Switching Programme Change Request Form

Part A – For the requestor to fill in

Change Requestor's Details
Name: Andy Boojers Organisation: DCC Email address: andy.boojers@smartdcc.co.uk 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
Incremental Updates to the Data Components of the ABACUS Switching Model

Change Summary
The Switching Design Repository defines the future state of the E2E arrangements across a number of inter-connected components – Motivations, People, Services, Process and Data. *The Data Domain comprises a number of components including an E2E logical data model, class and element catalogues, a data mastership catalogue, and an interface catalogue, The previous release, v4, introduced message definitions. Following the release of V4, several initiatives (DWG/FSEG Data Model review, ESP engagement and OFGEM detailed review) identified a number of candidate changes to the data components. These have been classified into the following categories:* • ***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* • ***Enhancements*** *– changes that may impact the solution design*

Change considerations & viewpoint	
Stakeholders have been involved in formulating the candidate log and in the scoping of the change request: • *DWG/FSEG working sessions including industry stakeholders supported a validation of the data model in order to map data objects in the switching model to existing industry data sets. During this exercise a number of changes were captured.* • *OFGEM conducted a walkthrough of the switching logical data model with Xoserve, which highlighted a number of inconsistencies and proposed changes* • *OFGEM Switching programme resources – OFGEM have undertaken a detailed review of the current baselined model (V4) and captured a set of proposed changes. These have been reviewed through collaboration with the DCC Design team and consolidated into a single, rationalised set.*	
Priority assessment for Change Request **A Must; the final deliverable will not work without this change**	Changes are required to ensure the logical design is clearly articulated and consistent across
Base reason for Change **Design - Additional requirements/functionality being addedd to the programme's scope**	Clarification of current design and requirements.
Rating of Change implementation 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 clarifications to the design products. However, full impact will be confirmed following industry CSS provider engagement.
"Do nothing" implications	Impact of not approving this Change Request is that existing inaccuracies in the baselined design products will persist. Any suggested enhancements to improve clarity and understanding of the design will not be implemented. There is a risk of extended timelines and associated cost impacts across the wider programme if these changes are not introduced, although quantifying this risk is not feasible.
Potential stakeholders affected by the Change	-CSS Provider -Address Service Provider -ESPs -Suppliers -Supplier Agents
Alternative sought to reduce negative impact	Do Nothing: This would negate any impacts as a consequence of changing the logical design. However, this is not recommended due to the risk of more material impacts identified down stream which are likely to be more costly.
Identify any risks to the implementation of the Change	None Identified.
Specialists and/or stakeholders consulted	Scope of Change Request was defined through following engagement: -industry review sessions to review and validate the logical data model (DWG/FSEG and Xoserve) -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

Detailed Switching Design Repository -Switching Baseline Final V4.

Proposed changes are contained within the embedded spreadsheet:

CR-E35 - Updates to Data Components of t

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

Part B – For Ofgem Use Only

Change request No.	CR-E35	**Date CR submitted**	27/02/2019
Change request status:	Approved	**Current CR version:**	v1.0
Change Window:	18	**Version date:**	01/04/2019

Change Advisory Team (CAT) Lead:	Name and organisation: Jenny Boothe
Contact details:	Email address: jenny.boothe@ofgem.gov.uk
PMO Lead:	Name: Matthew Finlay
Contact details:	Email address: matthew.finlay@ofgem.gov.uk

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

Impact Assessment	
Benefits – intangible benefits identified as reduced risk of delay caused by design issues Costs – None Identified*. It is envisaged that costs to the wider programme would be minimal, considering the overall materiality of the proposed changes and the current stage of design across the industry. *impact on CSS provider costings is being managed concurrently to the Change Request process.	
Checked for completeness (Name & Role): Matt Finlay	**Date:** 01/04/2019

Impact Assessment – Industry cost	
Benefits – intangible benefits identified as reduced risk of delay caused by design issues Costs – None Identified*. It is envisaged that costs to the wider programme would be minimal, considering the overall materiality of the proposed changes and the current stage of design across the industry. *impact on CSS provider costings is being managed concurrently to the Change Request process.	
Checked for completeness (Name & Role): Matt Finlay	**Date:** 01/04/2019

Impact Assessment – Programme	
Benefits – intangible benefits identified as reduced risk of delay caused by design issues Costs – None Identified*. It is envisaged that costs to the wider programme would be minimal, considering the overall materiality of the proposed changes and the current stage of design across the industry. *impact on CSS provider costings is being managed concurrently to the Change Request process.	
Checked for completeness (Name & Role): Matt Finlay	**Date:** 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

Checked for completeness (Name & Role):	**Date:**
Matt Finlay	01/04/2019

Impact Assessment –Programme Design & Architectural Principles

Design Principle	**Description**	**RAG Status & Summary**
Impact on Consumers		
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
Impact on Market Participants		
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.	Green Suggested changes maintain the principle of harmonisation and but also recognise where there are differences in the gas and electricity industry arrangements. These are addressed at the appropriate level, such as at the interface, message or attribute level and through use of specific business rules. Examples are specific business rules relating to gas supplier-gas shipper alliances, or recognition of electricity supply points as either import or export.

6 Design – simplicity	The new supply point register and arrangements should be as simple as possible.	Green The proposed changes serve to uphold this principle to the extent that this is feasible. The baseline architecture enables this principle through the modularisation and 'separation of concerns' of the various architectural elements. E.g. 'separate the flow from the know' – business rules are separated from business processes that utilise them.
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
Impact on Delivery, Costs and Risks		
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 logical design 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	Green This change will provide a firmer basis for risk identification, the first stage of a rigorous Risk Management process
2 Future Proof Design	Common design approaches will better enable designs to support future developments e.g. A mechanism for achieving non-repudiation	Green The proposed changes will provide a design that will expedite subsequent design activities. An improved foundation will increase the level of productive design time, rather than on wasteful activities such as seeking clarification, rework caused through misinterpretation etc.
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	Green The changes will improve clarity of the design and ensure that the connected parts and related products form a cohesive whole
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.	Green The changes will ensure that common language is introduced during earlier phases of the programme that will form the basis of enduring terminology.
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, corrections and enhancements. As a result, the updated products will provide a firmer foundation from which to elaborate both the CSS and broader industry designs.

Checked for completeness (Name & Role):	**Date:**
Matt Finlay	01/04/2019

Impact Assessment – Data cleansing / migration	
None Identified	
Checked for completeness (Name & Role):	**Date:**
Matt Finlay	01/04/2019

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

Impact Assessment – Security	
No Impacts Identified.	
Checked for completeness (Name & Role):	**Date:**
Matt Finlay	01/04/2019

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

Change Request Decision	
Approved	
Change Approved:	Yes
Checked for completeness (Name & Role): Arik Dondi, Head of Switching Arrangements	**Date:** 03/04/2019

Next Steps		
Detailed Switching Design Repository -Switching Baseline Final V4 is to be updated.		
If Change Request is approved:-	**Role**	**Date**
Products updates to be completed by:	DCC	
Ofgem review dates:		
Product approval to be completed by:	DCC	