



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

MHHS Change Control Webinar #12

CR062 - 11 June 2025

Version 1.0

MHHS-DEL3831

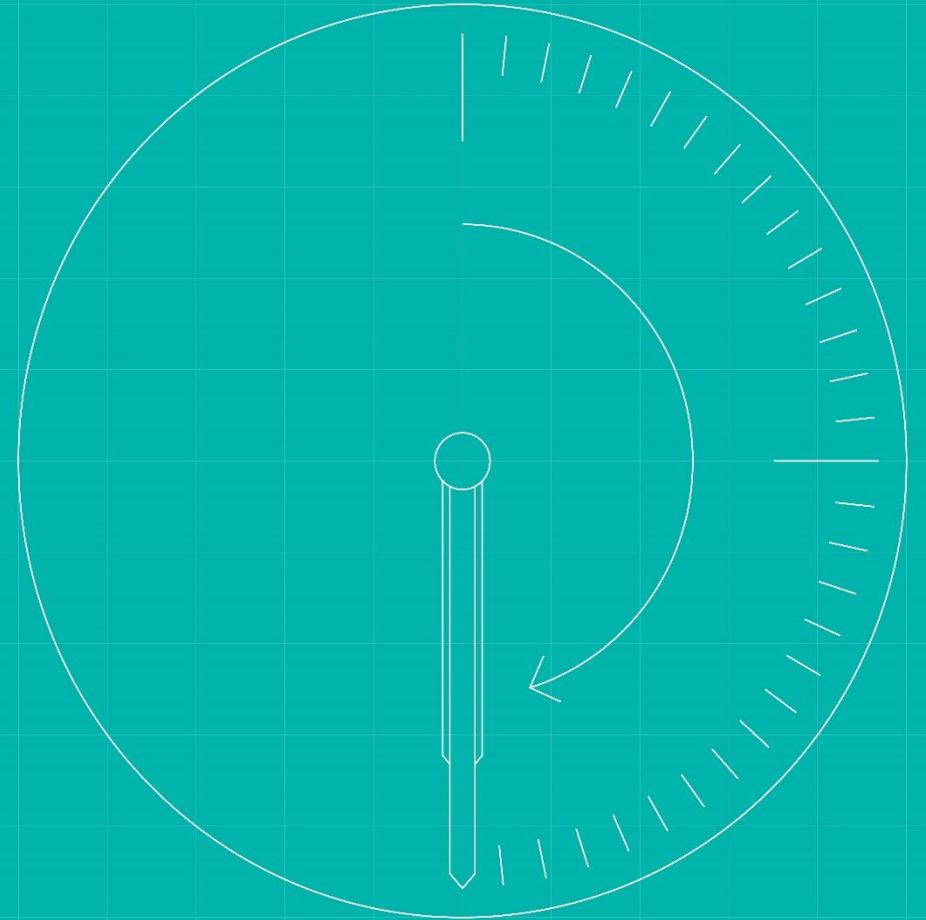
Document Classification: Public

Agenda

#	Item	Objective	Lead	Time	Page
1	Welcome		MHHS PMO	13.30 - 13.35 5 mins	1
2	Presentation of CR062	Issue Resolution Group (IRG) – MHHS Programme Governance Framework Update	Andrew Margan, MHHS Programme	13.35 – 13.50 15 mins	3
3	CR062 Q&A		All	13.50 – 14.00 10 mins	8

Presentation of CR062

Andrew Margan, MHHS Programme
15 mins



Issue Resolution Group (IRG) – MHHS Programme Governance Framework Update

Issue Statement:


- Under the current Programme Governance Framework, there is no specific governance group accountable and responsible for receiving and coordinating major issues which have a detrimental impact to Programme deliverables and/or timescales.
- For go-live (M10), if there is a major incident, which materially impacts Programme deliverables and/or timescales, a Programme group (Issue Resolution Group) is established, which is accountable and responsible for receiving and supporting/coordinating/determining issue resolution.

Description of Change:

- To enable the Issue Resolution governance group, the IRG Terms of Reference are to be added to the MHHS Programme Governance Framework
- As this change is an update to Programme Governance, it meets the Change Freeze criteria.

