

Project Nexus Delivery Group [PNDG]

Status Report [Lite]

28 March 2017

Covering the period: 09 Mar 17 – 23 Mar 17

ofgem

Agenda

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Minutes can be found on the **ofgem** website at:

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

Programme Status Report

Project Nexus: As @ 23 Mar 17

Sponsor: Rob Salter-Church

PMO: Melisa Findlay

End Date: 01 Jun 17

RAG Status	Solution Delivery	Market Trials	Data	Transition	GONG
Overall					
Xoserve					
Baringa <small>(view of Xoserve)</small>					
Participants	N/A				

Programme Status:



Programme Trend:



Since:

09 Feb 17

Significant risk to go-live - Immediate mitigation required

Increased risk to Go-live - Urgent mitigation required

Go-live at risk – manageable with mitigation

On track but being closely monitored

On Track

Complete

N/A or No information

Improvement since last report

No Change Since last report

Deterioration since last report

Project Nexus Programme Background: Project Nexus is the implementation of new business processes for gas settlement reform and single service provision for GT and iGT's with the central system being delivered as part of Xoserve's UK Link Programme. The programme involves participation from shippers, gas transporters, independent gas transporters and Xoserve. This report structures the programme into five workstreams: Project Delivery (Solutions and Services); Market Trials; Data (Migration and Cleansing); Transition; and GONG.

Activities since last PNDG:

- Solution Delivery workstream is now complete.
- 'MT 2.6 MT Regression complete' is realised with caveats.
- Mini DMG has increased data reconciliation confidence.
- G2 Milestone expected to complete as planned noting exceptions and PNSG ratification on 06 Apr 17.

Upcoming activities:

- A period of managed completion of residual MT test lines during the MT Regression contingency period.
- Continue with IDR2 data activity and iGT data reconciliation.
- Finalise G2 assurance report by 27 Mar 17 and present outcome to PNSG on 06 Apr 17.

Overall RAG Commentary:

The Programme remains Amber.

Solution Delivery: The PNSG have accepted the decision outlining predicted volumes post Go Live and this workstream is now complete.

Market Trials: Remains Amber. The PNSG agreed the decision to end wholesale MT Regression at MT2.6. This decision is subject to a number of caveats which include the ability of Ofgem approved Market Participants to complete specifically agreed tests during the MT Regression contingency period.

Data: Remains Amber as the area of risk transitions to Market Participants' short term risk around their readiness and ability to work with Nexus. Other activities have seen In Flights complete and the continued success with data loads into IDR2. Additionally, focussed activities around iGT, Shippers and Xoserve data reconciliation have resulted in an increased level of confidence.

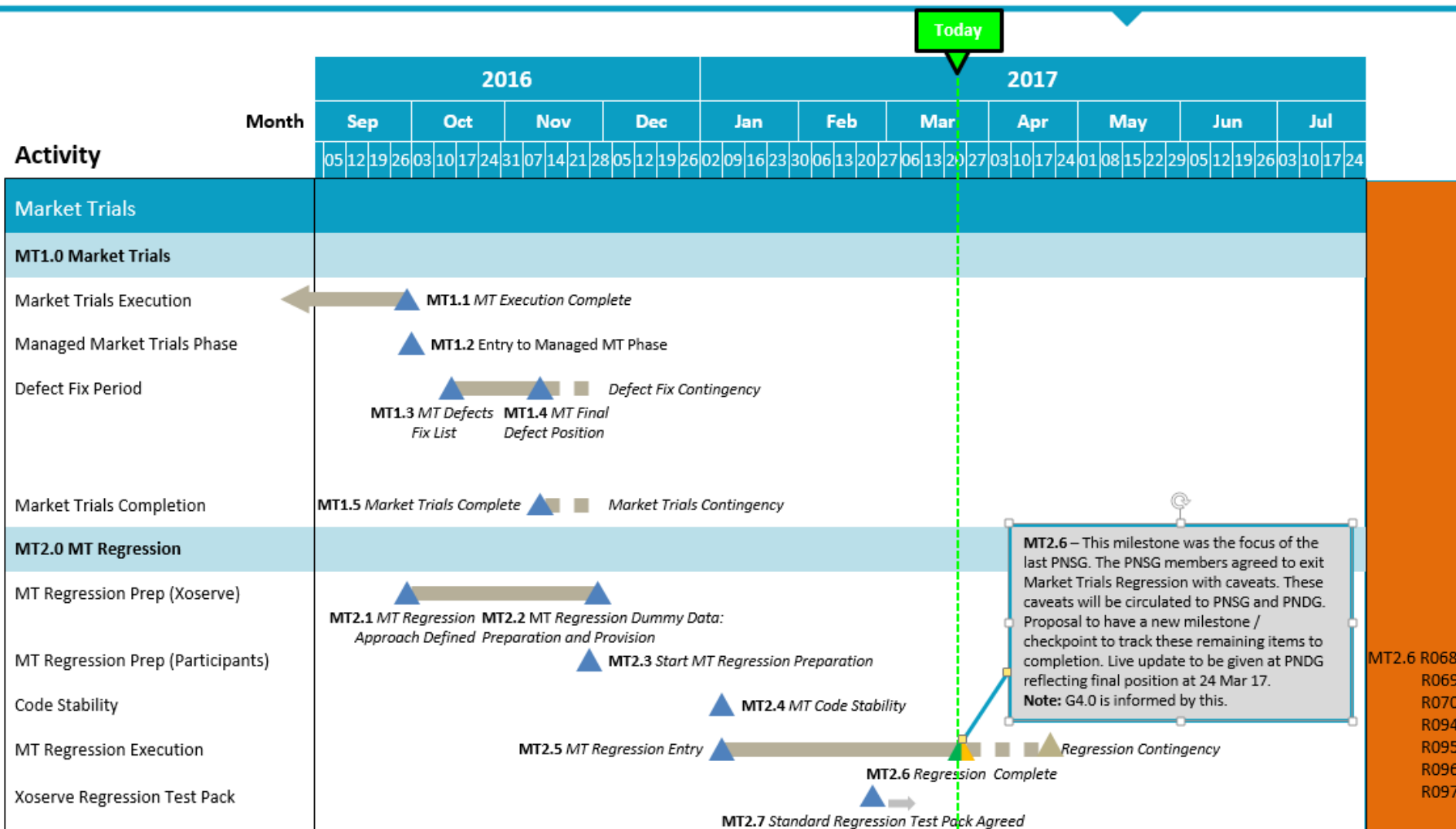
Transition: The Amber rating reflects the criticality of the current IDR2 activity and the limited time between the end of IDR2 and IDR3. IDR2 has commenced and is proceeding well.

GONG: Continues as Amber / Green. The Amber element being driven by a lack of evidence being provided by some participants in support of their GONG submissions. Smaller Market Participants cite resourcing issues impacting the completion of internal project activities.

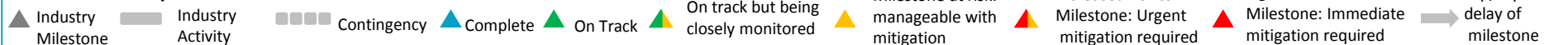
Remediation Action: Market Trials:

PwC / Ofgem and are assessing Market Participants' requests to undertake residual testing beyond 24 Apr 17. **Data:** A further working group has been established to address IDL file concerns and a further mini DMG is to be convened, again focussing on iGT data inconsistencies and ensuring that they are resolved. **Transition:** Analysis confirms the catch up process should be able to accommodate those organisations cutting over early, however this remains to be proven in IDR2 and IDR3. Any organisations seeking permission to deviate from their submitted cutover dates must do so via PwC/Ofgem. **GONG:** Continued engagement by PwC account managers with Market Participants will be maintained to drive the provision of required evidence to support self-assessments.

Market Trials Plan



Milestone RAG Key:



Market Trials Status Report

Project Nexus: As @ 23 Mar 17

Sponsor: Rob Salter-Church

PMO: Melisa Findlay

End Date: 01 Jun 17

RAG Status

Market Trials

Overall	● ↔
Xoserve	● ↔
Baringa <small>view of Xoserve</small>	● ↔
Participants	● ↔

Workstream Status:

Programme Trend:

Since:



03 Mar 17

Market Trials Background:

The Market Trials Workstream monitors participant progress through the trials phase reporting fortnightly to the PNDG. The reporting includes progress metrics, defect analysis, risks and issue, and is provided by participant self-assessments on the Nexus Portal, enabling a Market wide view of progress and blockers. The MTWG is a cross programme working group supporting and agreeing changes to the MT approach. Additionally the MTWG is required to provide market input in to any risks or issues that are captured during the phase.

