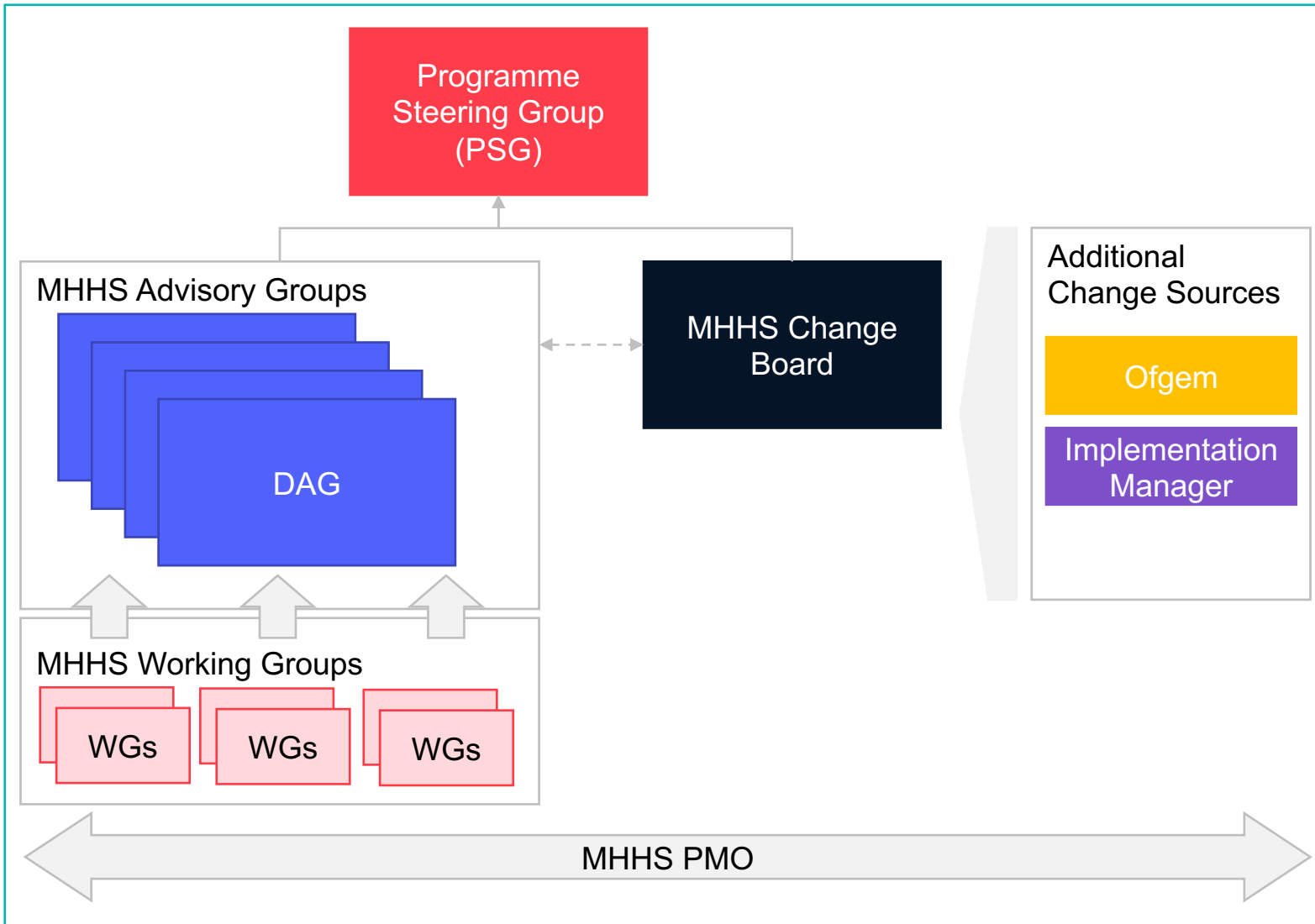
Change is presented and discussed at CCAG

- There will be circumstances where external industry changes outside of the MHHS Programme are raised and could have an impact on key Programme decisions, artefacts and scope.
- The horizon scanning process picks up these changes and ensures they are appropriately triaged and responded to by Programme SMEs.
- PMO will work closely with the MHHS Governance Lead, Code Bodies and workstream leads to facilitate this process.

Code Body actions change

MHHS Governance Lead

MHHS position is presented and discussed at CCAG

End

No

MHHS PMO

PMO review the horizon scanning log

Horizon Scanning Log is updated and republished on Collaboration Base

No

New change and periodic review is issued to Workstream Leads

Change template is added to CCAG slide pack

Is further action needed?

