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| Switching Programme Change Request Form |

**Part A – For the requestor to fill in**

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| **Change Requestor’s Details** |
| Name: Organisation: Email address: Telephone number: Please note that by default we will include the name and organisation of the Change Requestor in Switching Programme’s published Change Log. If you do not wish to be identified please tick this box [ ]  |

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| **Change Title**  |
| *<Please provide a one line summary of the change to be made>* |

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| **Change Summary**  |
| *<Please provide an explanation of the change to be made. Please include details of any dependencies and impacts of the change if known e.g. likely timescales and costs, should the change go ahead>* |

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| **Change considerations & viewpoint**  |
| *Please provide your considerations and views on change using information available to you and stakeholders you have engaged.* |
| **Priority assessment for Change Request**Choose an item. | < Please choose from the following options on the drop down list & justify your reason for this> |
| **Base reason for Change**Choose an item. | <Please choose from the following options on the drop down list & justify your reason for this> |

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| **Rating of Change implementation**Choose an item | < Please choose from the following options on the drop down list & justify your reason for this, rating from Very Low to High> |
| **“Do nothing” implications**  | <Describe & Quantify the impact upon stakeholders and/or programme if this Change is not approved> |
| **Potential stakeholders affected by the Change** | <Provide a list of stakeholders that could be impacted by the change> |
| **Alternative sought to reduce negative impact** | <Provide details of alternative solutions available> |
| **Identify any risks to the implementation of the Change**  | <Provide details of the risks> |
| **Specialists and/or stakeholders consulted**  | <Provide names and contact details of specialists/stakeholders consulted> |

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| **Justification for Change**  |
| *<Please provide your rationale for why the change is necessary and any consequences of not making the change> Please expand and comment on the following points:** *Background & context*
* *Impact of not approving the change*
* *How & why it is a benefit to industry as a whole*
* *How it benefits consumers*
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| **Programme Products affected by proposed change**  |
| *<Please outline which product(s) are expected to be impacted by the proposed change. You* ***must*** *include the relevant product version number(s) and publication date(s) here. If possible, can you please also identify which section(s) of the document(s) would need to be changed>* |

Please submit this completed form to the Ofgem Switching Programme PMO Team (SwitchingPMO@ofgem.gov.uk) with the subject as the Change Request number and title.

**Part B – For Ofgem Use Only**

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| **Change request No.** |  | **Date CR submitted** |  |
| **Change request status:** |  | **Current CR version:** |  |
| **Change Window:** |  | **Version date:** |  |
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| **Change Advisory Team (CAT) Lead:** | Name and organisation: |
| **Contact details:** | Email address:  |
| **PMO Lead:** | Name: -Ofgem |
| **Contact details:** | Email address: |

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| **Inital assessment/Triage**  |
| *Please provide a summary of the initial assessment, detailing any changes made by the Change Advisory Team (CAT) which includes Ofgem PMO, Design, Implementation, Alignment, Commercial, Regulatory and Security Workstream Leads and DCC.*  |
| **Design & Data Impact and resource input required for IA?**  |
| **Implementation Impact (including impacts to industry readiness, procurement timelines and the Programme Plan) and resource input required for IA?**  |
| **Alignment Impact and resource input required for IA?**  |
| **Commercial/Procurement Impact and resource input required for IA?** |
| **Regulatory Impact and resource input required for IA?** |
| **Security Impact and resource input required for IA?** |
| **Confirm Programme Products impacted by the change request?** |
| **Major or Minor Change?**  | [Assessment of effort to complete IA, FTE impact for implementation of change or assessment of consequential impacts]  |

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| **Change Process Route** | <Urgent or Standard>  |
| **Change Window** | <Could be revised based on IA effort>  |
| **To be submitted to the Design Forum on:**  | <Paper Date><Date of Design Forum> |
| **Approval Authority:** | <Programme Manager, Programme Director, SRO, Chair - Design Authority, Security Board> |
| **Target Change Decision Date:** | <Date of Approval Authority meeting> |
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| **Checked for completeness (Name & Role): Date:** |

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| **Impact Assessment**  |
| *<Insert/embed a summary of overall impacts resulting from the change, for example industry/consumer costs and benefits etc.* *Ensure coverage of Benefits - what will be achieved by making the change, who do those benefits accrue to; Costs - what sort of cost will be imposed as a result of the change, who will those costs fall to, what impact does that have on the programme business case, is there a clear cost benefit equation?>* |
| **Checked for completeness (Name & Role): Date:** |

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| **Impact Assessment – Industry cost** |
| *<Insert/embed the details of industry costs/benefits resulting from this change, including details of costs impacts if the change is not made. Does the change significantly divert industry resource away from established plans.>*  |
| **Checked for completeness (Name & Role): Date:** |

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| **Impact Assessment – Resource Effort**  |
| *<Insert/embed the resource costs in £ or FTE required to enact the change e.g. update documents etc. Covering - Who will bear the costs of making the change? Is resource available to do the work on the required timescales? Does the change significantly divert resource in the programme away from established plans.>*  |
| **Checked for completeness (Name & Role): Date:** |

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| **Impact Assessment – Programme**  |
| *<Insert/embed the assessment of impacts against the Programme’s Outline Business Case (OBC), especially taking account of any benefits to external parties.>*  |
| **Checked for completeness (Name & Role): Date:** |