Overall RAG Commentary:

The Workstream is rated as Amber. As of 17 Mar 17, 13 of 37 Market Participants had completed MT Regression testing. 5 Market Participants had test lines forecast to go beyond 24 Mar 17 with a further 3 indicated they were off track to complete testing in the 16 Mar 17 portal submission. The total number of test lines forecast by Market Participants to go beyond 24 Mar 17 remained low (26 test lines). Market Participants have been asked to formally request approval for testing of specific test lines beyond 24 Mar 17. These requests are currently being analysed. Work continues through the weekly defect call to finalise the defect and workarounds.

Achievements since last PNDG:

- Interim portal submission completed by 32 of 37 Market Participants.
- 13 Market Participants have completed their MT Regression testing (as of 17 Mar 17).
- PNSG members agreed to exit Market Trials Regression with caveats. These caveats will be detailed in a document circulated to PNSG and PNDG. Proposal to have a new milestone/checkpoint to track these remaining items to completion.
- MTWG ran 07 Mar 17 - see MTWG key messages.

Remediation Action:

- All Market Participants to complete testing wherever possible by 24 Mar 17.
- 12 Market Participants' requests to test specific test lines (67 test lines requested) beyond 24 Mar 17 currently being analysed.
- Limited and controlled testing of any test lines critical to complete for go-live beyond 24 Mar 17 and before 21 Apr 17.

Upcoming activities:

- Close down of test phase through a controlled approach to allow testing of critical residual test lines beyond 24 Mar 17.
- Finalisation of the defect and workaround list through the weekly defect calls.
- MTWG to be held on 05 April 17.
- Completion of MT Regression Exit assurance activity.

MTWG Key Messages:

- The MTR slides to be presented at PNSG on 22 Mar 17 were presented and discussed with MTWG attendees.
- Attendees reminded that all Market Participants that wish to continue testing beyond 24 Mar 17 were to submit requests by midday 22 Mar 17.
- Xoserve to send out communications regarding AMR check reads and ASP short codes (scenarios previously identified that have not been tested in MT/MTR) to include detail of testing possible before the end of the phase.

MTR Completion @17 Mar 17

A relatively consistent rate of testing has been achieved throughout the phase. With one week to go 12% of test lines are still to be completed with 1% currently forecast to complete beyond 24 March.

37

Market Participants taking part in MT Regression

37

Market Participants have an agreed MT Regression test plan

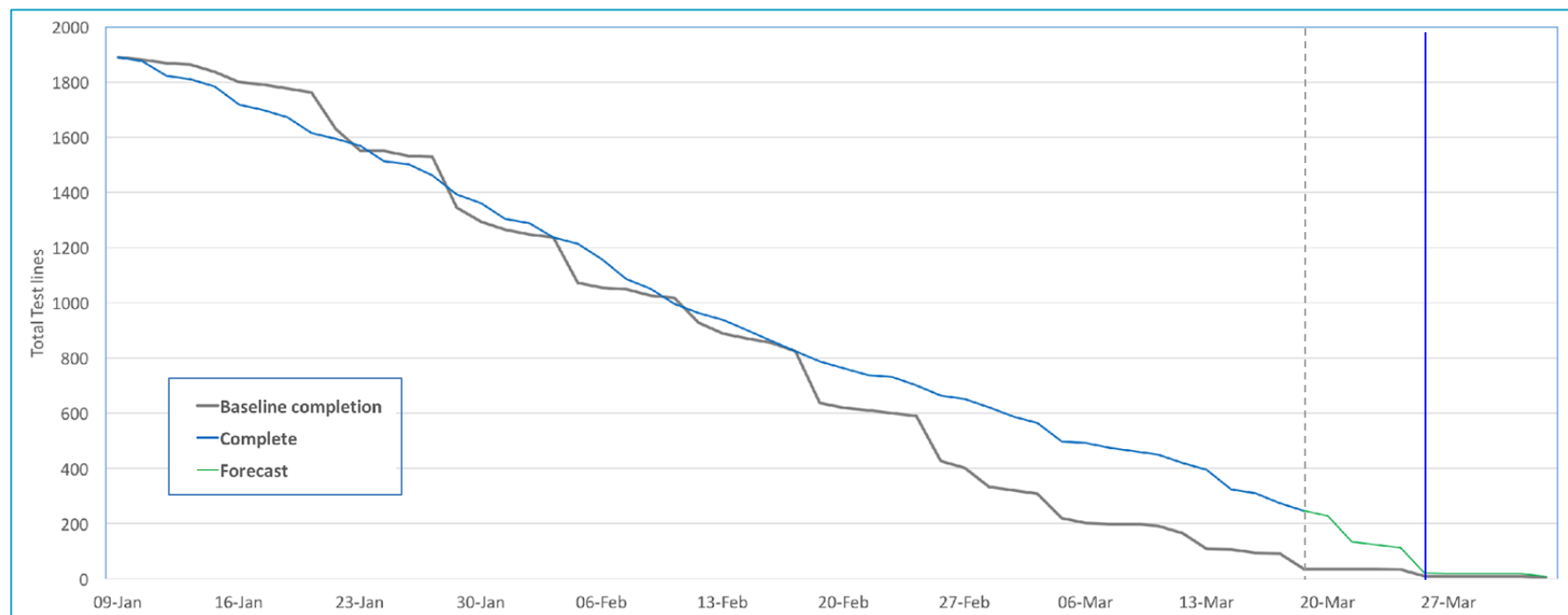
32

Market Participants provided a portal submission on 16 March 17

Test Line Breakdown (@17 Mar 17)

Total	1890
Complete	1355
Forecast to complete by 24 Mar 17	206
Forecast to complete after 24 Mar	26
Accepted as 'Incomplete'	8
De-scoped	295

MTR Objective - to demonstrate that the mandatory scenarios (C1 and C2) have not been impacted by changes and defect fixes made during Market Trials.



