

PNSG Meeting Minutes

1.1. Purpose

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

1.2. Meeting Details

Meeting Name:	Project Nexus Steering Group
Meeting Date:	30/09/16
Meeting Time:	11:30 – 14:00
Meeting Format/Location:	Ofgem with WebEx facility
Chaired by:	Rob Salter-Church
Minutes recorded by:	PwC

1.3. Meeting Attendees

Group	Company	Representatives	Company	Representatives
6 Largest Suppliers	NPower SSE	Chris Harden	Ofgem	Rob Salter-Church
		Mark Carlin	Ofgem	Jon Dixon (webex)
Challenger	First Utility Utilita	Jeremy Guard	Ofgem	Nicola Garland
		Alison Russell	PwC	Steve Mullins
GT	SGN	Steve Simmons (webex)	PwC	Gill Williams
	ICoSS Group	Gareth Evans (webex)	PwC	Richard Shilton
	National Grid Distribution	Chris Warner	PwC	Susan Mathew
I&C	DONG Energy	Lorna Lewin	Xoserve	Sandra Simpson
			Baringa	James Beverley
iGT	Brookfield Utilities	Mike Harding (webex)		

1.4. Meeting Agenda

1. Agenda and approval of minutes
2. PNSG programme summary
3. Market Trials update
4. Plan on a Page (POAP)
5. Constituent workshop themes
6. PwC's Xoserve plan assurance
7. Risk and Issues Advisory Group (RIAG)

1.5. Actions arising from the meeting on 30 September 2016

Action #	Pillar/ Milestone	Action	Action Owner	Status	Date Raised	Due Date
A162	Market Trials	Provide an update at the PNDG on when Market Participants will receive future invoicing thick files.	Xoserve	NEW	30 September 2016	5 October 2016
A163	Market Trials	Explain the query process post 17 October 2016 at the PNDG.	Xoserve	NEW	30 September 2016	5 October 2016
A164	Market Trials	Communicate the defect process through the managed MT phase at PNDG and review the continued requirement of the daily progress calls.	Xoserve /PwC	NEW	30 September 2016	5 October 2016
A165	Market Trials	Propose a process for managing code stability once the MT code stability milestone is achieved. This will include the process for determining the defect fixes and changes that are allowed and, if they are allowed, how they will be deployed. MTWG to consider and propose a process to PNDG.	MTWG	NEW	30 September 2016	12 October 2016
A166	Market Trials	Prepare a reporting dashboard for the managed MT Phase.	PwC	NEW	30 September 2016	18 October 2016
A167	Market Trials	Identify the Market Participants who haven't passed scenarios 9 and 10 and consider whether further support or action was needed.	PwC	NEW	30 September 2016	21 October 2016
A168	GONG	Circulate the GONG Criteria and associated evidence to PNSG members.	PwC	NEW	30 September 2016	14 October 2016

1.6. Actions arising from previous meetings

Action #	Pillar/ Milestone	Action	Progress	Action Owner	Status	Date Raised	Due Date
A121 Action 18	Market Trials Problem Solving Session	Ensure participants reporting blocked scenarios are making submissions into defect prioritisation process.	Last defect prioritisation call took place on 30 Sep 16. This action is now closed.	Xoserve	Closed	26 Jul 16	End of MT

