

## Switching Programme Change Request Form

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

#### Change Requestor's Details

Name: Andy Boojers

Organisation: DCC

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Telephone number: 07855277841

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 ☐

#### Change Title

*Updates to E2E and CSS Design Products*

#### Change Summary

*The Design Product sets – E2E and CSS – represent the detailed design for the End-to-End and Central Switching Service (CSS). They provide the specifications that will be used to support the forthcoming procurement of the CSS that should also be used to assist the update of existing actors' systems and processes.*

*A number of minor changes have been identified to the CSS User Requirements Specification and the E2E Solution Architecture. These have been classified as follows:*

- **Cosmetic** – immaterial changes to address spelling errors, minor corrections of terminology, improvements to the structure and presentation of the model
- **Corrections** – clarifications, omissions, inaccuracies or inconsistencies that could result in miscommunication or misinterpretation of the design

Change considerations & viewpoint	
Stakeholders from OFGEM and DCC have been involved in formulating the candidate log and in the scoping of the change request	
<b>Priority assessment for Change Request</b>  <b>A Nice-to Have but not vital, cosmetic change; of no importance</b>	Changes are not material to the E2E or CSS design.
<b>Base reason for Change</b>  <b>Design - Additional requirements/functionality being added to the programme's scope</b>	Changes are low impact. No requirements or functionality is being changed or added as a result.
<b>Rating of Change implementation</b>  LOW - Minor consequence requiring some minor redesign or rework; Minor cost impact; Minor impact to schedule	Low Impact of Change anticipated as changes are corrections and cosmetic to the design products.
<b>"Do nothing" implications</b>	Impact of not approving this Change Request is that minor inaccuracies and cosmetic issues will persist in the design products affected. The impact to programme objectives of not proceeding is considered low.
<b>Potential stakeholders affected by the Change</b>	-CSS Provider -Address Service Provider -ESPs -Suppliers -Supplier Agents
<b>Alternative sought to reduce negative impact</b>	Do Nothing:  This would negate any impacts as a consequence of updating the requirements. However, the relative effort involved is low.
<b>Identify any risks to the implementation of the Change</b>	None Identified.
<b>Specialists and/or stakeholders consulted</b>	Scope of Change Request was defined through following engagement:  -OFGEM/DCC deep dive on full product set

## Justification for Change

The Design Products comprise a set of products that collectively describe the E2E switching design and the CSS design. These products have been elaborated incrementally through the phases of the switching programme and baselined at appropriate stage gates. These products are intended to provide an informative and normative information source to all impacted stakeholders regarding the future state of the industry 'system'. In the round, the product set will direct stakeholders as to how they are expected to operate and interact with the new switching service and other stakeholders.

Given the significance of the design products as a foundation for the success of the future arrangements, it is imperative that they provide a clear, complete, unambiguous reference point for all impacted parties to base their change initiatives against. This will ultimately benefit consumers through the ensuring the changes required of all industry participants across their process, informational and technological assets in order to operate under the new arrangements are based on a clear design.

## Programme Products affected by proposed change

*CSS D4.2.1 CSS User Requirements Specification V2.1*

*E2E D4.1.5 E2E Solution Architecture V2.1*

*Proposed changes are contained within the embedded spreadsheet:*



CR-E33 - Updates to  
E2E and CSS Design P

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

## Part B – For Ofgem Use Only

<b>Change request No.</b>	CR-E33	<b>Date CR submitted</b>	27/02/2019
<b>Change request status:</b>	Approved	<b>Current CR version:</b>	v1.0
<b>Change Window:</b>	18	<b>Version date:</b>	29/03/2019

<b>Change Advisory Team (CAT) Lead:</b>	Name and organisation: Jenny Boothe
<b>Contact details:</b>	Email address: <a href="mailto:jenny.boothe@ofgem.gov.uk">jenny.boothe@ofgem.gov.uk</a>
<b>PMO Lead:</b>	Name: Matthew Finlay
<b>Contact details:</b>	Email address: <a href="mailto:matthew.finlay@ofgem.gov.uk">matthew.finlay@ofgem.gov.uk</a>

**Green** - Requestor to complete

**Orange** – Ofgem to complete

**Blue** - Impact Assessment Team to complete

Initial 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.	
<b>Design &amp; Data Impact and resource input required for IA?</b> Yes	
<b>Implementation Impact (including impacts to industry readiness, procurement timelines and the Programme Plan) and resource input required for IA?</b> Yes	
<b>Alignment Impact and resource input required for IA?</b> Yes	
<b>Commercial/Procurement Impact and resource input required for IA?</b> Yes	
<b>Regulatory Impact and resource input required for IA?</b> Yes	
<b>Security Impact and resource input required for IA?</b> Yes	
<b>Confirm Programme Products impacted by the change request?</b> 1.1. CSS D4.2.1 CSS User Requirements Specification V2.1 E2E D4.1.5 E2E Solution Architecture V2.1	
<b>Major or Minor Change?</b>	Minor
<b>Change Process Route</b>	Standard
<b>Change Window</b>	18
<b>To be submitted to the Design Forum on:</b>	04/03/2019 11/03/2019
<b>Approval Authority:</b>	Design Authority
<b>Target Change Decision Date:</b>	29/03/2019
<b>Checked for completeness (Name &amp; Role):</b>	<b>Date:</b>
Matt Finlay	01/04/2019