Data Workstream Plan

Today

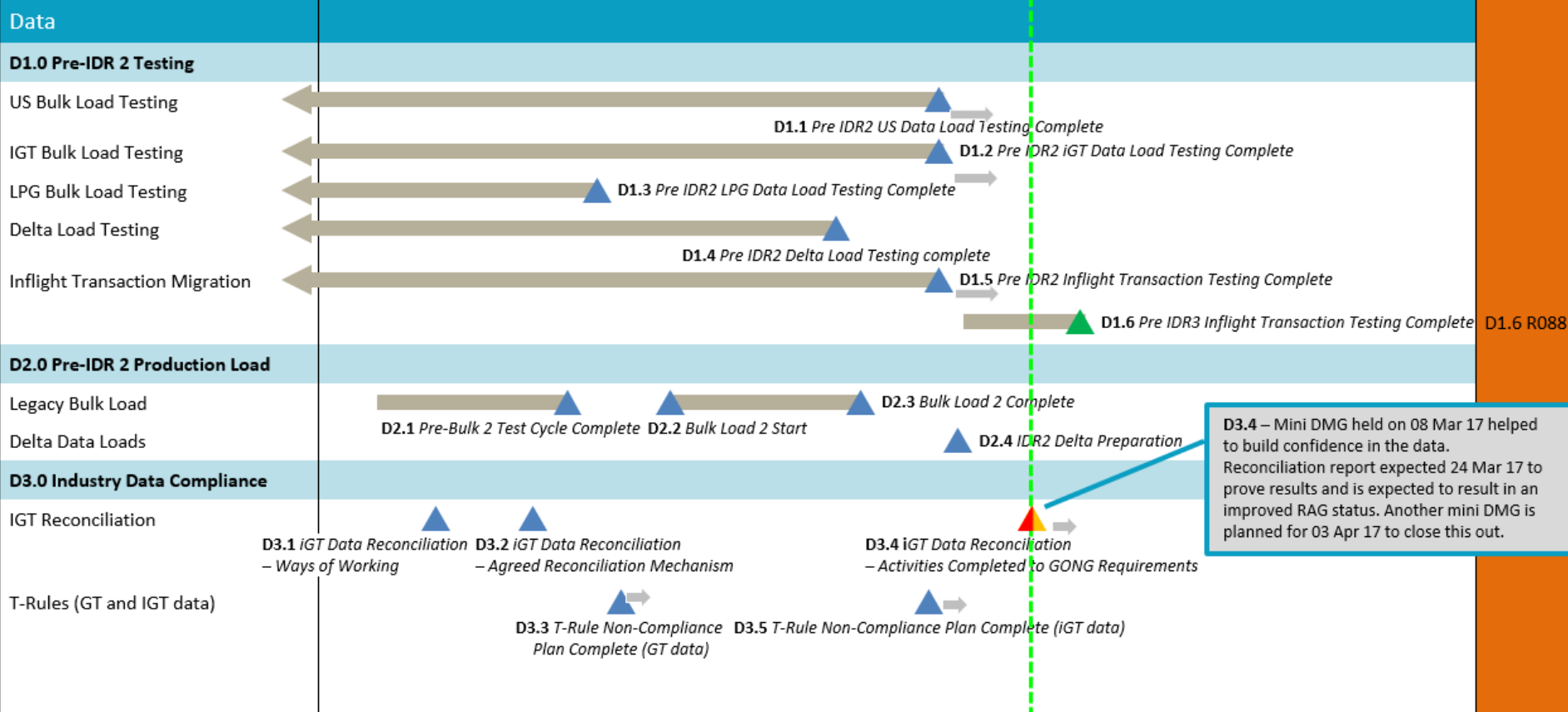
Month

2016

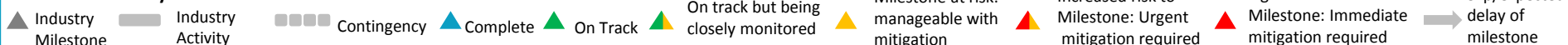
2017

Activity

Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul
05 12 19 26 03	10 17 24 31	07 14 21 28	05 12 19 26	02 09 16 23	30 06 13 20	27 06 13 20	27 03 10 17	24 01 08 15	22 29 05 12	19 26 03 10



Milestone RAG Key:



Data Status Report

Project Nexus: As @ 23 Mar 17

Sponsor: Rob Salter-Church

PMO: Melisa Findlay

End Date: 01 Jun 17

RAG Status

Data

Overall	● ↔
Xoserve	● ↑
Baringa <small>view of Xoserve</small>	● ↔
Participants	● ↔

Workstream Status:



Programme Trend:



Since:

31 Jan 16

Data Background: The Data Workstream is focussed on delivering the management and execution of robust data sourcing, mapping, transfer, reconciliation and validation activities required to cleanse and migrate data to the new SAP solution. Rigorous tried and tested processes and methods are required across all areas in order to underpin and deliver a successful migration solution.

Overall RAG Commentary:

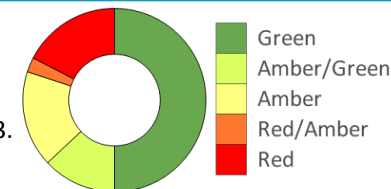
Agreed In Flight testing complete. Continued success on data loads into IDR2. Progress on iGT data consistency following mini-DMG and continued improvement on compliance with Transformation Rules. The area of risk is moving to Market Participants' readiness and ability to work with Nexus, in particular the level of iGT confidence in IDL files. Issues raised had a strong correlation with Market Participants who did not regularly attend DMG. Market Participant readiness will be the main area of focus over the next two weeks.

Achievements since last PNDG:

- IDR2 data loads (Delta and iGT complete). Overall delivery in line with low level cutover plan and data defects managed in line with the agreed Fallout Process.
- Mini-DMG increased shipper confidence that iGT data issues are being resolved and that results will be seen in subsequent reconciliations.
- Need for DMG post Go Live confirmed and additional meetings scheduled.
- In Flight - all agreed scenarios tested and passed. Some defects identified in IDR2 In Flight data load, but, these have known resolution paths.
- March market readiness data questionnaire complete, with no surprises.

Remediation Action:

- Working group set up to address IDL concerns.
- Test de-prioritised In Flight scenarios in IDR3.
- Follow up mini-DMG on iGT data 05 May 2017.
- March survey results shown in chart - across all Market Participants and questions, total responses by RAG Rating. No new issues Identified. Site visits underway where concerns have been raised.



Upcoming activities:

- Completion of all data activities IDR2 and assessment of any remaining 'parked' defects as part of post IDR2 fixes.
- Continued work on elimination of iGT data inconsistencies (D3.4), including follow-up activities from 08 Mar 17 mini-DMG.
- 23 Mar 17 DMG to focus on IDR2 fallout, iGT data, and post Go Live mitigation.
- Continued site visits for specific Market Participants raising concerns in the 16 Mar 17 Portal submissions.
- PwC assurance review of Delta prep and load (similar to Bulk 2 review).

DMG Key Messages:

- Data continues to pass key milestones.
- There is 'nervousness' around data quality, but limited evidence of actual impacts (e.g., from Market Trials).
- DMG will continue to work on resolving inconsistencies and also market preparedness for dealing with the impact of any remaining issues.

Current Data Plan Activities

Summary of Current Workstream Plan Activities @ 22 March 17:

Origin	Cycle	Perf	Quality	Progress		Response to RAID
Unique Sites	IDR2	G	A	Unique Sites achieved requisite performance as part of IDR2; mismatches from cycle being analysed for resolution before IDR3 NED. <ul style="list-style-type: none"> Performance : Achieved plan timings in IDR2 Issues : None Quality : Throughout IDR2, Prioritisation and fix cycle very closely managed through the criticality matrix, and clear decisions on which defects to focus on and fix as per the fallout management process. US mismatch root cause and fixes are being developed and to be proven (potentially via an internal TC) prior to IDR3 		1. Further US mini cycle in progress to sweep up "Open" Migration and Quality defects before IDR3.
				Data Defects Landscape	Fallout from cycle	
				22 mismatches from cycle "parked" for further analysis and fix 7 defects remain from previous cycles – to be addressed before IDR3	TBC for IDR2	
iGT	IDR2	G	G	iGT Test load in IDR2 achieved better than planned performance during NED. Better than expected quality also witnessed in cycle. <ul style="list-style-type: none"> Plan: Achieved better than expected plan timings in IDR2 NED window Issues: None for period of reporting. Quality: iGT Data load performed very well and achieved quality better than anticipated. Few mismatches found were addressed & rectified as part of the fallout process within the cycle itself; Remaining mismatches are being analysed 		1. N/A
				Data Defects Landscape	Fallout from cycle	
				X11 mismatches found during IDR2 being analysed– to be addressed before IDR3 where needed	TBC for IDR2	
LPG	N/A for IDR2	G	G	LPG Testing complete. <ul style="list-style-type: none"> Performance: Proven through previous cycles. Issues : N/A Quality : X12 "Open" Data defects exist 		1. N/A
				Data Defects Landscape	Fallout from cycle	
				12 - Defects being addressed	N/A	

Current Data Plan Activities

Summary of Current Workstream Plan Activities @ 22 Feb 17:

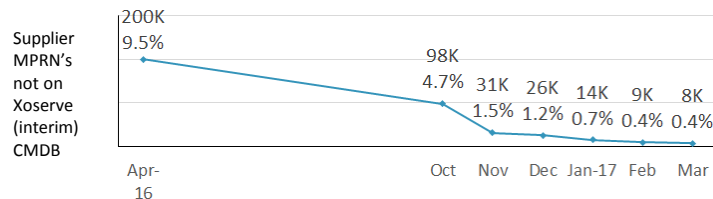
Origin	Cycle	Perf	Quality	Progress		Response to RAID
Delta	Delta as part of IDR2 (underway)	G	G	Delta cycles underway in IDR2, Delta has so far performed to timescales and achieved good quality <ul style="list-style-type: none"> Plan: Plan performance for Delta remains in line with expected performance. Delta 4 and Delta 5 remain to be undertaken in IDR2 Issues: None for period of reporting Quality: Throughout IDR2, Prioritisation and fix cycle very closely managed through the criticality matrix, and clear decisions on which defects to focus on and fix as per the fallout management process. A number of Delta mismatches were successfully dealt with and resolved in IDR2 as a result of this activity. Remaining Delta "parked" defects (which are in the low quadrant) have RCA in progress and fixes are being developed and expected to be deployed (as necessary) prior to IDR3 		N/A
				1. Data Defects Landscape	1. Fallout from cycle	
				11 "parked" mismatches so far	All objects achieved 100% ETL success rates in TC4, TC5a and TC5b	
In Flights (Data)	IDR2	A	A	In-Flight solution within IDR2 performed well, fallout being analysed. <ul style="list-style-type: none"> Performance: validation of full scope in progress Issues : None Quality: In-Flight solution performed well, some defects captured and an initial view nothing too concerning and less than expected defects. Functional in-flight validation in-progress - Full success and quality assessment will be known 29th March 		1. InFlight defects to be addressed before IDR3 NED post analysis of IDR2 quality and performance
				1. Data Defects Landscape	1. Fallout from cycle	
				24 mismatches being analysed	N/A before next cycle	
Bulk	Bulk 2 (Complete)	B	B	Bulk achieved successful closure and PwC Assurance completed; positive review with just 2 minor observations that the team taken note of.		
				1. Data Defects Landscape	1. Fallout from cycle	
				None	1. All objects achieved 100% ETL success rates in Bulk 2	

iGT Data - monthly progress

Industry wide iGT data objectives are:

- Objective 1:** Ensure data is **complete** - by reconciling the monthly extract of MPRNs per shipper held on Xoserve's interim database to those held by the shipper and investigating differences - especially between iGT and Xoserve. Goal is zero differences. (progress on this objective is shown in figure 1).
- Objective 2:** Ensure data is **compatible** - Xoserve ensure that data is compatible with SAP using Transformation rules (T-rules) to correct values that would cause SAP to reject the data. For some rules (rated by the DMG as high (red) or medium (amber) risk, it is important for Market Participants to ensure their data is cleansed in parallel to avoid possible issues after go-live (progress on this objective is shown in figures 2 and 3).
- Objective 3:** Ensuring data is **consistent** - all parties to ensure that data values within each MPRN are consistently held across Xoserve, Shippers, and iGTs. This is done by Market Participants communicating issues to Xoserve who then investigate, identify root cause and establish responsibility between Xoserve and iGTs to resolve.

Figure 1 - Objective 1- net exceptions on iGT portfolio reconciliation



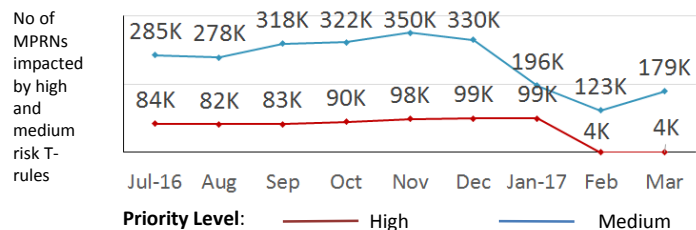
- Total iGT MPRN population: c2100k.
- Figures show the number of MPRNs and percentage of iGT population.

Progress on Objective 3

An additional DMG was held on 8 Mar 17 to investigate data inconsistencies on iGT sites between shippers, iGTs and Xoserve, using actual worked examples. These confirmed that the primary reason for data inconsistency is timing between iGTs resolving data queries and this resolution appearing in the portfolio of iGT data provided to shippers on a monthly basis.

This has increased confidence that iGT data issues are being resolved but a further additional DMG has been scheduled for 5 April to confirm that this is the case.

Figure 2 - Objective 2- high and medium risk T-rules



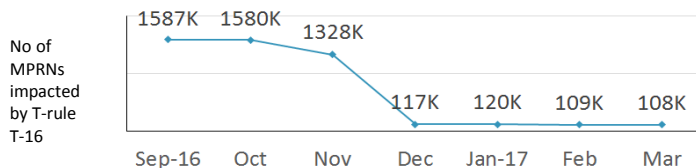
- Original baseline of MPRNs impacted: 1,437k.
- Increase in March Medium risk T-rules due to T-34 (Meter Read Source / Reason) and T-22 (Meter Point Status)

Other data observations

The uptick in medium risk T-rules is due to planned meter points used by iGTs, created in the last few months; there should be no additional risk arising from this - is an artefact of the process rather than an underlying data issue.

One participant raised a concern at RIAG that meter asset data that was not compliant with Market Domain Data rules (both GT and iGT) had not been sufficiently tested in market trials, however this concern was not widely shared and there have been opportunities to test such sites in MT and MT regression.

Figure 3 - Objective 2 - last inspection date T-rule T-16)

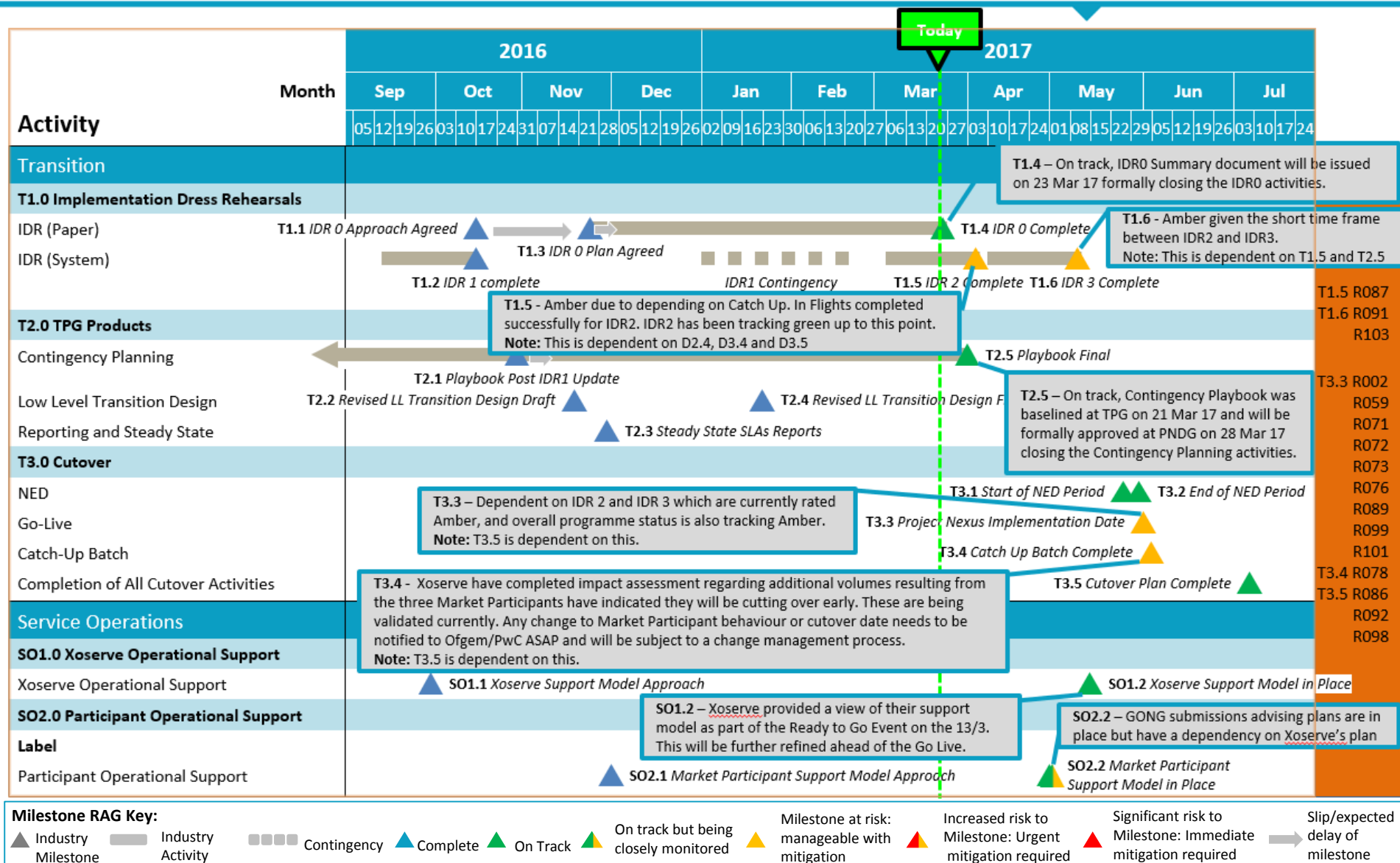


- High level of progress with T-16 from Nov to Mar.
- 108K MPRNs still in scope

Actions for Market Participants focused on objective 3

- Review the latest portfolio reports to assess the extent to which data inconsistencies remain.
- Continue to notify Xoserve (Emma.lyndon@xoserve.com) of any data consistency issues.
- Respond to data cleanse actions arising from the DMG on 08 Mar 17.

