# PNSG Meeting Minutes

## 1.1. Purpose

The purpose of this document is to capture details of the Project Nexus Steering Group meeting in order facilitate wider sharing of information and confirmation and follow up of actions.

## 1.2. Meeting Details

| Meeting Name: | Project Nexus Steering Group (Interim) |
|---|---|
| Meeting Date: | 06 Apr 17 |
| Meeting Time: | 09:30 am – 11:30 am |
| Meeting Format/Location: | Ofgem, F2F and Webex |
| Chaired by: | Rob Salter-Church |
| Minutes recorded by: | PwC |

## 1.3. Meeting Attendees

| Group | Company | Representatives | Company | Representatives |
|---|---|---|---|---|
| 6 Largest Suppliers | Scottish Power | Angela Love | Ofgem | Rob Salter-Church Nicola Garland |
| | SSE | Mark Carlin | | |
| Challenger | Utilita | Alison Russell | PwC | Gill Williams Steve Mullins Richard Shilton Andy Sinclair Alison Cross Brett McGowan |
| | Flow Energy | Robert Cameron-Higgs | | |
| GT | SGN | Steve Simmons | | |
| I&C | ICoSS Group | Gareth Evans (webex) | Xoserve | Lee Foster Paul Toolan Steve Nunnington |
| iGT | Brookfield's Utility | Mike Harding | Baringa | Matthew Adams |

## 1.4. Meeting Agenda

1. Agenda and Opening Remarks
2. PNSG Ways of Working
3. Programme Summary and Risk Landscape
4. Decision: IDR3 Entry
5. MT Regression Update
6. Post Go Live Plan Development
7. GONG Update
8. PNSG Actions
9. AOB
10. Confirmatory PNSG call commentary from 10 Apr 17

## 1.5. Decision Log

| Decision # | Pillar/ Milestone | Decision | Decision Owner | Status | Target Date |
|---|---|---|---|---|---|
| D027 | Transition | **IDR3 Entry Decision**<br><br>IDR3 is planned to start on 10 Apr 17.<br><br>The PNSG is asked to approve the entry to IDR3 on the basis of the information presented in and appended to this report.<br><br>This approval will be subject to a final checkpoint on 10 Apr 17. | PNSG | Closed | 06 Apr 17 |
| Status: | | IDR3 Entry was endorsed subject to the following caveat:<br><br>  1.  The progress of the remaining P2 defects identified during IDR2 is to be presented to the PNSG on 10 Apr 17 for final review. | | | |

## 1.6. Actions arising from the meeting on 06 Apr 17

| Action # | Pillar/ Milestone | Action | Action Owner | Status | Date Raised | Due Date |
|---|---|---|---|---|---|---|
| A254 | Post Go Live | Xoserve are to provide relevant Market Participants with the business continuity plans for Commodity Invoicing. | Xoserve | Open | 06 Apr 17 | 21 Apr 17 |
| A255 | Transition | Baringa are to include a review of all IDR2 recommendations within their IDR3 exit report to confirm they have been satisfactorily addressed. | Baringa | Open | 06 Apr 17 | 08 May 17 |
| A256 | Post Go Live | Xoserve are to identify how best to utilise RIAG to help with development and review of the Post Go Live milestones and make a request to Ofgem for agenda time and/or additional RIAG meetings. | Xoserve | Open | 06 Apr 17 | 20 Apr 17 |
| A257 | GONG | Baringa are to highlight the position of Xoserve's resourcing resilience in the G3 assurance report of Xoserve. | Baringa | Open | 06 Apr 17 | 20 Apr 17 |
| A258 | Post Go Live | Xoserve are to consider how best to bring the DSC members up to speed with the Nexus programme. | Xoserve | Open | 06 Apr | 21 Apr 17 |

| A259 | Market Trials | Xoserve are to walk through, with a PNSG representative, the defect reporting methodologies in the defect report and the PNSG report. | Xoserve | Open | 06 Apr 17 | 13 Apr 17 |

## *1.7. Meeting Minutes*

### Item 1:    Opening remarks and approval of minutes

1. Rob Salter-Church (Ofgem) opened the PNSG by welcoming attendees and noting the main focus of the meeting would be the decision to exit IDR2 and enter IDR3.