Target Date of Change and Next Steps:

- Target implementation is as soon as possible post approval, and 4 weeks before go live.
- Upon the completion of the industry Impact Assessment, a recommendation will be made by the Change Board to approve or reject the proposed change.



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Change Request Form

Change Request details

Change Request details			
Change Request Title	Issue Resolution Group (IRG) – MHHS Programme Governance Framework Update		
Change Request Number			
Originating Advisory / Working Group	Programme Steering Group (PSG)		
Risk/Issue reference			
Change Raiser	Andrew Margan	Date raised:	

For further guidance on how to complete this document please see the supporting **Change Request Form Guidance for Programme Participants**. The guidance will support raising a change and responding to a change request via Impact Assessment. The Change Raiser should consider sharing the draft Change Request form with impacted programme parties, prior to submission to PMO. The guidance, as well as other key documents are referenced below and can be found via the MHHS website.

Change Request to be read in conjunction with:
MHHS Change Request Form Guidance for Programme Participants
MHHS Change Control Approach
MHHS Governance Framework
Ofgem's MHHS Transition Timetable

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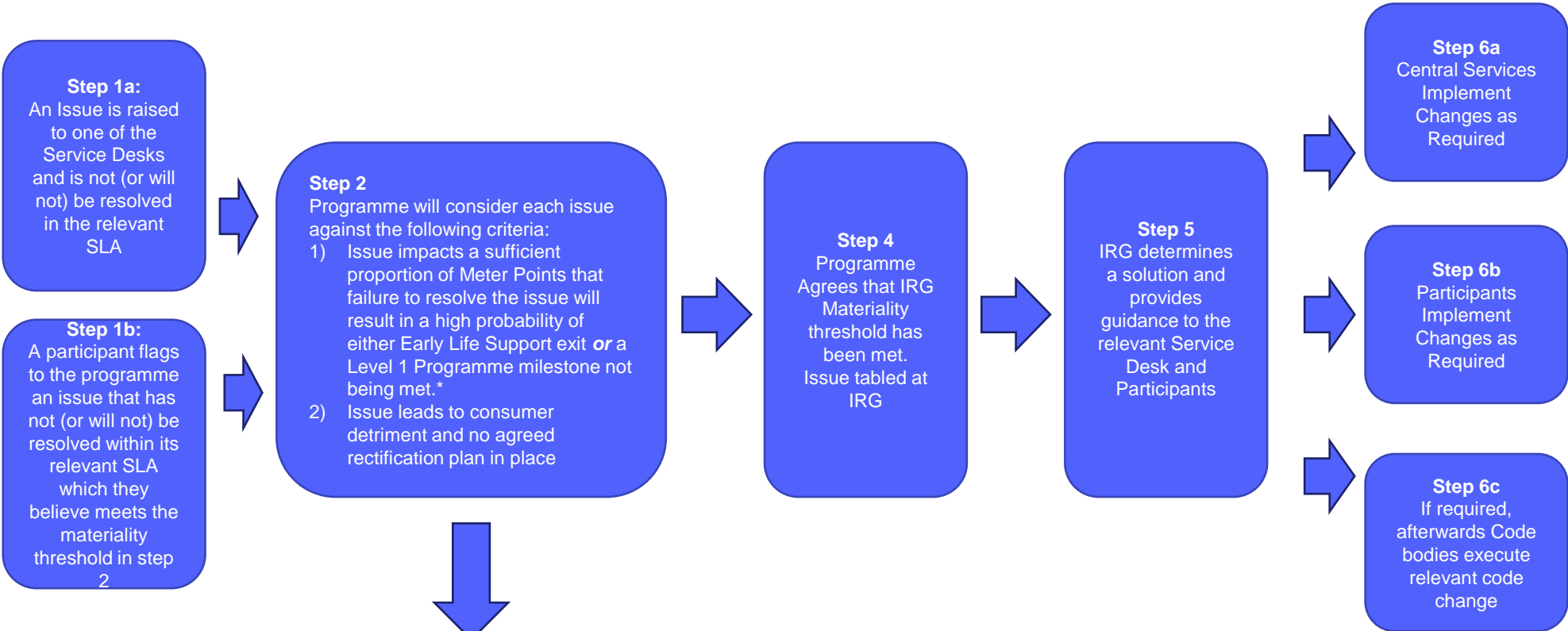
MHHS-DEL3808 CR062 Draft