Transition Workstream Plan



Transition Status Report

Project Nexus: As @ 23 Mar 17

Sponsor: Rob Salter-Church

PMO: Melisa Findlay

End Date: 01 Jun 17

RAG Status	Transition
Overall	● ↔
Xoserve	● ↔
Baringa <small>view of Xoserve</small>	● ↔
Participants	● ↔

Workstream Status:

Programme Trend:

Since:



17 Jan 17

Transition Background: The Transition Workstream covers the activities required to move the new UK Link solution into production environment and business as usual. The workstream covers the Xoserve activities associated with implementation dress rehearsals, cutover planning, execution, and the key activities and deliverables required. This is to allow Market Participants to plan and execute the cutover and transition of their own systems and be in a position to participate in the market with the new solution.

Overall RAG Commentary:

The Amber rating reflects the criticality of the current IDR2 activity and the limited time between the end of IDR2 and IDR3. IDR2 has commenced and is proceeding well. This status includes the critical testing of In Flight testing and the iGT migration. There is a concern around organisations cutting over early which may inflate catch up volumes (T3.4). Organisations are expected to maintain normal behaviour across the Transition period and highlight to Ofgem if they intend to change their notified cutover date.

Achievements since last PNDG:

- TPG conducted on 21 Mar 17 with updates provided on PIS Test Environment use, Smoke Testing Proposal and baselining of the Contingency Planning Playbook.
- IDR2 execution progressing to plan. Pre NED activities completed. NED activities currently in progress with one NED day remaining.
- IDR2 lessons learned documented and fed into IDR3 planning.
- Contingency Planning playbook baselined at TPG as version 1.0. Formal approval taken to PNDG based off TPG's recommendation.

Remediation Action:

The analysis completed by Xoserve indicates that the catch up process should be able to accommodate the 3 organisations who are cutting over early. This will be validated in IDR2. Any further organisations who wish to deviate from the cutover dates provided to PwC/Ofgem need to seek permission from PwC/Ofgem. IDR2 will be monitored on a daily basis to ensure that activities complete as expected. The In Flights working group has finalised weekly updates on High and Medium priority tests, with Low priority tests being tracked through additional milestone.

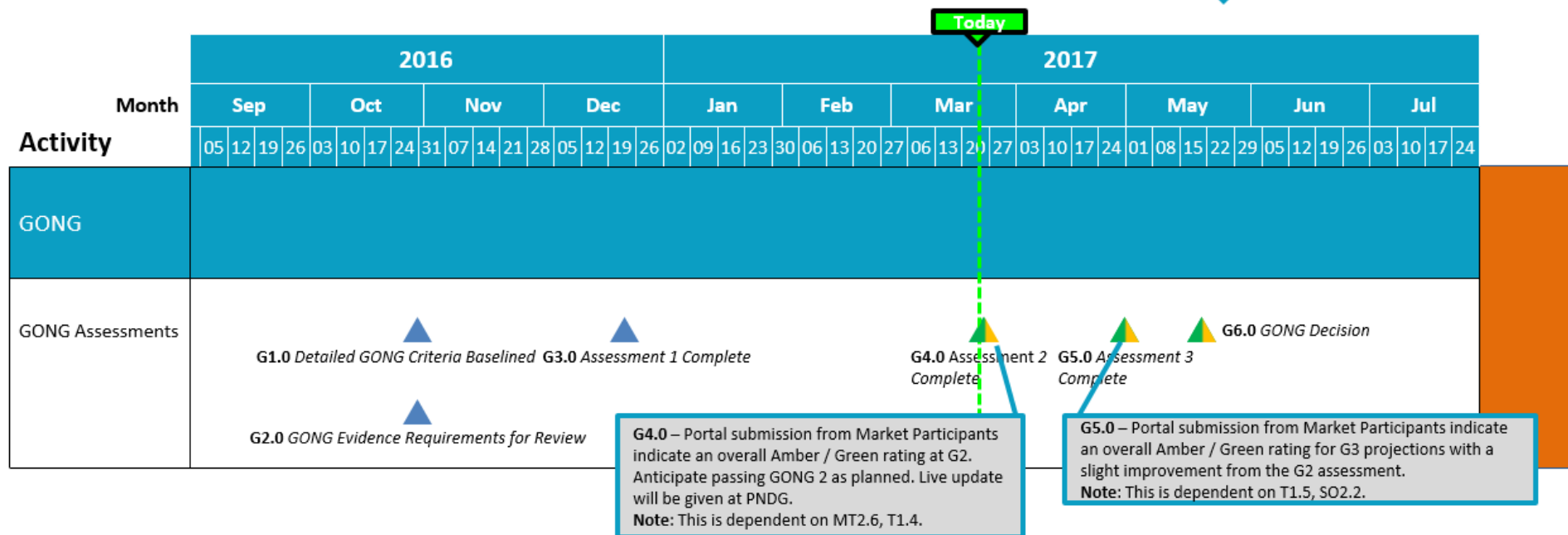
Upcoming activities:

- Continuation of IDR2 activities due for completion on 31 Mar 17.
- Next TPG scheduled for 04 Apr 17. Catch Up Smoke Testing approach to be finalised and Post Go Live Test Environment requirements to be baselined.
- Continuation of IDR3 planning ahead of commencement on the 04 Apr 17.
- Development of Market Participant cutover reporting dashboard by 13 Apr 17.
- IDRO closure document to be issued by 24 Mar 17.

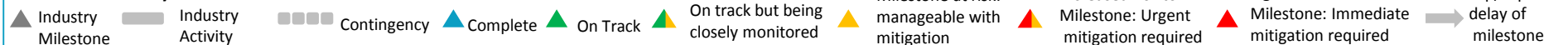
TPG Key Messages:

- Following their review, the TPG agreed to baseline the Contingency Planning playbook. Any changes will be taken through formal change control at TPG. The playbook will be taken for approval at PNDG on 28 Mar 17.
- RIAG proposed a Smoke Test for the Catch Up batch, which Xoserve agreed to, to mitigate the risk that the catch up batch does not work. Their proposed approach is to test 2 files with limited records from 5 shippers. The offer has been extended to the industry to volunteer to take part.

GONG Workstream Plan



Milestone RAG Key:



GONG Status Report

Project Nexus: As @ 23 Mar 17

Sponsor: Rob Salter-Church

PMO: Melisa Findlay

End Date: 01 Jun 17

RAG Status

GONG

Overall



Xoserve



Baringa view of Xoserve



Participants



Workstream Status:



Programme Trend:



Since:

29 Nov 16

GONG Background: The GONG workstream will track Market Participants progress against a set of criteria. In collaboration with the cross programme working groups, it will provide a final recommendation to the PNDG / PNSG on market readiness to go-live and the associated risks should all parties not been able to demonstrate go-live readiness. Through the Nexus Portal, Market Participants will self assess their status, the output of which will be reported through the PNDG. Performance will be measured against three 'Gates' where progress against the GONG criteria will be reported, including assurance over Market Participant's submission in order to support any recommendation.

Achievements since last PNDG:

- 38 of 44 Market Participants and Xoserve made a Nexus Assurance Portal Submission for the final GONG G2 assessment.
- 19 site visits completed collaborating with the Data, Transition and Assurance team
- G2 milestone is expected to complete as planned noting exceptions and mitigating actions. It will be ratified at PNSG on 06 April 17

Upcoming activities:

- Complete assurance activity including evidence review and site visit programme.
- Finalise G2 assurance report with by 27 Mar 17 and present outcome to the PNSG on 06 April 17.
- Escalate the 6 non-submitters to Ofgem and close any subsequent actions.
- Develop workstream plan for G3 and go live decision making and continue to support Market Participants up to the assessment point.