2. Comments from one attendee were received on the 22 Mar 17 set of meeting minutes. The comments have been addressed and these were taken as approved. The minutes will be posted on the Ofgem website:

   https://www.ofgem.gov.uk/gas/retail-market/market-review-and-reform/project-nexus

### Item 2:    PNSG Ways of Working

3. Rob Salter-Church outlined the approach to reporting and decision-making in the run up to the GONG decision (slides 3-5) noting;

   - Every effort will be made to ensure reports are issued in a timely manner but the nature of a fast changing programme may mean that a small portion of the information may not be available at the reporting deadlines and therefore may need to be updated at short notice.
   - Reporting will ensure a focus on the material issues and clearly highlight where there are any changes or new information.
   - Attendees must recognise that information cannot ever be guaranteed to be fully complete or perfect and decisions will have to be made on the balance of risks.
   - The rehearsal of the GONG decision on 13 Apr 17 will help to mitigate this issue as it will give PNSG members an opportunity to become familiar with the information that will be used to make the GONG decision. This will provide the opportunity to engage with constituents in advance. Attendance at this meeting is strongly encouraged.
   - Continuity of attendees is important at this stage to avoid repetition of discussions and to ensure that representatives are prepared for the final GONG decision.

| Question | Response |
| --- | --- |
| 1.    Could reports be issued during normal working hours? Reports that come out very late in the day make engagement with constituents even more difficult. | The aim is to issue reports as early as possible but this has to be balanced with getting the most up-to-date information and ensuring that the quality of the information sent to PNSG is at a high standard. Consideration will be given to the possibility of sending out the packs in stages. However, as we are moving towards a single Go Live decision, the supporting |

| | documentation, must be reviewed as a whole. |
|---|---|
| | |

## Item 3:     Programme Summary and Risk Landscape

4.  Steve Mullins (PwC) provided an overview of the programme summary and risk landscape (slides 6 - 8) noting;

- The overall programme outlook has improved, reflected by the change from Amber to an Amber / Green status.
- Market trials status has improved, the primary reason for this is the end of Market Trials Regression. There are 37 remaining test lines, which is a good achievement given the starting point was 1,800.
- Data status has improved.  There were previously two key areas of concern on data;
    - **In Flights**: The In Flights testing during IDR2 performed well with only low level of fallout.
    - **iGT data inconsistencies**: Confidence that the iGT data matter is reaching a manageable level is improving due to two mini-DMG meetings on the issue.
- The Transition pillar status remains Amber. This will improve to Amber / Green if the PNSG later agrees to entering IDR3. IDR2 execution was completed in the required time frame and quality of data loads was good. Communication to the PNSG and the wider industry worked well and will be further tested in IDR3.
- The GONG pillar status remains Amber / Green. The analysis of the G2 submission has shown a change from G1 as issues now are more focussed around individual participants rather than industry wide issues.
- As this is the first report to include the Post Go Live pillar, there is not yet a RAG status. Further details on the Post Go Live pillar will be covered later in the meeting.

| Question | Response |
|---|---|
| 2.        There appears to be a lot of workarounds, whilst each one may be low risk, is there confidence that the cumulative effect of so many workaround does not put the integrity of the solution at risk? Where is this captured on the risk landscape? | This issue is captured as part of the Post Go Live risk landscape but consideration will be given to whether there should be a specific risk on this in the RAID log.

There are no major workarounds and each one goes through a consistent, robust process before sign off. Operational readiness workshops are stepping through manual processes for each workaround. They are also being looked at holistically within Xoserve to ensure the appropriate capability and headcount are available.  Xoserve has confirmed that they are able to support the cumulative total of the 21 approved workarounds + 26 workarounds that are currently under assessment.

