

MHHS Governance and Decision-Making Structure

Level 1

Ofgem as Sponsor

Level 2
Steering Group

Programme Steering Group (PSG)

Level 3
Advisory Groups

Cross Code
Advisory Group
(CCAG)

Design Advisory Group
(DAG)

Systems Integration and Testing
Advisory Group (SITAG)*

Migration and Cutover Advisory Group (MCAG)*

Qualification
Advisory Group
(QAG)*

Decision-making with closed attendance of nominated constituency reps

Level 4
Working Groups

Code Draft Working Group
(CDWG)

Security Design Working Group
(SDWG)

Systems Integration Test Working Group
(SITWG)

Migration Working Group (MWG)

Data Cleanse Working Group
(DCWG)

Transition and Operational Readiness Working Group
(TORWG)

Qualification and E2E Sandbox Working Group
(QWG)

Engagement and Comms Group

Commercial Impacts Group

Non-decision-making with attendance open to all (except SDWG and GLIG)

Level 4
Sub groups

Design Resolution Group
(DRG)

Non-Governance Group

LDSO Qualification Testing
(LQTSG)

Supplier & Agent Qualification Testing
(SAQTSG)

Non-Governance Delivery Group

Go-Live Implementation Group
(GLIG)

Key	Mobilised	Mobilisation in progress	To be mobilised in future	May be mobilised	Available for any ad hoc meetings
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*SITAG, MCAG, QAG replaced the Testing and Migration Advisory Group (TMAG) in Q1 2024.

Overview for Level 2-4 Groups (1/2)

Workstream	Governance Group	L	Purpose	Attendees	Status	Timeframe	Schedule
Programme	Programme Steering Group (PSG)	2	Owens the delivery of Programme plan and scope. Senior level group. A delivery-focussed Programme Board for decision-making and monitoring of delivery against time, quality, cost	Closed attendance of senior Programme leads, constituency representatives, Ofgem, consumer representative, IPA	Mobilised	Duration of the Programme	1 st Wednesday of each month, 1000-1200
	Fast Track Implementation Group (GLIG) SIT	NA	The MHHS Go-Live Implementation Group - SIT Agenda will be convened on a fortnightly basis by the Programme Steering Group (PSG), where the PSG would like more detailed consideration of early adopter Programme Participants' (PPs') delivery plans, progress and management of identified implementation issues ahead of and throughout Systems Integration Testing (SIT).	Closed attendance of core Programme leads, Core Capability Providers, SIT Volunteers, IPA	Mobilised	Ongoing	Fortnightly each Friday of each month, 13:00-14:00
Design	Design Advisory Group (DAG)	3	Oversee, review, consult and approve the MHHS Programme development of the end-to-end business processes, systems, and data architecture that delivers the detailed system design and MHHS Target Operating Model (TOM)	Closed attendance of Programme design leads, constituency representatives, Ofgem, consumer representative, IPA	Email update provided in lieu of papers and meeting slot available for ad hoc meetings	To Q1 2024	2 nd Wednesday of each month, 1000-1300
	Business Process & Requirements and Technical Design WG (BPRWG/TDWG)	4	Open forum responsible for the business processes and requirements for the end-to-end MHHS Design and the technical requirements for the Data Integration Platform and specifying the technical design to enable participants to commence system development	Open to all. Primarily design leads and business process leads / SMEs	Available for ad hoc meetings	N/A	Ad-hoc only, no regular schedule at present
	Security Design Working Group (SDWG)	4	Open forum responsible for developing security requirements within the MHHS Design	Closed attendance of security design leads	Available for ad hoc meetings	N/A	Ad-hoc only, no regular schedule at present
	Design Resolution Group (DRG)	NA	Non-governance forum open to all focused on the development of solutions to Design Issue Notifications (DINs) raised in relation to the MHHS Design	Open to all. Primarily design leads and participant design SMEs	Available for ad hoc meetings	Ongoing	Ad-hoc only, no regular schedule at present
Test	Systems Integration and Testing Advisory Group (SITAG)	3	Oversee, review, consult and approved the MHHS Programme development and delivery of System Integration Test (SIT)	Closed attendance of Programme testing leads, constituency representatives, Ofgem, consumer representative, IPA	Mobilised	Ongoing	3 rd Wednesday of each month, 1000-1200
	Systems Integration Testing Working Group (SITWG)	4	Define the approach to SIT for the Programme, informing participants of the SIT they must carry out. SITWG will also cover the EWG and its role, to define requirements regarding the use of environments for the successful testing and delivery of the MHHS solution.	Open to all. Primarily SIT leads and SMEs	Mobilised	Ongoing	1 st Thursday of each month, 1400-1600