Overall RAG Commentary: RAG status is rated as Amber/Green. The Green is driven by the expected completion of the G2 milestone to plan based on 38 of 44 Market Participants (MPs) and Xoserve making a GONG assessment (G2) submission in which 66% of criteria were reported as Green. The key exceptions raised are known to the Programme and are being managed in cross programme working groups, these exceptions are listed on the following slide. The Amber element of the workstream status reflects the evidence provided in support of GONG Status and the fact that smaller MPs cite resource issue impacting the completion of internal project activity. These issues will be closely monitored.

Remediation Action:

- Continue to monitor Market Participant progress against GONG Criteria via single point of contact approach and re-iterate the need to provide appropriate evidence in support of self assessment status
- Monitor data and transition related queries in cross programme work groups and escalate as required.
- Monitor the finalisation of Market Trials Regression exit.
- Establish the post Go Live workstream to support industry awareness of support arrangements post go live.

Key Messages:

- Evidence needs to be provided to support Market Participant self assessment status and enable the assurance activity to complete. G2 has not seen timely provision of evidence which needs to improve for G3 and the go live decision.
- Market Participants attendance at cross party working groups is strongly encouraged to support the closure of mitigating actions for areas of concern.

G2 Dashboard: Mkt. Participants

The information is based on GONG self assessment information provided on the Nexus Assurance Portal on 16 Mar 17 as part of G2. This is an initial view and follow up activity has commenced to obtain the missing submissions and clarify the issues raised.

38

Market Participants provided a G2 portal submission (increased from 31 submissions as at 23 Feb 17).

06

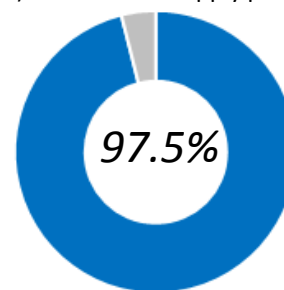
Market Participants did not make a G2 Assessment submission and will be escalated to Ofgem as required.

23

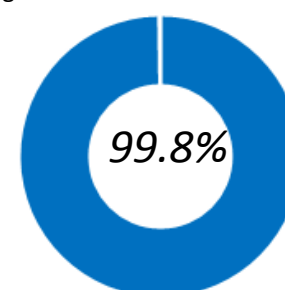
of 44 Market Participants (51% AQ) self assessed as Green at G2 increasing to 34 (96% AQ) at G3

Market Coverage:

- 38 of 44 Market Participants had provided a G2 portal submission equating to 97.5% Annual Quantity ('AQ') and 99.8% of supply points coverage.

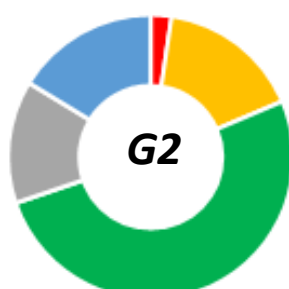


Market AQ %

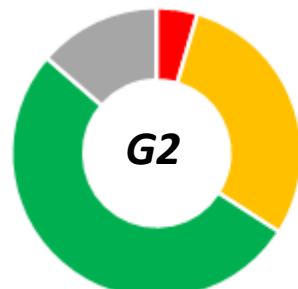


Market Supply Point %

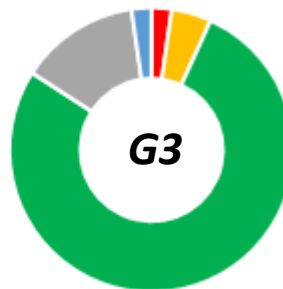
Market Participant self-assessed overall RAG status projections



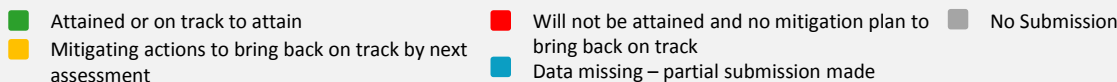
Projected G2 RAG
status at G1



Projected G2 RAG
status as at 16 Mar 17



Projected G3 RAG
status as at 16 Mar 17



GONG criteria G2 self-assessment commentary:

Key Exceptions from G2 Submission on 16 Mar 17

- Proving In Flights in IDR2 with no impact in IDR3.
- iGT Data alignment/cleanse activity.
- Completion of Market Participant transition planning with appropriate testing/rehearsals.
- Post Go Live Support and Governance arrangements.
- Completion of MTR with plan for managing residual defects.
- Reliance on third party and resource constraint impacting the completion of internal project activity.

Current G2 position remains aligned to projections made at G1. Whilst this improves for G3 projections focus is required on the actions to address the above concerns.

G2 Dashboard: Mkt. Participants

Analysis of full Market Participant (MP) breakdown of self assessed status' against GONG criteria identifies three groups of MP's. Based on this classification, the PwC GONG workstream will be able to priorities activity ahead of the G3 assessment.

15 MP's reported as Green across all criteria. None of these were subject to assurance at G2. These organisations will continue to be monitored by the PwC GONG workstream and are expected to be part of the G3 sample.

13 MP's including 5 Large Shippers report up to 6 criteria as 'Amber'. 9 of these were subject to assurance. The rationale the Amber status' is attributed to issues being managed by the Programme or internal project activity yet to complete. Ongoing monitoring is required

10 MP's reported one red or >6 criteria 'Amber'. 6 were subject to assurance which supported the submission highlighting to known and, in the case of smaller MP's, resource constraints are impacting ability to complete internal project activity. Close monitoring is required.

Organisation	1.4	1.6	1.8	2.1	2.2	2.3	2.4	3.2	3.3	3.4	3.6	4.1	4.3	4.4
GT 4														
GT 5														
I&C 10														
I&C 9														
I&C 8														
I&C 2														
Challenger 14														
Challenger 8														
Challenger 10														
Challenger 7														
Challenger 4														
IGT 3														
IGT 4														
Challenger 1														
I&C 15														
GT 1														
I&C 3														
IGT 5														
Challenger 13														
GT 3														
GT 2														
Large Supplier 1														
Large Supplier 2														
Large Supplier 6														
Large Supplier 5														
Large Supplier 4														
I&C 11														
GT 6														
Challenger 3														
Large Supplier 3														
I&C 5														
I&C 7														
Challenger 5														
Challenger 2														
IGT 2														
I&C 1														
Challenger 12														
IGT 1														

■ Attained or on track to attain
 ■ Mitigating actions to bring back on track by next assessment
 ■ Will not be attained and no mitigation plan to bring back on track
 ■ Data missing – partial submission made
 ■ No Submission
 *Note numbers are not sequential as not all criteria are applicable

Discuss

Xoserve G2 Status Summary

Aggregate G2 RAG

A

Overall status reported as Amber. RAG primarily driven by residual risk within the data and transition plans and outstanding definition work for post go-live processes (release schedule, governance)

Pillar	Ref.	G2 Criteria	25-Nov	16-Dec	22-Mar	Key Achievements	Residual Risk Areas
Meets industry requirements	1.3	Data transformation rules communicated	G	G	G	<ul style="list-style-type: none"> Bulk 2 Complete with zero defects MT regression on track Requirements Traceability maintained for CRs 	<ul style="list-style-type: none"> Further identification of Delta defects following IDR2
	1.5	Bulk and Delta Data Loads	G	G	G		
	1.6	C1 / C2 Process built and tested in MT	G	G	G		
	1.8	Cutover plans aligned to low level design	G	A	G		
	1.9	Requirements Traceability	G	G	G		
Stable	2.1	Non-functional testing	A	A	A	<ul style="list-style-type: none"> Code stability management processes well established IDR2 readiness achieved 	<ul style="list-style-type: none"> High priority data defects persist NFR, testing planned and on track, criteria on read volumes in review
	2.2	Process to manage code stability	G	G	G		
	2.3	Business Continuity and Disaster Recovery	G	G	G		
	2.4	Detailed system cutover plan	G/A	A	G		
	2.5	Data migration testing (Dress Rehearsals)	A	A	A		
	2.6	Data migration defects	G	G	A		
Sustainable	3.1	Design documentation	G	G	G	<ul style="list-style-type: none"> Training / KT plans in place and approved by Operational Business Leads 	<ul style="list-style-type: none"> PGL defects need aligning with PIS release schedule PGL governance structure definition remains in progress
	3.2	Business process documentation	G	G	A		
	3.3	Knowledge Transfer	G	G	G		
	3.4	Post go-live release plan	G	G	A		
	3.5	Data governance	G	G	G		
	3.6	Cutover governance defined	G	G	A		
	3.7	Hypercare IT support processes	G	G	G		
Consumer Experience	4.1	FAQs and Communications	G	G	G	<ul style="list-style-type: none"> MT Information Library is providing a valuable Business Process information resource People Transition comms plan nearing conclusion 	<ul style="list-style-type: none"> LWI update / creation in readiness for training
	4.2	Hypercare exit criteria	G	G	G		
	4.3	Organisational structure review	G	G	G		
	4.4	Training	G	G	G		