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| **Impact Assessment –Programme Design & Architectural Principles** |
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| **Design Principle** | **Description** | **RAG Status & Summary** |
| **Impact on Consumers** |
| 1 Reliability for customers | All switches should occur at the time agreed between the customer and their new supplier. The new arrangements should facilitate complete and accurate communication and billing with customers. Any errors in the switching process should be minimised and where they do occur, the issue should be resolved quickly and with the minimum of effort from the customer. The customer should be alerted in a timely manner if any issues arise that will impact on their switching experience. |  |
| 2 Speed for customers | Customers should be able to choose when they switch. The arrangements should enable fast switching, consistent with protecting and empowering customers currently and as their expectations evolve.  |  |
| 3 Customer Coverage | Any differences in customer access to a quick, easy and reliable switching process should be minimised and justified against the other Design Principles.  |  |
| 4 Switching Experience | Customers should be able to have confidence in the switching process. The process should meet or exceed expectations, be simple and intuitive for customers and encourage engagement in the market. Once a customer has chosen a new supplier, the switching process should require the minimum of effort from the customer. The customer should be informed of the progress of the switch in a timely manner.  |  |
| **Impact on Market Participants** |
| 5 Competition | The new supply point register and switching arrangements should support and promote effective competition between market participants. Where possible, processes should be harmonised between the gas and electricity markets and the success of the switching process should not be dependent on the incumbent supplier or its agents.  |  |
| 6 Design – simplicity | The new supply point register and arrangements should be as simple as possible.  |  |
| 7 Design – robustness | The end-to-end solution should be technically robust and integrate efficiently with other related systems. It should be clearly documented, with effective governance. The new arrangements should proactively identify and resolve impediments to meeting consumers’ and industry requirements. These arrangements should be secure and protect the privacy of personal data.  |  |
| 8 Design – flexibility | The new arrangements should be capable of efficiently adapting to future requirements and accommodating the needs of new business models.  |  |
| **Impact on Delivery, Costs and Risks** |
| 9 Solution cost/benefit | The new arrangements should be designed and implemented so as to maximise the net benefits for customers.  |  |
| 10 Implementation | The plan for delivery should be robust, and provide a high degree of confidence, taking into account risks and issues. It should have clear and appropriate allocation of roles and responsibilities and effective governance.  |  |

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| **Architectural Principle** | **Description** | **RAG Status & Summary** |
| 1 Secure by default & design  | All risks documented & managed to within the tolerance defined by the organisation or accepted by the Senior Risk Owner |  |
| 2 Future Proof Design | Common design approaches will better enable designs to support future developments e.g. A mechanism for achieving non-repudiation |  |
| 3 Standards Adoption | Adopt appropriate standards for products, services or processes.e.g. ISO/IEC 11179 for data definition |  |
| 4 One Architecture | One single definitive architecture prevails |  |
| 5 Data is an asset | Data is an asset that has value to the enterprise and is managed accordingly  |  |
| 6 Data is shared & accessible | Users have access to the data necessary to perform their duties; therefore, data is shared across enterprise functions and departments. |  |
| 7 Common vocabulary & data definitions | Data is defined consistently throughout the enterprise, the definitions being understandable and available to all users. |  |
| 8 Requirements-based change | Only in response to business needs are changes to applications and technology made. E.g. only industry arrangements affecting switching will be impacted. |  |
| 9 Quality Characteristics | Maintain a comprehensive set of quality characteristics by which to gauge the completeness of requirements for Applications and Services. |  |

**Summary: -**  |
| **Checked for completeness (Name & Role): Date:** |

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| **Impact Assessment – Data cleansing / migration**  |
| *<Insert/embed the assessment of impacts in relation to planned data migration or cleansing activities.>*  |
| **Checked for completeness (Name & Role): Date:** |

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| **Impact Assessment – Programme Plan**  |
| *<Insert/embed the assessment of impacts against the Programme Plan. Ensure coverage of what the change does to programme timelines, taking into account impact on the procurement process, parties’ implementation activities, testing or diversion of programme resources? Is the change necessary for go-live?>*  |
| **Checked for completeness (Name & Role): Date:** |

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| **Impact Assessment – Security**  |
| *<Insert/embed the assessment of impacts against the Programme’s Security Strategy and baselined security products.>*  |
| **Checked for completeness (Name & Role): Date:** |

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| **Programme Recommendation** |
| *<Insert the Programme’s recommendation for decision, note this could be a minded to decision in advance of Design Forum>*  |
| **Checked for completeness (Name & Role): Date:** |

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| **Change Request Decision** |
| *<Insert the decision of the Approval Authority together with any conditions of the approval>*  |
| **Changed Approved: Yes / No****Decision Maker (Name & Role):** **Date:**  |

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| **Next Steps** |
| *<If the change is approved, insert a summary of next steps here including which products are to be updated as a result of this CR and details of any stakeholder engagement required. Complete the table below detailing agreed timescales for product update, review & approval>* |
| ***If Change Request is approved:-*** | **Role** | **Date** |
| **Products updates to be completed by:**  |  |  |
| **Ofgem review dates:** |  |  |
| **Product approval to be completed by:** |  |  |