It is an issue that will continue to be monitored up to Go Live and beyond. When the RAID log for the programme is closed it will be handed over to the appropriate Post Go Live governance group who will continue to monitor this and other |

| | Post Go Live risks. |
|---|---|
| 3.     Is there a comprehensive list of all the workarounds? | All the approved workarounds are published on the Xoserve library. http://www.xoserve.com/index.php/our-change-programme/uk-link-programme/uk-link-programme-workstream-updates/market-trials-pt1/ |
| 4.     How long will the workarounds be in place and will they be picked up by a Performance Assurance function Post Go Live? | These are all questions that are being considered by Xoserve and the cross-industry working group that are meeting today (06 Apr 17) and in the coming weeks.<br><br>Xoserve are mindful that some workaround have implications for Market Participants and there is a current process for the consultation and approval of workarounds through the MTWG. |
| 5.     Some constituents are concerned that they have not yet seen business continuity plans for commodity invoices. This will mean there is much not time to review them, when will these be forthcoming? | Xoserve will take an action on this issue. |
| 6.     Will the industry be involved in future release management to ensure that Xoserve's release plans need to align with industry's plans? | This will be taken into account as part of the Post Go Live planning, this includes engaging with the DSC change committee. |

## Item 4:    IDR3 Entry Decision

5. Rob Salter-Church summarised the key input for the IDR3 decision and Ofgem's indicative decision (slides 9 and 10) noting;

- There are three key decisions ahead of the final GONG decision. The decision to exit Market Trials with caveats was made at the last PNSG (22 Mar 17). The decision for this meeting is a combined decision of exiting IDR2 and entry to IDR3.
    o    Ofgem's indicative decision to agree to exit IDR2 and enter IDR3 was based on exit criteria for IDR2 and the entry criteria for IDR3, as well as the detailed reports from Xoserve and Baringa that are included in and circulated with the PNSG pack. In reflecting on the success of IDR2, Ofgem also noted five key area where significant progress has been made through IDR2 to build industry confidence, which are reflected in the PNSG slides.

6. Lee Foster (Xoserve) and Matt Adams (Baringa) summarised the IDR2 and IDR3 reports (slide 11-23) noting;

- Overall the 23 day plan was successful, all major milestones including the rehearsal PNID date were achieved on time.
- The catch up process was completed within the 96 hour window with 10 hours to spare (over 10%). This was despite some minor issues.

- Some data defects have arisen and the process to resolve these was well managed.
- There was some variance from the plan but these were low level tasks, which have been captured as lessons learned to be applied within IDR3.
- During cutover, it is unlikely that all data defects encountered will be eliminated but there is a robust and transparent fallout plan and an appropriate fix strategy. Communication of fallout to participants will be rehearsed as part of IDR3.
- Overall the plan for IDR3 has remained largely unchanged with only minor refinements made as a result of IDR2.

| Question | Response |
|---|---|
| 7. When will the six remaining open P2 IDR2 defects be closed? How will this be communicated? | There is a plan in place to fix them before IDR3. Even if they were not fixed by then, it would not be sufficient to prevent or delay the start of IDR3. |
| 8. Have iGT confirmed they have successfully received the IIL files? | Yes, two iGTs provided confirmation. Some minor issues were encountered but these were due to data issues. No material issues have been identified to date. |
| 9. Baringa have made lots of useful recommendations. How will we ensure these are all carried out? | Many of the actions are already underway. Baringa also agreed to include a review of the actions in the IDR3 exit report to provide additional assurance that these actions are being closed out prior to the final GONG decision. |
| 10. Has everything been done to mitigate Xoserve resourcing issues? Is there a risk of burnout of key personnel? | Xoserve have brought in more resource in key areas such as data. There have been a several changes to shift patterns and other logistics as a result of IDR2. The wellbeing of staff is a key priority.<br><br>Baringa agreed to include an assessment of the resilience of staff wellbeing plans in the G3 submission. |

7. Rob Salter-Church summarised the decision for entry to IDR3, noting;

- There are 98 criteria against this decision. Only three of which are Amber, all the other criteria are complete or on track to complete.
- These criteria are the basis on which the decision should be made, and as such it was proposed that the decision be to enter IDR3.

8. The PNSG endorsed the decision to enter IDR3, with the following caveats;
   The progress of the remaining P2 defects identified during IDR2 is to be presented to the PNSG on 10 Apr 17 for final review.