Summary of Risks and Issues

#	ID	Milestone Affected	Description	Mitigation Action	Action Owner	Rating
1	R076	Post Go Live	There is a risk to settlement as a result of a lack of clarity with respect to governance post Go-Live.	A203 - open	Xoserve Ofgem	16
2	R087	T1.5 IDR2 Complete	There is a risk that IDR2 will encounter problems as it will be the first time that Xoserve's cutover procedures will have been fully tested end-to-end since IDR1 and since that time the technical components of the cutover (delta, iGT data load etc) have been developed further.	n/a	n/a	15
3	R089	D1.5 Pre-IDR2 In Flight Transaction testing Complete	There is a risk that Market Participants do not fully attain the GONG readiness criteria or misrepresent their attainment during the GONG assessment. This could result in post go-live issues such as exceptions, high number of queries, raising of invalid defects etc. This lack of readiness could impact the non-ready Market Participants, other Market Participants, Xoserve and ultimately end customers .	A234 - open	Ofgem	15
4	R102	T1.6 IDR3 Complete	Xoserve have based their sizing of the catch-up batch and other cutover activities (e.g. delta load) on the volume of transactions seen during the equivalent period last year. It is essential that Market Participants inform Xoserve if there is any risk of them generating volumes in excess of those to be expected from normal behaviour. A specific example of this is R078 which relates to the catch-up process. However, there could be other impacts.	A233 - open	Xoserve	15
5	R068	MT2.6 MT Regression Complete	The pace of testing within MT regression may not allow for testing to be completed by MT2.6. This could be due to: 1) it not being possible to execute agreed scope within planned timescales 2) a high number of defects being identified during the phase 3) repeat of challenges encountered during full MT phase (e.g. identifying test data; partnering). 4) issues with dummy data.	A157 - closed	MTGW PwC	15

RAG Rating Legend:



Significant risk / issue that requires urgent attention. Immediate escalation to governance group with recommended action plan. Control at source



Risk / Issue that requires swift resolution. Programme/project milestones, budget or quality are impacted but at edges of tolerance.



Medium risk / issue where we are comfortable that the concern is manageable and that the mitigations options being reviewed will address the problem



Decision to be made



Risk / Issue that has a low impact on programme/project tolerances. These risks will be tracked



The # indicates the assessed impact added to the assessed likelihood to provide an overall category of risk from Insignificant / Sever through to Rare / Almost Certain. Further detail can be found within the RIAG governance.

Summary of Risks and Issues

#	ID	Milestone Affected	Description	Mitigation Action	Action Owner	Rating
6	R096	MT2.6	There are a number of P2 defect fixes to be tested as part of this invoice cycle. There is a risk that the defects may not have been fixed correctly or that the fixes may have inadvertently created new defects or exposed others. If this is the case then a further invoice run will be required which cannot be completed by the scheduled date for MT2.4 meaning that the contingency period will be required for Market Participants who wish to complete this test.	A230 - open	Pwc	12
7	R073	D3.5 T-Rule Non-Compliance Plan Complete (iGT Data)	There are inconsistencies between the iGT data recorded on the Xoserve database and the details for the same MPRNs held by shippers which could lead to operational issues in customer switching and settlement post go-live.	A188 - closed A189 - closed A237 - closed	Xoserve PwC	12
8	R078	T3.4 Catch Up Batch Complete	There is a risk that there will be insufficient Variant Non-Business Days during the catch-up period to allow for Xoserve to process the backlog of files generated during the Non-Effective Day period.	A199 - closed A207 - closed A235 - open	TPG RIAG	12
9	R085	Post Go Live	There is a risk that a lack of understanding of business processes causes an increase in the number of incorrectly raised defects / queries and an increased number of rejected defects post Go Live.	A160 - closed A161 - closed	Xoserve PwC	12
10	R086	T3.5 Cutover Plan Complete	There is a risk that the cutover will encounter problems due to a lack of coordination between Xoserve and Market Participants.	A228 - closed		12
11	R097	MT2.6	There is a risk that problems during MT and MTR with the production of IDL files and also the mechanism by which catch-up is effected when files have been missed.	A242 - closed	Ofgem	12

RAG Rating Legend:



Significant risk / issue that requires urgent attention. Immediate escalation to governance group with recommended action plan. Control at source



Risk / Issue that requires swift resolution. Programme/project milestones, budget or quality are impacted but at edges of tolerance.



Medium risk / Issue where we are comfortable that the concern is manageable and that the mitigations options being reviewed will address the problem



Decision to be made



Risk / Issue that has a low impact on programme/project tolerances. These risks will be tracked



The # indicates the assessed impact added to the assessed likelihood to provide an overall category of risk from Insignificant / Sever through to Rare / Almost Certain. Further detail can be found within the RIAG governance.

Summary of Risks and Issues

#	ID	Milestone Affected	Description	Mitigation Action	Action Owner	Rating
6	R069	MT2.6 MT Regression Complete	A high number of defects are identified during the MT Regression phase, which results in a requirement to suspend the test phase.	A158 - closed A159 - closed A169 - closed	PNSG MTWG	Propose to Close
7	R070	MT 2.6 MT Regression Complete	There is a risk that a lack of understanding of businesses process causes an increase in the number of incorrectly raised defects / queries and an increased number of rejected defects during MT Regression.	A160 - closed A161 - closed	Xoserve PwC	Propose to Close
12	R088	D1.5 Pre-IDR2 In Flight Transaction testing Complete	There is a risk that the development and testing work for In Flights will not complete fully in time for the commencement of IDR2. This could result in known issues prior to IDR2 or the manifestation of issues during IDR2 itself. This could impact the ability to enter IDR2 or the ability to meet the IDR2 exit criteria.	A227 - closed	Ofgem	Propose to Close

RAG Rating Legend:



Significant risk / issue that requires urgent attention. Immediate escalation to governance group with recommended action plan. Control at source



Risk / Issue that requires swift resolution. Programme/project milestones, budget or quality are impacted but at edges of tolerance.



Medium risk / issue where we are comfortable that the concern is manageable and that the mitigations options being reviewed will address the problem



Decision to be made



Risk / Issue that has a low impact on programme/project tolerances. These risks will be tracked



The # indicates the assessed impact added to the assessed likelihood to provide an overall category of risk from Insignificant / Sever through to Rare / Almost Certain. Further detail can be found within the RIAG governance.