Overview for Level 2-4 Groups (2/2)

Workstream	Governance Group	L	Purpose	Attendees	Status	Timeframe	Schedule
Migration	Migration & Cutover Advisory Group (MCAG)	3	Govern and advise on all MHHS matters related to migration, transition and cutover.	Closed attendance of Programme migration leads, constituency representatives, Ofgem, consumer representative, IPA	Mobilised	Ongoing	4th Tuesday of each month, 1400-1600
	Migration Working Group (MWG)	4	Open forum defining the migration process taking industry into the new MHHS arrangements	Open to all. Primarily migration leads and SMEs	Mobilised	Ongoing	2nd Thursday of each month. 1400-1600
	Data Cleanse Working Group (DCWG)	4	Open forum to support the delivery of the data improvement activities set out within the Data Cleanse Plan, and monitor the progress being made by Programme Participants against the activities set out within the Data Cleanse Plan	Open to all. Primarily migration & data leads and SMEs	Mobilised	Ongoing	4th Thursday of each month, 10:00-12:00
	Transition and Operational Readiness Working Group (TORWG)	4	Open forum to act as a home for the discussion of all MHHS transition and operational readiness-related items going forwards.	Open to all. Primarily migration & data leads and SMEs	Mobilised	Ongoing	2nd Wednesday of each month. 1400-1600
Qualification	Qualification Advisory Group (QAG)	3	Govern and advise on all Qualification matters related to MHHS. This covers both Non-SIT LDSO qualification and Supplier and Agent Qualification.	Closed attendance of Programme and industry Code Body qualification leads, constituency representatives, Ofgem, consumer representative, IPA	Mobilised	Ongoing	3rd Thursday of each month, 1000-1200
	Qualification and E2E Sandbox Working Group (QWG)	4	Open forum run with industry Code Bodies for defining the approach to Qualification Testing including processes around how Participants will qualify under MHHS.	Open to all. Primarily qualification leads and SMEs	Mobilised	Ongoing	2nd Tuesday of each month, 1400-1530
Code	Cross Code Advisory Group (CCAG)	3	Central coordination, monitoring and management of regulations, Code changes and modifications under the MHHS Programme	Closed attendance of Programme and industry Code Body code drafting leads, constituency representatives, Ofgem, consumer representative, IPA	Mobilised	Ongoing	4th Wednesday of each month, 1000-1200
	Code Draft Working Group (CDWG)	4	Open forum responsible for drafting and review of code changes to reflect the baselined design. Recommends code changes to CCAG when complete	Open to all. Primarily code drafting leads from industry Code Bodies and participants code drafting / regulatory SMEs	Mobilised	Ongoing	2nd Tuesday of each month, 1000-1130