## Item 5:    MT Regression Update

9. Richard Shilton (PwC) summarised the latest progress on the actions required to complete Market Trials (slide 25), noting;

- The information on slide 25 had been shared with the MTWG and will be presented to PNDG on 11 Apr 17.
- There has been feedback that differences between the numbers on slide 25 and the

information in the defect report is causing confusion. There are timing differences between the reports but it was acknowledged that it is not straightforward to reconcile the reports. Further information will be provided on the audit trail for the defect numbers including a walkthrough for a PNSG representative to give confidence in the information provided.

- The deployment date for the remaining code impacting P2 defects is expected to be by 21 Apr 17.
- Xoserve are in a process of documenting and ensuring resources are in place for all workarounds.

| Question | Response |
|---|---|
| 11. Is there a code freeze on 10 Apr 17? How does that fit with the plan to fix P2 defects by 21 Apr 17? | Xoserve are using the term code 'chill' from 10 Apr 17 rather than 'freeze'. This indicates a ratcheting up of the threshold for making further code changes. Any further code changes will be on an exception basis after 10 Apr 17 and will follow the agreed defect fix process through the weekly defect calls. There is a balance between the risk caused by delaying a fix until Post Go Live and the risk of continuing to make code changes which will be considered upon any defects being escalated for fix and deployment. |
| 12. Does slide 25 provide a complete picture of defects? | No, these are the Market Trials defects only, not the totality.

PwC / Ofgem agreed to include a slide with all defects in the next PNSG report |
| 13. Is there a consistent way of terming what constitutes an exception for code changes after 10 Apr 17? | Yes, there is a standardised processes in which Market Participants must complete a form which requires justification for by a defect should be escalated. |

## Item 6: Post Go Live Plan Development

10. Lee Foster provided an update on Post Go Live Plan developments (slides 26 and 27), noting;

- There are six key areas of activity in the Post Go Live plan.
  o PIS key business as usual processes - will consider issues such when is each area of functionality used for the first time.
  o PIS Industry governance – identification and development of the governance groups that will be required Post Go Live and how to transition to them.
  o PIS release planning –will consider issues such as whether single or multiple code changes are required and what interaction with industry is required.
  o Programme fallout – will develop a processes for managing fallout pre and post go live and programme closedown issues.
  o The transition from PIS to BAU – will consider the handover from programme activity to operations.
  o Future release planning – deployment of future new functionality longer term..
- The plan is for the POAP will be baselined by 20 Apr 17 following input from Ofgem, PwC, PNDG and a cross-industry workgroup, which are meeting today (06 Apr 17). However it should be recognised that as this is an operational plan it will continue to evolve.

11. The PNSG attendees discussed the Post Go Live plan and raised the following points;

- There should be a defined exit criteria for each of the different phases of Post Go Live and these should be included in the POAP. The Post Go Live reporting should include updates on progress towards these criteria.
- The defect classification process should be reviewed Post Go Live. The impact of the defect should be the primary consideration rather than whether or not it can be fixed by a particular date. There will be different levels of impact on different Market Participants which will need to be considered.
- The release strategy needs to factor in time for Market Participants to complete their own systems development work and internal approvals as well as testing time.

| Question | Response |
|---|---|
| 14. Some Market Participants are concerned that without knowing what governance groups will be in place Post Go Live, it will be difficult for them to have resources in place. The role of each group is important to ensure the relevant people are available. | This will be shared as soon as possible. Ofgem agreed to raise this issue at the PNSF meeting on 10 May 17 to ensure project sponsors are aware there will still be a resource requirement after PNID. |
| 15. What is the name of the project manager Xoserve has appointed to lead the Post Go Live planning? | Bernado Lutso (Baringa) will be leading the activity at Xoserve. Andrew Strang (PwC) will also be providing support. |

## Item 7: GONG Update

12. Richard Shilton provided an update on the GONG workstream (slides 28 - 32), noting;

- There are mitigating actions in place to address areas where Market Participants were reporting Red or Amber.
- The projected status for G3 show an improvement which indicates that the mitigation actions are achievable.
- There is ongoing assurance of evidence to support the self-assessments. Some Market Participants are working through documenting activity and this is being tracked.
- The first G3 submission is today (06 Apr 17).
- The issues currently being raised are now more focussed around specific Market Participants rather than pervasive industry wide issues.

13. Lee Foster and Matt Adams provided an update on the Go Live readiness from Xoserve's perspective (slides 33 - 38), noting;

- There was previously an issue regarding meter read processing capacity  but following the

decision at the last PNSG meeting (22 Mar 17) this has improved.

