

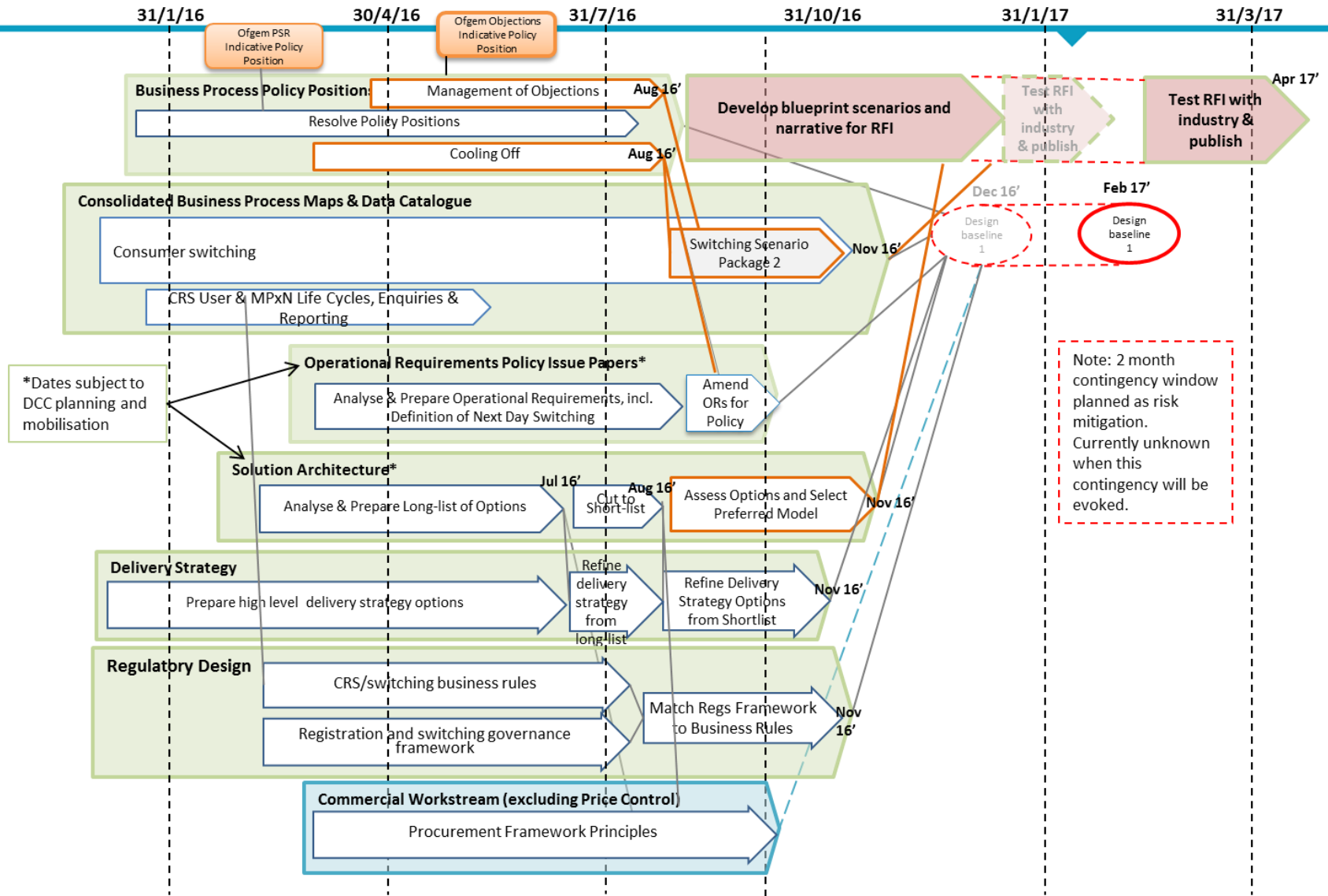
External Design Advisory Group

Meeting 3

15 March 2016

ofgem

Lunch	12:00 to 12:15
Welcome, introductions and lunch	12:15 to 12:30
Minutes and actions	12:30 to 12:45
Updated programme plan and highlight report	12:45 to 13:15
Policy issues for EDAG review	
• Scenario 1 switching case (Level 1 to 3) – Business Process Design Workstream	13:15 to 13:45
• Scenario 2 switching case (Level 1 to 3) – Business Process Design Workstream	13:45 to 14:15
Any other business	14:15 to 14:30



QUERY MANAGEMENT

Product purpose

- To provide a query management process that:
 - Tells stakeholders how queries will be managed by Ofgem
 - Provides transparency on material queries

In scope

- Programme-wide query log
- Queries from any party on the worksgroups, programme management or governance
- Cross-workstream issues, which do not fit within workstream specific logs

Out of scope

- Not a programme risks and issues log (separate log for risks and issues)
- Not a workstream query management tool (specific queries generated within workstreams are expected to be managed without the need to be logged centrally)

A query is defined as any of the following

- A request for clarity on an aspect of documentation produced by the programme.
- A comment on any aspect of documentation produced by the programme.
- A question about programme management or governance.
- A cross workstream issue arising from a Design Team, User Group or EDAG meeting, which, if it was held solely on a workstream-specific issues log would inhibit transparency.
- A risk or an issue that the Query Raiser thinks should be considered by the programme.