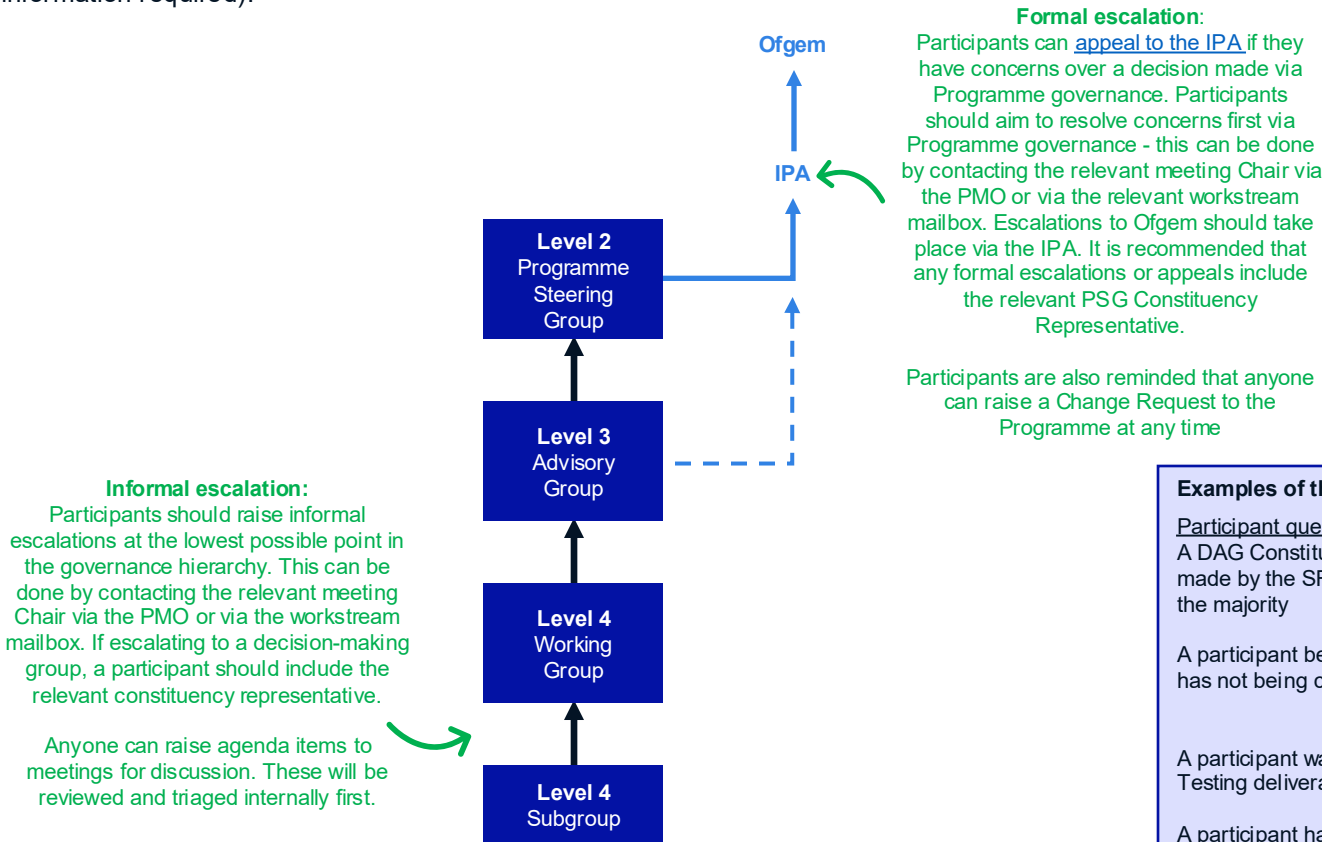
Monthly schedule by week of the month

Workstream	Week 1		Week 2		Week 3		Week 4	
Programme Steering	Programme Steering Group (PSG)	Weds, 1000-1230					Programme Steering Group (PSG) pre-meeting webinar	Thurs, 1130-1200
Design			Design Advisory Group (DAG)	Weds, 1000-1300				
Test								
	Systems Integration Test Working Group (SITWG)	Thurs, 1400-1600			System Integration & Testing Advisory Group (SITAG)	Weds, 1000-1200		
Migration			Transition and Operational Readiness Working Group (TORWG)	Weds, 1400-1600			Migration & Cutover Advisory Group (MCAG)	Tues, 1400-1600
			Migration Working Group (MWG)	Thurs, 1400-1600			Data Cleanse Working Group (DCWG)	Thurs, 1400-1600
Qualification			Qualification and E2E Sandbox Working Group (QWG)	Tues, 1400-1600	Qualification Advisory Group (QAG)	Thurs, 1000-1200		
Code			Code Draft Working Group 1 (CDWG)	Tues, 1000-1200			Cross Code Advisory Group (CCAG)	Weds, 1000-1200

MHHS query and escalation processes

Escalation process

Formal escalations relating to a decision made via Programme governance should be escalated to the next level of Programme governance or to the IPA. Informal escalations on items such as general activity or approach should be escalated to the lowest level of Programme governance for the relevant workstream. The governance structure should be used for all escalations and participants should avoid directing concerns to specific points of contact. When raising an escalation, participants should provide clear context, rationale and any impacts if no action is taken (the format of the Change Request form could be used as a guide for the information required).