Action #	Pillar/ Milestone	Action	Progress	Action Owner	Status	Date Raised	Due Date
Action 122 Action 19	Market Trials Problem Solving Session	Identify sample of defects where Market Participants have not received a complete response or outbound file, and do root cause analysis.	Xoserve completed root cause analysis, however they did not identify any common themes amongst this sample. Xoserve have also taken steps to develop their internal reporting processes to be more proactive and continue this analysis on an ongoing basis. This action will be closed.	Xoserve	Closed	26 Jul 16	23 Aug 16
Action 123 Action 20	Market Trials Problem Solving Session	Undertake a review of P3 defects to identify any that do not need to be fixed for go-live. Agree these with the market participants.	In progress. The target due date has been updated to reflect the new plan, which includes milestone MT2.3 Final Defect position with a due date of 14 Oct 16.	Xoserve	Open	26 Jul 16	31 Aug 16 → 23 Sep 16 → 14 Oct 16
Action 130	Market Trials	Xoserve to consider (A107) and (A129) and determine whether or not 1 month is likely to be sufficient to fix defects and conduct data append. If it's not sufficient, then Xoserve are to propose further mitigations.	Following analysis of the dummy data requirements it is unlikely that this will cause parallelism with the defect fix window as data is only to be applied for one organisation. The June 2017 plan has a gap between the defect window and data load, allowing for more time to fix defects.	Xoserve	Open	16 Aug 16	01 Sep 16 → 08 Sep 16 → 30 Sep 16
Action 131	Market Trials	Xoserve to propose criteria for determining whether defects should be fixed or not.	Complete. Process has been defined and will be managed via the defect prioritisation process	Xoserve	Closed	16 Aug 16	07 Sept 16 → 23 Sep 16

Action #	Pillar/ Milestone	Action	Progress	Action Owner	Status	Date Raised	Due Date
Action 132	Market Trials	Xoserve to a) define what is meant by code stability b) Propose a timetable for attaining code stability and c) Have these reviewed by PNDG.	Code stability definition was presented to PNSG. b) Timetable defined as commencement of Market Trials regression testing, with CRs being delivered ahead of this. c) An update will be provided to PNDG on 05 Oct 16. The due date has been moved from 20 Sep 16 to 05 Oct 16 in line with the governance meetings.	Xoserve	Open	16 Aug 16	31 Aug 16 → 20 Sep 16 → 04 Oct 16

Action #	Pillar/ Milestone	Action	Progress	Action Owner	Status	Date Raised	Due Date
Action 138	Market Trials	Xoserve to i) Xoserve to confirm the final list of files and reports unchanged by Nexus. In addition indicate which are platform independent (CMS) and which are unchanged but now part of the SAP ISU solution. ii) Xoserve to demonstrate the level of internal testing carried out, or planned to be carried out on these files and reports. iii) Share the above analysis with all participants to review and determine if they need to include in their MT Regression plans. Where participants do want to include files/reports in MT regression plans they need to provide a rationale as part of their entry submission.	1) In progress, Xoserve has provided the list of files and reports unchanged by Nexus and have sent to MTWG. MTWG are awaiting the second part of action (i) and actions (ii) to be completed by Xoserve. Following this the materials can be shared (iii) and discussed at the subsequent MTWG. The due date has been updated.	Xoserve	Open	22 Aug 16	26 Sep 16 → 12 Oct 16

1.7. Meeting Minutes

Item 1: Agenda

Introduction

1. The board approved the minutes from the previous PNSG.

Item 2: PNSG Programme Summary

2. The overall programme status is reporting Amber-Green against the proposed 1 June 2017 implementation date. Steve Mullins (PwC) and Sandra Simpson (Xoserve) provided commentary around the programme pillars.
3. It was clarified that transition was Red in May and then Amber and now Green because of the change in dates. The publication dates for the various transition documents are listed in the PNDG pack.
4. It was noted that the GONG assessment document was published in 2 June 2016. It is however not yet reported in the programme overview, as the assessment has not yet started. It was agreed that the current version of the GONG criteria (which will likely remain stable) and the associated evidence (that may need further development) will be circulated to PNSG members.