Impact Assessment	
Benefits – intangible benefits identified as reduced risk of delay caused by design issues Costs – None Identified	
<b>Checked for completeness (Name &amp; Role):</b> Matt Finlay	<b>Date:</b> 01/04/2019

Impact Assessment – Industry cost	
Benefits – intangible benefits identified as reduced risk of delay caused by design issues Costs – None Identified	
<b>Checked for completeness (Name &amp; Role):</b> Matt Finlay	<b>Date:</b> 01/04/2019

Impact Assessment – Programme	
Benefits – intangible benefits identified as reduced risk of delay caused by design issues Costs – None Identified	
<b>Checked for completeness (Name &amp; Role):</b> Matt Finlay	<b>Date:</b> 01/04/2019

Impact Assessment – Resource Effort	
Resource effort for making changes is absorbed by DCC cost model, utilising existing headcount. Resource effort required of OFGEM and wider industry parties to review and assure the changes is deemed to fall under 'business as usual' costs of participating in programme activities	
<b>Checked for completeness (Name &amp; Role):</b> Matt Finlay	<b>Date:</b> 01/04/2019

Impact Assessment – Programme Design & Architectural Principles		
Design Principle	Description	RAG Status & Summary
<b>Impact on Consumers</b>		
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.	Green  Clear, consistent design products will facilitate the implementation of 'fit-for-purpose' capabilities and solutions across the industry that will enable the achievement of the programme objectives and the positive impacts on customers.
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.	Green  See above
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.	Green  See above
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.	Green  Se above
<b>Impact on Market Participants</b>		
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.	No Impact
6 Design – simplicity	The new supply point register and arrangements should be as simple as possible.	No Impact
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.	Green  The proposed changes will promote a firm foundation from which to design a robust E2E solution.
8 Design – flexibility	The new arrangements should be capable of efficiently adapting to future requirements and accommodating the needs of new business models.	Not Applicable. The proposed changes will improve the representation of the design at a logical level, and are a means to an end. Adaptability is not materially impacted through improving the representation at this stage of the programme
<b>Impact on Delivery, Costs and Risks</b>		

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**Orange** – Ofgem to complete

**Blue** - Impact Assessment Team to complete

9 Solution cost/benefit	The new arrangements should be designed and implemented so as to maximise the net benefits for customers.	Not Applicable
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.	Green  A clearly defined set of requirements will expedite subsequent phases of the programme

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	Not Applicable
2 Future Proof Design	Common design approaches will better enable designs to support future developments e.g. A mechanism for achieving non-repudiation	Not Applicable
3 Standards Adoption	Adopt appropriate standards for products, services or processes. e.g. ISO/IEC 11179 for data definition	Not Applicable
4 One Architecture	One single definitive architecture prevails	Not Applicable
5 Data is an asset	Data is an asset that has value to the enterprise and is managed accordingly	Not Applicable
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.	Not Applicable
7 Common vocabulary & data definitions	Data is defined consistently throughout the enterprise, the definitions being understandable and available to all users.	Not Applicable
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.	Not Applicable
9 Quality Characteristics	Maintain a comprehensive set of quality characteristics by which to gauge the completeness of requirements for Applications and Services.	Not applicable

#### Summary: -

The proposed changes are intended to improve the quality of the design products, through a series of cosmetic changes and corrections. As a result, the updated products will provide a firmer foundation from which to elaborate both the CSS and broader industry designs.

<b>Checked for completeness (Name &amp; Role):</b> Matt Finlay	<b>Date:</b> 01/04/2019
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#### Impact Assessment – Data cleansing / migration

*None Identified*

<b>Checked for completeness (Name &amp; Role):</b> Matt Finlay	<b>Date:</b> 01/04/2019
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**Orange** – Ofgem to complete

**Blue** - Impact Assessment Team to complete

Impact Assessment – Programme Plan	
<i>Proposed changes are absorbed by DCC switching programme resources. Wider industry engagement will utilise existing programme governance controls to obtain assurance.</i>	
<b>Checked for completeness (Name &amp; Role):</b> Matt Finlay	<b>Date:</b> 01/04/2019

Impact Assessment – Security	
<i>No Impacts Identified.</i>	
<b>Checked for completeness (Name &amp; Role):</b> Matt Finlay	<b>Date:</b> 01/04/2019

Programme Recommendation	
Programme Recommended this Change Request for Approval.	
<b>Checked for completeness (Name &amp; Role):</b> Matt Finlay	<b>Date:</b> 01/04/2019

Change Request Decision	
<i>Approved</i>	
<b>Change Approved:</b>	Yes
<b>Checked for completeness (Name &amp; Role):</b> Arik Dondi, Head of Switching Arrangements	<b>Date:</b> 03/04/2019

Next Steps		
<i>CSS D4.2.1 CSS User Requirements Specification V2.1 and E2E D4.1.5 E2E Solution Architecture V2.1 are to be updated.</i>		
<b>If Change Request is approved:-</b>	<b>Role</b>	<b>Date</b>
<b>Products updates to be completed by:</b>	<i>DCC</i>	
<b>Ofgem review dates:</b>		
<b>Product approval to be completed by:</b>	<i>DCC</i>	