Note: this process is separate to Ofgem decision-making escalation criteria

General queries

General queries can be directed to the relevant Programme workstream by email. Each workstream owns a mailbox. An update-to-date list of workstream email addresses is available on the Website and Collaboration Base.

If you do not know where to direct a query, the Programme Party Coordinator (PPC) team can happily help at PPC@mhhsprogramme.co.uk

Contact Us

Programme email addresses have been set up to support participants. To help triage as quickly as possible, please use the most suitable email address below:

PMO@mhhsprogramme.co.uk for business related queries relating to Programme meetings or planning, including dPMO.

Design@mhhsprogramme.co.uk for queries on Design documents, comments or meetings.

Testing@mhhsprogramme.co.uk for queries on Testing documents, comments or meetings.

Code@mhhsprogramme.co.uk for queries on the Code workstream or code-related documents or meetings.

Migration@mhhsprogramme.co.uk for any queries on Migration Design.

Sims.Ems@mhhsprogramme.co.uk for queries on Simulators & Emulators, the DIP Simulator demo or to join our Sims & Ems Show & Tell sessions.

SRO@mhhsprogramme.co.uk for correspondence or information on strategy, governance or the Programme as a whole.

Comms@mhhsprogramme.co.uk for queries on the MHHS website, The Clock, Design Newsletter or media relations.

Extract of 'Contact us' webpage

Examples of this in action:

Participant query

A DAG Constituency Representative believes a decision was made by the SRO at DAG without solid rationale and against the majority

A participant believes a significant activity required in SIT has not been considered by the Programme at the SITWG

A participant wants to know more detail about an upcoming Testing deliverable

A participant has proposals on how to improve the communications process for consultations

Appropriate action

The participant should escalate to the PSG Chair via the PMO and via their PSG Constituency Rep. If this does not resolve their concern, they should escalate to IPA.

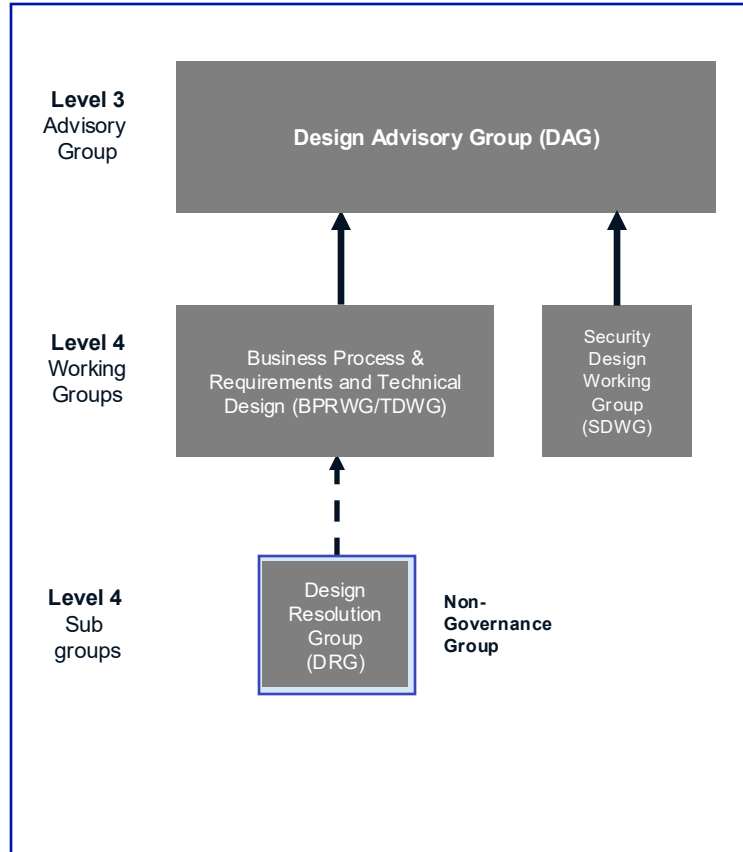
The participant should escalate to the SITAG by contacting their SITAG Constituency Rep and the SITAG meeting chair via the PMO and the workstream mailbox.