Item 3: Market Trials Update

Market Trials Dashboard

5. Richard Shilton (PwC) provided an overview of the Market Trials portal submission on 23 September and the managed Market Trials phase.
 - In the 23 September portal submission, 17 Market Participants did not expect to complete MT by 30 September.
 - 24 MT remedial plans were submitted and escalations to Ofgem were made where necessary. Account managers have been assigned to Market Participants to agree and baseline the remedial plans and to chase completion of tests.
 - 4 of these Market Participants have completed MT now.
 - 1 Large Supplier is due to complete next week.
6. Sandra Simpson shared the recent status on open defects.
 - There were 77 open defects, as of 29 September.
 - 80 defects were raised in the last 4 days of MT execution and 45% of these were invalid.
 - The final defect position will be ascertained over the weekend.
7. A Market Participant challenged the overall Amber-Green status for Market Trials despite 40% reporting Red. It was clarified that the Red status is against 30 September, whereas the Amber - Green status for Market Trials is against the entire process for Market Trials testing including the new Managed MT phase which had been inserted into the new proposed implementation plan.
8. The following dates were provided by Sandra Simpson on the invoicing thick files (i.e. the reconciliation files). It was explained that the invoicing related defects are largely around the population of the reconciliation files and vary across Market Participants.
 - 26 – 30 September: June reconciliation files.
 - 10 – 14 October: July reconciliation files. Xoserve are looking for ways to bring this forward. This however depends on any residual issues from the June reconciliation files
 - 14 – 18 November: August reconciliation files.
 - 5 – 9 December: September reconciliation files (date is not yet confirmed).

MT Scenario Dashboard

9. Richard Shilton stated that:
 - Every scenario has at least 4 participants passed.
 - Fifteen scenarios have more than 10 participants passed.

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- The submitted remedial test plans will help drive scenario completion.
 - Some Market Participants are concerned about potential difficulties in read submissions, so PwC will identify the Market Participants who haven't passed scenarios 9 and 10 and consider whether further support or action was needed.

10. There will be portal submissions on 21 October and 4 November.

Managed Market Trials Phase

11. Richard Shilton outlined the approach taken for the managed MT phase.
 - Allocated account managers need to be contacted if Market Participants have any issues during this period. As such, Market Participants need to contact PwC if they're unclear who their account manager is.
 - Xoserve has agreed to provide support for this period and the new proposed implementation plan was developed on the basis of supporting agreed managed MT test plans.
 - The prioritisation of defects will be based on how long it takes for a test to run. PwC will continue to play a role in defect prioritisation going ahead.
12. Xoserve expressed concern that 35% of the queries raised were on the transfer of ownership process and SPA as these business processes were not changing as a result of Project Nexus so should be well understood by participants. It was also noted that the query process stops after 17 October. PwC will re-inforce the dialogue on business processes with Market Participants via the account managers.

Item 4: Update on risks and issues

13. There are two actions associated with R058. This is described below.
 - A132: Baringa and PwC agreed to work on a definition of code stability. Sandra Simpson provided an overview of the objectives of MT Code Stability and what is needed to achieve this. There was emphasis on the general consensus to avoid functional changes in MT Regression. As such, if there is a need for a code release during MT Regression, it will be taken through a cross-industry governance process. It was agreed that MTWG would be asked to propose the governance process to PNDG.
 - A134: Richard Shilton stated that the action is on track and Dave Addisson from Xoserve will attend the upcoming MTWG session to inform this assessment of the impact of change packs in MT.
14. Market Participants were concerned about the assumption that allows CRs to be dropped a day before MT Regression. Steve Mullins shared the concern and added that this risk will be discussed at the upcoming RIAG.
15. R060 is now being tracked in the managed MT phase to allow visibility.
16. A138 is tracked via the MTWG and the action is on track.

Item 5: PwC Plan Assurance

PwC's Xoserve Plan Assurance

17. Gill Williams (PwC) outlined the conclusions from PwC's plan assurance.
 - There was good consistency between Xoserve's and the industry plan. The challenges around MT finishing in September were recognised and the managed MT phase is expected to mitigate this challenge.

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- The plan is reasonable and complete with adequate contingency built in. The plan is not reporting Green because of IDR1 and is likely to turn Green when IDR1 is successfully completed.
 - In terms of capacity and capability, Xoserve is aware of who the SMEs are and contingency is available should they be stretched.

