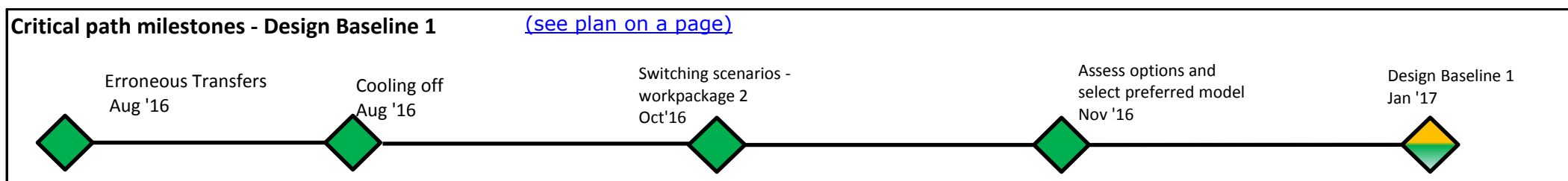| External Design Advisory Group - Monthly Highlight Report	Date report updated	08-Sep-16	ofgem

Upcoming Key deliverables	1. WP2, Mapping Of Legacy Systems, Solution Architecture Options for RFI, Transition Strategy, Data Conversion & Migration, Data Cleanse Strategy, System Integration Strategy, Procurement Framework, DCC Business Case & Margin & Incentives Direction **User Group Review Sep '16**	2. WP2, SoLR Paper, Domestic/Non Domestic, Service Availability & Helpdesk, Post Implementation Strategy & Testing Strategy **for EDAG Review Sep '16**	3. WP2, Service Availability and Helpdesk, and Post Implementation Strategy and Testing Strategy to be approved **by Design Authority Sep '16**	4. Completion of Work Package 2 (policy overlay on processes) **Oct '16** 5. EDAG review and completion of Regulatory Design Framework **Nov '16**
Deliverables achieved since last reporting period	**DA 11 August 16** - WP1, Cooling Off and Agent Appointments baselined	**DA 31 August 16** - Solution Architecture Shortlist, Erroneous Transfers and CRS & MIS User Lifecyles baselined		

Critical path milestones - Design Baseline 1   (see plan on a page)

Erroneous Transfers Aug '16 — Cooling off Aug '16 — Switching scenarios - workpackage 2 Oct'16 — Assess options and select preferred model Nov '16 — Design Baseline 1 Jan '17

Programme Progress update

Overall
* Programme is progressing to plan with 14 products now baselined by Design Authority.
* Third Programme delivery group (SPDG) on 31 August.
* Third Senior Stakeholder (Steering Group) meeting scheduled for 06 October.

Design Authority
* The meeting on 11 August considered Work Package 1, Agent Appointments and Cooling Off.
* The meeting on 31 August considered CRS and MIS User Lifecycles (MIS Enquiries), Erroneous Transfers and Solution Architecture Scoping Options (shortlist).

Business process design workstream
* WP1 has been approved.
* Shortlisting of Solution Architecture options has been completed and was presented to the User Group and EDAG in August.
* Further consideration has taken place of domestic/ non-domestic CRS functionality, ETs and the outcome of industry review of Solution Architecture Scoping Options.

Regulatory Design workstream
* Product 1 (existing regulatory requirements) and Product 2 (Roles & Responsibilities) are both complete.
* The RDT is continuing work on Product 3 (Governance arrangements) taking on board the input of the User Group.
* RDT are in the process of carrying out the assessment of the long list of options. A shortlist of governance options will be presented to the User Group for approval in October and will also be presented to the Programme Board for information.
* Work has commenced on Product 4 (Business Rules) and the RDT have begun to map the codes that may be impacted to the BPD 'happy path'.

Delivery Strategy workstream
• The Governance and Assurance work package was due to be presented at September's EDAG and August's User Group. It was removed to ensure that the options presented are compatible with decisions made by the Programme Board.
• Other work packages are on track, including the Testing and Post Implementation workpackages, which are presented at today's EDAG.
• User Group on 30 August approved the near-final versions of the Testing and Post-Implementation products. Next User Group on 29 Sept will discuss near-final versions of remaining products.

Commercial workstream
* Summary of DCC Business Case presented to Programme Board on 30 August. Procurement Framework also discussed at Programme Board, with incentives being used as a primary method of accountability.
* It is anticipated that the DCC Business Case will be received by 12 September, subject to DCC board sign off on 09 September.
* Next User Group on 29 September where the DCC Business Case, Procurement Framework and Margin and Incentives Direction will be reviewed.

External Dependencies to programme
* Priority Services Register Review - dependency being actively managed.
* CMA remedies - dependency being actively managed.

Design Decisions	(see Design Authority Decision Log for more information)
Decisions Made (last reporting period)	**Decisions Due (next reporting period)**
Business Process Design - WP1 - Cooling Off - Agent Appointments - Solution Architecture Shortlist - Erroneous Transfers - CRS and MIS User Lifecyles	**All Business Process Design** - WP2 - Service Availability and Helpdesk **All Delivery Strategy** - Testing Strategy - Post Implementation Strategy - Transition Strategy (Oct 16) - Governance and Assurance Strategy (Oct 16) - Data Conversion and Migration Approach (Oct 16) - Data Cleanse Strategy (Oct 16) - System Integration Strategy (Oct 16)

Top delivery risks and issues				
Risk/issue	Current RAG	Previous RAG	**Mitigating actions**	**For information, action or advice sought from EDAG**
I03. There is a concern that the programme does not have the required capabilites to successfully deliver. For example limited 'out of industry' expertise or challenge; limited experience in Ofgem of delivering large-scale IT-enabled change.	🟩	🟧	1) PwC resource (via DCC) now in place and providing 'out of industry' challenge on products. 2) Ofgem to bring examples to future EDAG meetings	For information
R01. Industry are concerned about the timing of RFI due to the number of other information requests at end of year. There is a risk that Industry will not respond to the programme's RFI as required and that the information the programme receives to inform the cost benefit analysis is of poor quality or incomplete.	🟧	🟧	1) RFI to be issued Jan 17 as detailed in plan shared with industry (not calling on contingency) 2) Programme team to work with other stakeholders, where possible, to coordinate timing of RFIs - **ongoing** 3) RFI approach to be shared with recipients in advance to enable resource planning - **Oct/Nov '16**	Information on expected RFIs in 2016 and 2017, including timing and originators
R02. Risk that products require multiple reviews/approval cycles which will impact on timely delivery	🟧	🟧	1) Stakeholder management through review cycles - **Ongoing** 2) Engagement from Design and Impact Assessment Team - **Ongoing** 3) 2 months contingency planned in programme plan for DB1	For information
R03. There is a risk that the external dependencies are delayed which could delay the ability of the Programme to define switching processes in Baseline 1. This would have an impact on timely delivery.	🟧	🟧	1)Engage with policy teams on PSR and CMA 2)Undertake work based on policy assumption and accept risk of wasted work	For information
R04. There is a risk that the CMA remedies could impact on the timely delivery of our programme, particulary the regulatory design products	🟧	🟧	1)The regulatory design team are engaged with Ofgem Remedies team and are working together to understand impact of remedies on switching programme of work. **Ongoing**	For information