

External Design Advisory Group

Meeting 10

15 Sep 2016

ofgem

Welcome and introductions	13:00 to 13:10
Review of actions	13:10 to 13:20
Work Package 2	13:20 to 13:40
CRS Management of Supplier of Last Resort Event	13:40 to 14:00
Need for Customer Differentiation in CRS	14:00 to 14:30
Operational Requirements	14:30 to 14:50
Testing strategy	14:50 to 15:30
Post Implementation Strategy	15:30 to 16:10
Any other business	16:10 to 16:15

Operational requirements (Service Availability/Incident Helpdesk) discussion document

Summary

Gavin Critchley

A 'living' document discussing the need for increased availability of market participant systems, and presenting options for incident helpdesk support

Operational requirements is an umbrella term covering the expected need to increase the availability of many market participants switch related systems, as well as offering potential incident help desk models applicable to the various architecture options.

Service availability

- Systems current operate in line with existing market requirements
- Changes needed to core processes to allow next day to be achieved
- Need to eliminate lags and delays in data availability, particularly in the enquiry systems
- Recommendation to move towards 24/7 x365, and real time processing

Incident help desk

- Acknowledged that most participants currently have help desks that deal with multiple enquiries
- Suggests that a central help desk should be implemented when a CRS is delivered
- Offers independence and transparency for consumers
- No recommendation at this point, suggest to continue to discuss and evolve

Many thanks to those who have reviewed the document and offered comments and suggestions

AOB

- Next EDAG meeting – 13 October (**12:00 to 16:00**)
- Draft agenda

Policy issues – for review before submission to DA

- Interactions with smart metering
 - Solution architecture options for RFI
 - Transition strategy
 - Data conversion and migration approach
 - Data cleanse strategy
 - Systems integration strategy
 - DCC Business Case
 - Margin and Incentives Direction
- Further EDAG meeting scheduled for 21 November (**12:00 to 17:00**)
- Policy issues – for review
- Governance & Assurance strategy
 - Procurement Framework
 - Registration and switching governance framework

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