Transparency

- Material queries will be placed on an external facing Query Management Log on Ofgem's website
- The Query Management Log will be reviewed weekly and an updated version will be published each Friday to provide transparency to the Query Raiser and other stakeholders.
- Parties will then be able to view the actions taken that week, comments on progress or status changes to a query.

Query Management Manual

- Sets out the processes for raising and logging a query
- Will be available on Ofgem's website

Query Reporting Template

- Provides Ofgem with enough information to identify a query and resolve it
- A form for the Query Raiser to raise queries
- A downloadable Excel file will be available on Ofgem's website
- To be emailed by the Query Raiser to switchingprogramme@ofgem.gov.uk
- Query Raiser to receive acknowledgement upon submission

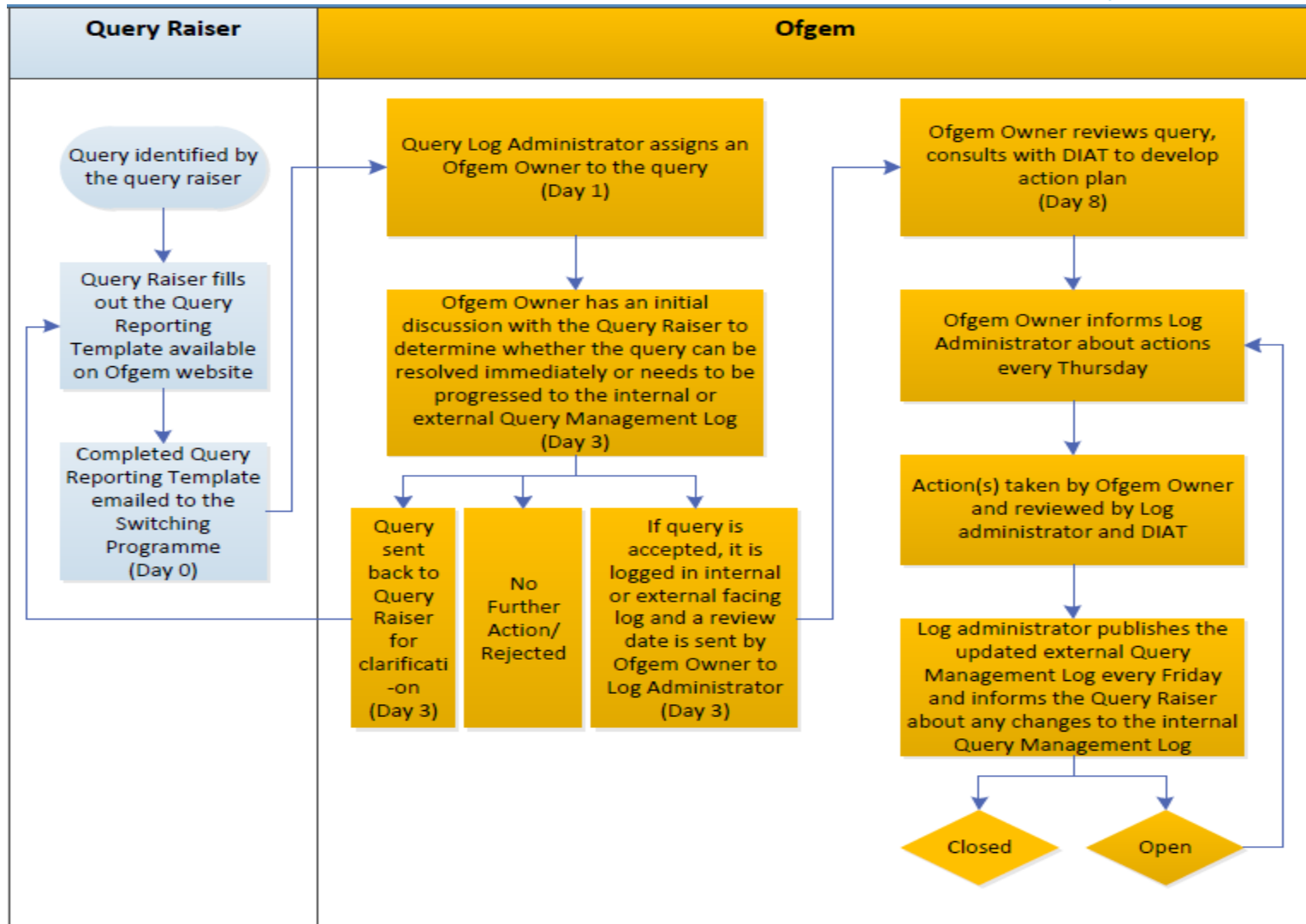
The Query Raiser must complete all relevant sections of the template

- Mandatory sections include
 - Issue title and description
 - Date, contact details, Query Raiser's name and organization
- Ofgem will send queries back if more information is required (eg a data item is incomplete or the content is unclear)
- Ofgem will reject a query if it is a duplicate or it is factually inaccurate

Queries will not be added to the external facing Query Management Log if:

- The query has low materiality and there is low benefit in socialising the response
- The query is rejected on the basis that it is factually incorrect
- The query has been sent back
- The query has been rejected

Query Management Process



AOB

- Next EDAG meeting – 18 April (**13:00 to 17:00**)
- Draft agenda
 - Programme plan
 - Highlight report
 - Policy issues
 - CRS User Lifecycle
 - MPxN Lifecycle
 - Advanced registration
- Further EDAG meeting scheduled for 24 May (**12:00 to 17:00**)