The participant should contact the Testing mailbox

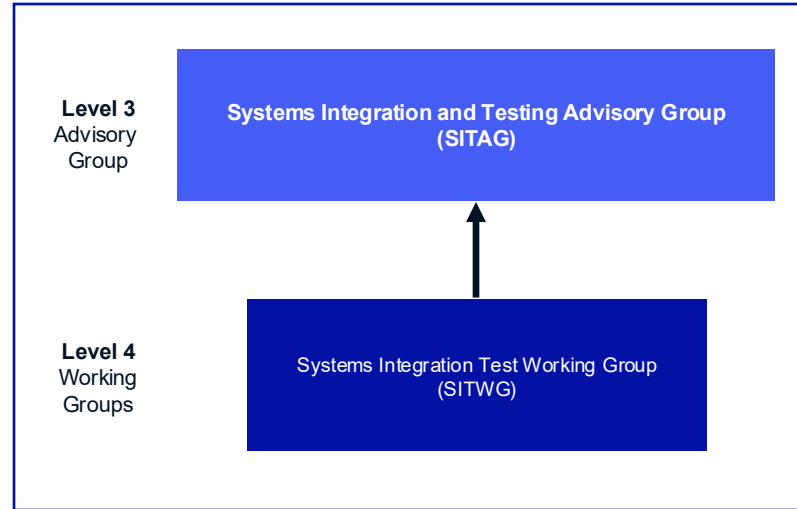
The participant should contact the PPC mailbox

Workstream structure

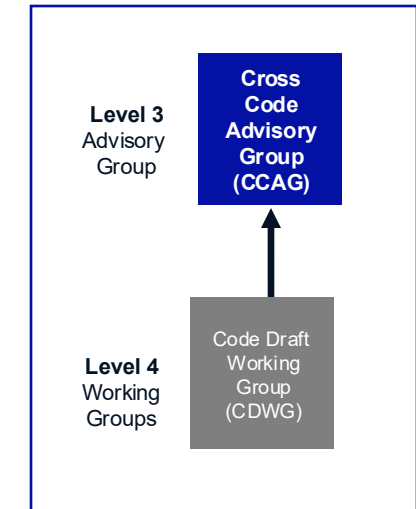
Design workstream



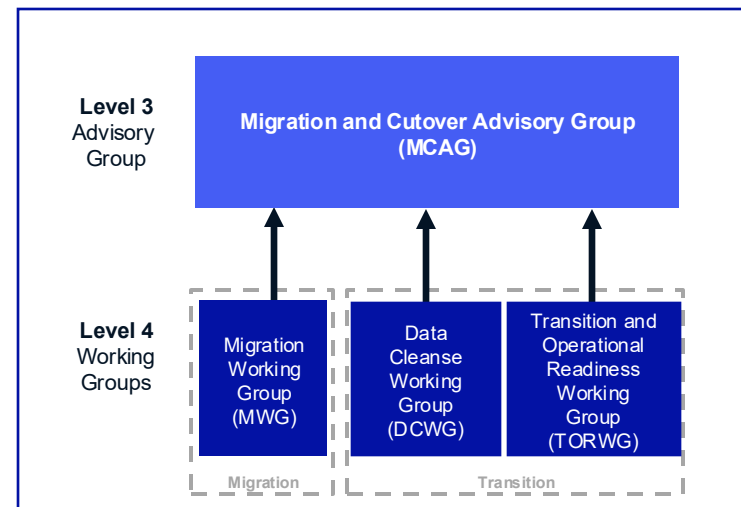
Test workstream



Code workstream



Migration workstream



Qualification workstream