Yes

Programme takes action, PMO coordinates action owner

Yes

Is the action with the Programme?

Workstream Leads

Workstream Leads review change in line with 10-day SLA

Assess impact of change on workstream

Submit Impact Assessment on behalf of workstream

Yes

Action executed

MHHS PROGRAMME
Industry-led, Elexon facilitated

Roles & Responsibilities

Role of the Change Board and Advisory Groups

- Change on the MHHS Programme will be governed through the existing Governance Framework.

- A Change Board will be mobilised to review all Change Requests that materialise

- The Change Board will be chaired by the SRO and can recommend a CR be rejected or approved.

- 'Housekeeping changes' will not go out for IA, and can be approved or rejected directly by Change Board.

- Final decision will be taken by the SRO based on consensus at the relevant Advisory Group

- The Advisory Groups and Change Board will work closely together to ensure new changes are raised and assessed in a timely manner

- Advisory Groups and Working Groups will engage with industry to review and assess new change

- If a CR is identified by the Sponsor (Ofgem) or Implementation Manager (rather than by the Programme Participants) the Change Board will communicate this to industry via the Advisory Groups.

Change Board	Advisory Group
Confirm the Change Request has been discussed at the relevant Working or Advisory Group, before allowing it to process through the Change Control process.	Advise the SRO or Chair on whether the change should be approved or rejected.
Ensure the Change Request is clearly articulated and easy to understand.	Confirm the Change Request is suitable to be issued to industry for Impact Assessment (IA).
Review the severity and urgency of the proposed change.	Advisory groups have explicit authority to make amendments to a change request with the agreement of the change raiser, before sending the request out for IA.
Understand implications of the proposed change on the programme timeline and deliverability of outcomes.	If implementation timelines within the Change Request exceed governance thresholds, the decision will be escalated to PSG, and ultimately Ofgem.
Confirm there is a single solution option to choose from in the Change Request.	If an Advisory Group cannot reach an agreement on how to advise the Chair on the Change Request, this may be escalated to PSG for decision.
Assign the appropriate Advisory Group(s) who will review the Change Request and confirm issuing for Impact Assessment.	When a change is approved, the Advisory Group is responsible for guiding the SRO or Chair in setting a timeline for the implementation of the change.
Monitor progress of approved Change Requests through to implementation and closure.	When **rejecting** a change, the Advisory Group Chair must provide rationale to support their decision.

Please note: The change raiser should share the steps taken leading up to the development of the Change Request with the Change Board.

MHHS PROGRAMME
Industry-led, Elexon facilitated

The responsibilities of the Change Raiser and Programme participants within the Change Control Process are outlined below.

Role	Responsibility
Change Raiser	• Once a potential need for a change has been identified the Change Raiser is responsible for drafting and submitting the CR. • The Change Raiser will typically be one of 3 groups: Programme participant, the Implementation Manager, or the Programme Sponsor (Ofgem). • The Change Raiser will raise the CR and engage with MHHS PMO as required. The Change Raiser will also present the CR to Change Board. • Once raised, the Change Raiser may assign a 'Change Owner' to manage the Change Request through the full Change Control process. • The Change Raiser, or their assigned Change Owner, is responsible for responding to participant queries regarding specifics of their Change Request.
Programme Participants	• Industry participants will be engaged in the Change Control process through the advisory groups in which they are represented. • Industry participants will be invited to respond to all IAs issued by the MHHS programme.