- Concern around data migration has decreased following the successful completion of IDR2 although there are still some defects to be addressed.
- The development of Local Working Instructions (LWIs) are slightly behind plan, recent progress suggests they will be back on track soon.
- The increased engagement and reporting on Post Go live release planning and cutover governance should improve the status of this criteria at G3.
- Baringa supports Xoserve's Amber G2 status and Green /Amber for Go Live given the planned mitigation actions.
- **Success factor 1** 'solution meets industry requirements' is Amber, primarily driven by the number of data defects.
- **Success factor 2** 'solution is stable' is Amber due to residual non function testing, and exercise to finalised no functional traceability, the need to baseline the low level cutover plan and the need for a holistic view of fallout.
- **Success factor 3** 'solution is sustainable' requires the most effort however there has been significant progress since the time of reporting.
- **Success factor 4** 'solution enables a positive consumer experience' is Amber as there has been a good amount of information published to the industry however Baringa recommend a high level review of the KPI suite to ensure performance is adequately tracked.

## Item 8:    PNSG Actions

14. The actions that were proposed to close were agreed.

## Item 9:    AOB

15. A market participant noted that items that were de-scoped from Project Nexus such as RAASP (Retrospective Adjustments for Assets & Supply Points) should be picked up in the release planning work post Go Live. This was noted, and will need to be factored in to the wider industry release strategy beyond Nexus.

16. The site visits conducted as part of the GONG work provided benefits not only from an assurance perspective but also for Market Participants by providing the opportunity ask questions and seek support.

17. The DSC Change Committee have not been closely involved in Project Nexus to date. Xoserve will consider how best to bring the DSC members up to speed.

18. Rob Salter-Church drew the meeting to a close by thanking attendees for their participation and reiterating the importance of attendance at the next PNSG meeting, where the GONG decision will be rehearsed.

## Item10:    10 Apr 17 PNSG call to confirm IDR3 decision

*The information below has been added following the confirmatory PNSG call to ratify the final decision to enter IDR3.*

| Group | Company | Representatives | Company | Representatives |
|---|---|---|---|---|
| 6 Largest Suppliers | | | Ofgem | Rob Salter-Church Nicola Garland James Soundraraju |
| Challenger | First Utility | Jeremy Guard | PwC | Steve Mullins Richard Shilton Colin Bezant Alison Cross Brett McGowan |
| GT | SGN | Steve Simmons | | |
| I&C | DONG Energy | Lorna Lewin | Xoserve | Lee Foster Steve Nunnington |
| iGT | Brookfield's Utility | Mike Harding | Baringa | Matthew Adams |

19. Rob Salter-Church informed attendees that the purpose of the call is to provide the latest progress since the PNSG meeting on 06 Apr 17 and to confirm the decision to enter IDR3.

20. Lee Foster informed attendees that activity since 06 Apr 17 has progressed as expected noting;

- There are 16 outstanding IDR defects, none of which are P1. There are four P2 defects which each have a need date. These are on schedule to be fixed before their need dates with one exception, which will be evaluated today (10 Apr 17).
- On data there are no P1 defects and 12 P2 defects that are open. This includes four remaining delta defects that may go beyond the need date, however this would have a minimal impact.
- The low level cutover plan has been baselined.
- Xoserve are confident that IDR3 can begin.

| Question | Response |
|---|---|
| 16.     Will progress on the remaining outstanding IDR2 exit criteria and IDR3 entry criteria be tracked to completion? Will Market Participants be informed if it looks likely that the expected dates may not be met? | Yes, they will be tracked through the daily TPG calls and also the weekly PNSG update calls.<br><br>Yes, Xoserve will inform Market Participants as early as practically possible if progress is off track. If this happens, Xoserve will provide a view of the likely impact. |
| 17.     A report has been issued during the call which states there are six P2 defects? | This is due to a timing issue. The report to which the PNSG member referred was dated as of 05 Apr 17 however the update given in the meeting is the most up to date information. |

21. The PNSG agreed to commence IDR3.

22. Rob Salter-Church drew the meeting to a close by thanking attendees for their participation.