Summary

Why	IRG is for exceptional crisis management, to expedite the resolution of high priority issues
Who	Programme and constituency representatives
When	Ad hoc stand up 24/7 - when an issue has exceeded service management resolution thresholds and is sufficiently material that a) The Exit Date for ELS is compromised or b) the migration schedule is compromised placing M15 at risk or issue leads to consumer detriment and no agreed rectification plan in place
How	Convenes to assess issue and if required develop/approve solution

Note: Service management will be operational and responsible for managing all incidents – IRG is not a substitute for service management

IRG Stand Up Process



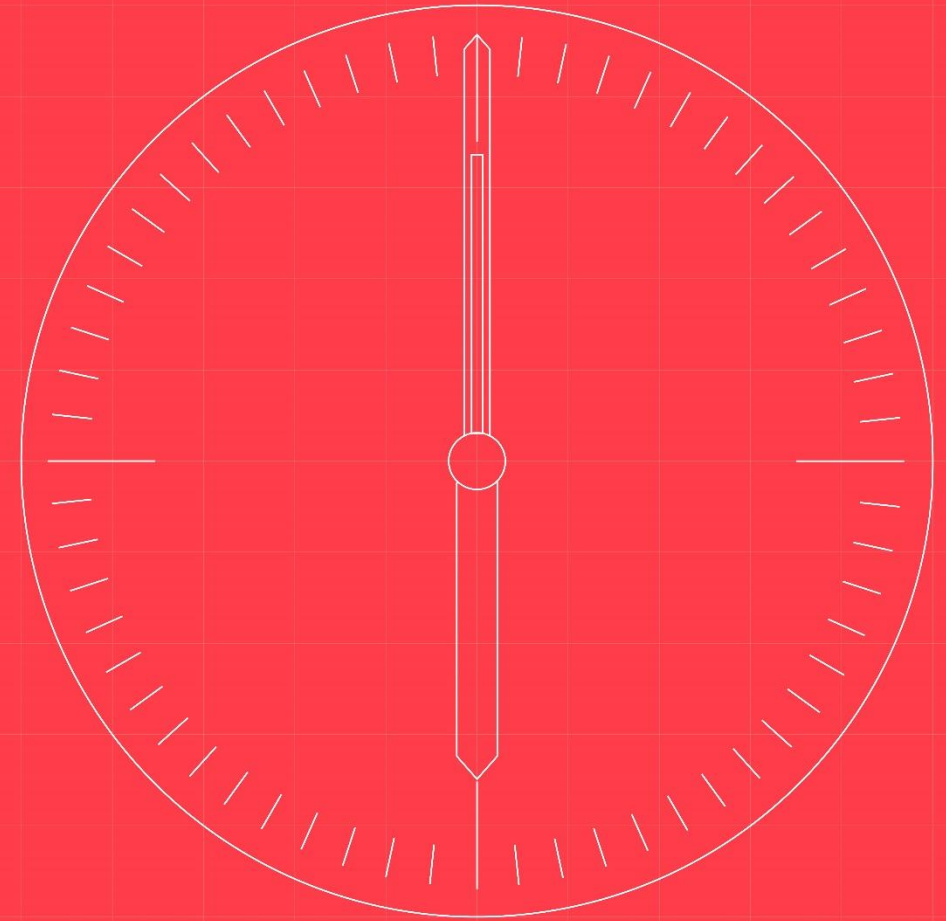
***This assessment will consider the number of Meter Points affected and time required to migrate post issue resolution relative to the associated milestone.**

For example; ELS requires circa 2.4M meter points to be migrated, an issue that blocks or impacts any element of the ELS exit criteria may impact a relatively small proportion of all MPANs with associated resolution timescales being critical given the ELS period is only 12 weeks, thus triggering IRG.

Post ELS an issue that might impact more MPANs may not be as critical and may not therefore reach the IRG threshold as there may significant time remaining ahead of M15. As the proximity of M15 changes the materiality assessment will change as there will be less time to resolve issues.

CR062 Q&A

*All
10 mins*



Thank you