MHHS PROGRAMME
Industry-led, Elexon facilitated

SLAs, Response Times & Key Documents
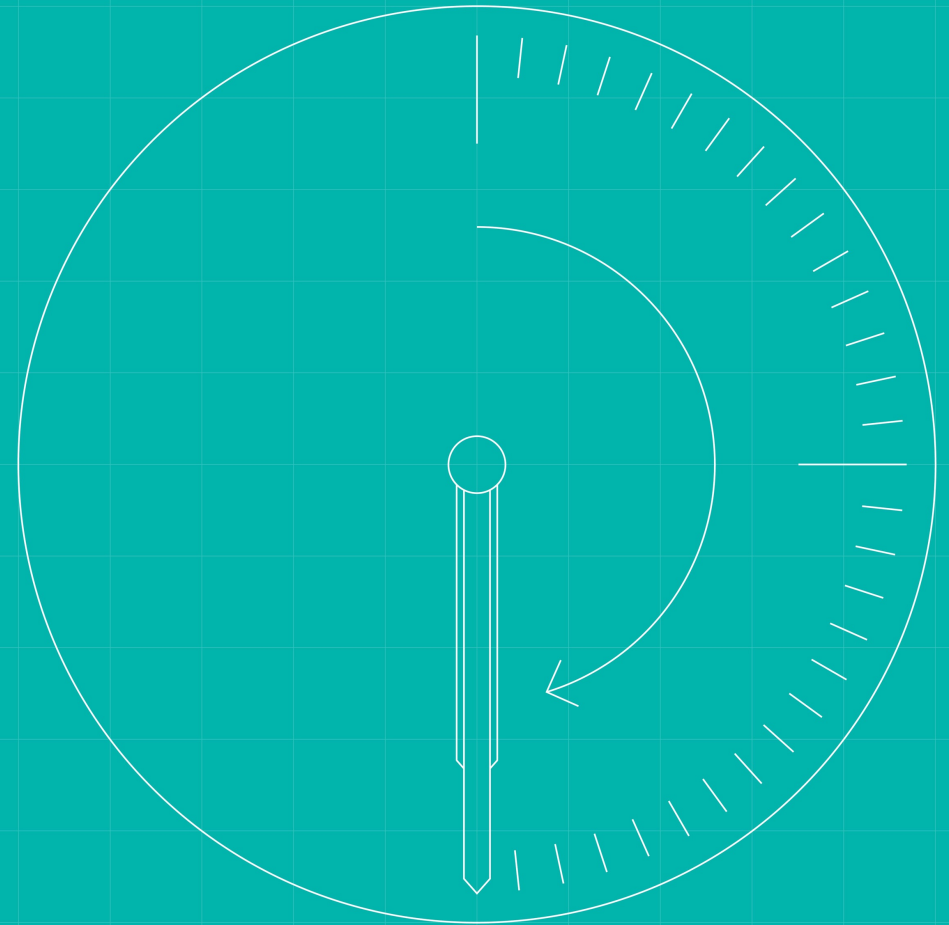
To ensure the Change Control process is quick, efficient and sufficiently flexible, without reducing the necessary control, several SLAs are embedded within the process.

All Change Control SLAs can be found in *MHHS-DEL171 Change Control Approach.*

SLA	SLA time	Owner
Acknowledgement of a new Change Request	1 working day	MHHS PMO
Change Board review of Change Request	10 working days	MHHS PMO
Impact Assessment (standard process)	10 working days	Impacted parties

Flexibility in timelines

- 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.

Ofgem thresholds

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.

#	Document	Description	Classification	Location
1	Change Control Approach	The overarching Approach document for Change Control	Public	MHHS Website
2	Change Request Form	The Change Request Form to be completed when raising new Change Requests and submitted to the MHHS PMO	Public	MHHS Website
3	Change Request Form – guidance document	Guidance document aiding Change Raisers to complete the Change Request Form	Public	MHHS Website
4	Change Request Log	Full log of all Change Requests for the MHHS Programme	Public	Collaboration Base
5	Change Request Process Map	Detailed process map articulating the full end-to-end change control process	Public	MHHS Website

Change Control Form

Change Request Log

MHHS PROGRAMME
Industry-led, Elexon facilitated

Change Control Approach

- The Change Control Approach document sets out the approach for how change requests are managed on the MHHS Programme.

- It outlines the change control approach, principles and process for the Programme and serves as a guide for all Programme participants

- The Change Control Approach document is available on the MHHS website and the Collaboration Base.

MHHS Website

- The MHHS website provides access to publicly available information on the Programme.

- It includes the latest information on the Programme workstreams, governance, news and upcoming events.

PPC Bilaterals

- The PPC Team is available for monthly bilateral sessions with all Programme participants

- The sessions are used to enable a two-way conversation between the participants and the Programme – wider Programme team members can join these sessions as requested

- Contact PPC@mhhsprogramme.co.uk to schedule your next meeting

The Collaboration Base

- The Collaboration Base is the window to the Programme, providing access to documents for information, collaboration and review

- The dPMO tool provides participants with a set of interactive and user-friendly dashboards that display core Programme information

Newsletter

- The Clock is the Programme's weekly newsletter

- It provides you with updates and key information to support delivery of the Programme

- It signposts events, plans, reporting, and documents to assist in planning, design, development, testing and delivery

- To sign up, please contact the PPC team PPC@mhhsprogramme.co.uk or register by clicking in the footer of any page on the MHHS website

MHHS PROGRAMME
Industry-led, Elexon facilitated

MHHS PROGRAMME
Industry-led, Elexon facilitated

Please send in your questions using sli.do
#MHHS

Questions will be answered at the end of the webinar.

A complete Q&A will be made available on the website.