18. Upon rating the risks identified in the Deep Dive in May 2016 against the 1 June 2017 target implementation date, the outlook is more positive and recommendations have been made to increase confidence.

Baringa's Plan Assurance

19. Baringa's plan assurance is broadly aligned with PwC's view of the key risks.

Item 6: POAP

Plan Confidence Dashboard

20. The managed MT phase has been put in place to drive participants to completion of Market Trials. The defect closure rate needs to be monitored closely as timely defect fixes will be key to getting participants to completion.
21. Some Market Participants are concerned about the possibility of the managed MT phase extending by a month to 11 December. In response the following were noted.
- Not all participants have to complete all their test scenarios for market trials to be completed and Xoserve support for testing could be removed on 11 November as per the new proposed plan.
 - However, if all the test line items are not tested and Xoserve provides support for some participants' testing beyond 11 November, it does not automatically imply a delay in the target implementation date to 1 July 2017.
 - If there is a wholesale extension, it could affect CR delivery and thus impact the code stability milestone.
 - It was also stressed that while Xoserve resource support will be available for the MT remedial plans until 11 November, Market Participants need to deliver to their plans. As such, PwC, Ofgem, Xoserve and participants must all work together and deliver in order to guarantee completion.

Approval of the new plan

22. The Project Nexus Steering Group on 30 September '16 has by consensus approved the new plan for Summer 2017 implementation with 1 June 2017 implementation date.
23. The group recognised that this implementation plan met the criteria set by Ofgem in striking a balance between having Amber-Green delivery confidence and being challenging such that it can be implemented as quickly as possible given the costs of running the programme for longer and delaying the benefits to industry and consumers.
24. In taking this decision the group discussed and recognised the following issues:
- The plan was not risk free and in particular constituency representatives sought comfort from Ofgem/PwC and Xoserve that they did not see any significant risks to the go-live date having seen the totality of managed MT test plans, which was provided. Xoserve confirmed that it has factored these plans into its resourcing schedule. There were concerns in particular over the need to make progress in the next two weeks. Progress in these weeks is critical for progressing through managed MT and releasing Xoserve

resource to work on other areas of the plan: Xoserve committed to the deadlines in its defect fix plan and confirmed that it has taken into account in their resourcing plans the need to support managed MT over the next fortnight, to support retesting up until MT Exit in mid-November; and, the need to support the testing of all invoice files for transactional activity up to end-September. Xoserve will continue to review the impact of the managed test phase on their SME resources and advise immediately if this becomes an issue. Based on Xoserve meeting these commitments, participant representatives agreed on behalf of their constituents to do everything possible to meet their own plans during this period and to work collaboratively with their relevant PwC account managers.

- The environment for this replan decision was fundamentally different to previous replanning decisions which increased confidence in the new plan. In particular: considerable progress had been made through the delivery of the plan, there had been greater transparency over Xoserve's plan and the independent assurance of activities showed that this plan was realistic, the inclusion of contingency in the plan for the first time, Ofgem was acting as industry sponsor - driving industry to the plan and taking quicker programme decisions and there had been greater consultation with industry (through the new programme governance structure).
- In a programme of this scale there will always be risks and uncertainties, in particular over a longer time horizon. However, the group felt that it was important to take a decision now to send a clear message to all participants to drive to a plan. PwC and Xoserve, while recognising some risks, in particular resource contention in Xoserve, think there was nothing sufficiently firm to justify a later implementation date.
- More clarity was needed on the post go-live plan including definition of the support model for hypercare and milestones for resolving any workarounds and delivering any additional functionality over and above the day one services (e.g. RAASP). Xoserve already has actions (which are on track) to provide more definition to post go-live support.
- It was explained that more work is required to define the evidence needed to support future assessments against the GONG criteria. This would be taken forward through the TPG.