Action Log

Action #	Action	Progress	Owner	Status	Due	Forum
A146	Xoserve to explore whether the IDL approach can be duplicated in production post Go Live in the event of suspended operation e.g. following an incident.	A meeting was held on 16 Mar to review the IDL with iGTs. A series of meetings are scheduled in the week of 20 Mar to walk through in detail all issues found with the IDL and resolutions provided and provide more background on the content of the file and alternate supporting information. A number of actions have arisen from these meetings which will be tracked through RIAG. PROPOSE TO CLOSE.	Xoserve		09 Jan 17 → 10 Feb 17 → 10 Mar 17 → 17 Mar 17	PNDG
A175	Xoserve to deliver Final IIL far enough ahead of Go Live in order to undergo full reconciliation	Xoserve have confirmed they can produce an IIL file prior to the Go Live date of 1 June 2017. The file will be produced on 30 May 2017 and delivered to iGTs via the IX no later than 31 May 2017. This information was conveyed to the iGTs at a T-con on 3 February 2017. Due date pushed back to 05 Apr 17 for a check point. PROPOSE TO CLOSE.	Xoserve		05 Apr 17	PNDG
A200	Xoserve to develop a draft release plan for anticipated deployment of defects etc post 01 May 2017.	The working assumption is that there will be a fix release on the PIS period. The content and planned date will be shared with TPG at end-April. PROPOSE TO MOVE DATE FROM 30 MAR 2017 TO 28 APRIL 2017.	Xoserve		30 Mar 17 → 28 Apr 17	RIAG
A208	PwC to undertake assurance during exit of Market Trials Regression to ensure that shippers dummy data reflects as much as possible the data that would be used in real life. This is specific to iGT dummy data.	Question to be included as part of the MT Regression assurance activity to understand the extent to which dummy iGT data reflected real data. PROPOSE TO CLOSE	PwC		28 Mar 17	RIAG

Action Log

Action #	Action	Progress	Owner	Status	Due	Forum
A226	Respond to Market Participant question: "In-Flights GT cycle underway with 29 open defects - it is unclear where this is in terms of Xoserve expectations/ how this has driven the amber RAG for performance and red RAG for quality, How many defects should be expected at this stage of testing? Do we have any kind of defect forecasting and tracking in place for in-flight delivery?"	In-flight testing has undergone successful collaboration between various work streams and has resulted in improved design and test solution for In Flights Data consequently reducing complexity within solution. In Flight UAT testing adhering to plan, low priority scenarios deferred to IDR3 all other scenarios tested before IDR2 and exercised in IDR2. PROPOSE TO CLOSE	Xoserve		13 Mar 17	
A230	Confirm whether there is a need for an invoice run in April and the nature of such a run if it is required.	Fixes have been applied to invoicing. The final scheduled run in MTR will be in early March. Depending on the results of this it may be necessary to perform an additional run (for some Market Participants) in April. This will be reviewed in March. Verbal update to be provide in meeting.	PwC		24 Mar 17	Xoserve Plan Management Meeting
A231	A consolidated fallout report is required at the following points: entry to IDR2, entry to IDR3, entry to cutover and at go-live.	A consolidated fallout report is required at the following points: entry to IDR2, entry to IDR3, entry to cutover and at go-live. The fallout report needs to include information on data defects, functional defects, non-functional defects (where participant impacting) and cutover fallout (last report only). This report needs to be market-wide but also there needs to be participant specific versions that identify the number of MPRNS etc that each participant will see in each fallout category (at least for those impacting a significant number of MPRNs). The final IDR2 entry report was produced and presented at PNSG and PNDG. The next report to be produced will be an IDR2 exit/IDR3 entry report. PROPOSE TO CLOSE	Xoserve		06 Mar 17	RIAG

Action Log

Action #	Action	Progress	Owner	Status	Due	Forum
A232	Confirm whether there are other areas of their cutover where there is a volumetric concern (besides catch-up volumes). Where there are areas, Xoserve are to obtain the required information from Market Participants on their proposed approach in order to assess any impact.	Transition volumetric is based on standard behaviour as of the same period 2016. The likely load from the limited number of organisations cutting over early will be analysed as part of IDR2. Agreed at PNDG on 14 Mar 17 that due date could be extended to 31 Mar 17 to enable this analysis. Market Participants are reminded that any change to cutover plans needs to be approved by Ofgem.	Xoserve		31 Mar 17	RIAG
A233	During IDR0 (part 2) it was discovered that Xoserve and iGTs had agreed that iGTs would continue to send legacy file formats to Suppliers/Shippers across the NED period. The file in question is due to be sent by iGTs to Xoserve/Shippers on the 23 May 17 in a legacy format. This is after the majority of the Shippers will have cut over and so they may be unable to process the file. As a result of this, Xoserve are to confirm (to the best of their knowledge) that no other agreements (outside of those identified by R092) exist between themselves and Market Participants the contents of which need to be shared more widely as they have impacts on either the cutover or go-live operations of other Market Participants	This is currently being explored by Xoserve.	Xoserve		06 Mar 17	

Action Log

Action #	Action	Progress	Owner	Status	Due	Forum
A234	Undertake high-level contingency analysis of the options when different participant types do not meet the final GONG criteria and are not ready to cutover. Ensure Ofgem understand the process and criteria that will be applied in this event. This information on criteria may not be fully published to the market.	The principles for performing the analysis have been created and are under review prior to being presented at RIAG at the next available opportunity.	Ofgem		31 Mar 17	RIAG
A235	Bring to PNSG the principle that any changes Market Participants wish to make to their declared cutover dates (that have been used to assess the file volumes for catch-up batch) must be agreed by PNSG.	Process has been communicated in multiple governance groups including PNSG. Principles have been set out. PROPOSE TO CLOSE.	Ofgem		06 Mar 17	RIAG
A239	Determine when the Post Go Live pillar will begin reporting in the PNDG pack.	Xoserve will share the Industry Governance structure and Plan (both in draft pending approvals) at PNDG on 28 Mar 17 with the aspiration for delivery of that plan to be represented as a 'Post Go Live' pillar within the PNDG pack for subsequent PNDGs.	Xoserve		14 Mar 17	PNDG
A240	Xoserve are to explore the possibility for CMS training by iGT's.	Verbal update to be provided.	Xoserve		07 Mar 17 -> 24 Mar-17	PNDG

Action Log

Action #	Action	Progress	Owner	Status	Due	Forum
A247	Xoserve to confirm if/how they will confirm gas day timing are acceptable to Market Participants.	Verbal update to be provided.	Xoserve		28 Mar 17	PNDG
A248	Take skeleton plan of a Post Go Live workstream plan with milestones such as defects and environments to PNSG.	Xoserve will share the Industry Governance structure and Plan (both in draft pending approvals) at PNDG on 28 Mar. The plan will include ongoing engagement points e.g. to PNDG/PNSG/RIAG/DSC etc indicating expected Approval points. Xoserve is also intending to share the Release Approach and Environment plan at PNDG on 28 Mar (as was shared at TPG on 21 Mar).	Ofgem and Xoserve		28 Mar 17	PNDG
A249	Provide more details on Post Go live test environment.	Details provided at TPG on 21 Mar 17. Update to be given to PNDG to close this action.	Xoserve		28 Mar 17	PNDG
A250	Next version of the Go Live Governance plan to be shared with PNDG and PNSG. This will be posted on the Xoserve website.	Plan posted to the Xoserve website on 23 Mar 17. PROPOSE TO CLOSE.	PwC		17 Mar-17	PNDG

Appendices

#	Title	Slide
1	Meeting Governance	28 - 29
2	Baringa CSA Programme Report	30 - 32
3	Hot Topic - Post Go Live - Placeholder	33
4	Hot Topic - Contingency Playbook - Placeholder	34
5	Disclaimer	35
6		
7		
8		
9		

Governance: Meetings

RIAG Meeting Focus

07 Mar 17	16 Mar 17	30 Mar 17	13 Apr 17	27 Apr 17
<ul style="list-style-type: none"> Next steps from previous RAID log refresh Post Go Live <p>Complete</p>	<ul style="list-style-type: none"> iGT readiness (on request of PNSG) Defect/Outage/Assurance (post MTWG Defect Deep Dive) Issue Resolution Group ways of working <p>Complete</p>	<ul style="list-style-type: none"> IDR2 progress check in Risk log close out tracking towards Go Live Assumptions check in RAID log review 	<ul style="list-style-type: none"> Post Go Live check in Disengaged Market Participants and new market entrants framework Project Nexus in Wider Industry 	<ul style="list-style-type: none"> Assumptions check in Change overview board check in RAID log refresh to prepare for the next meeting agenda

PNDG Meeting Focus

28 Feb 17	14 Mar 17	28 Mar 17	11 Apr 17	25 Apr 17
<ul style="list-style-type: none"> Programme Update Workstream Update iGT IDL File Briefing <p>Complete</p>	<ul style="list-style-type: none"> Programme Update Workstream Update <p>Complete</p>	<ul style="list-style-type: none"> Programme Update Workstream Update 	<ul style="list-style-type: none"> Programme Update Workstream Update 	<ul style="list-style-type: none"> Programme Update Workstream Update

PNSG Meeting Focus

22 Mar 17 (F2F)	23 Mar 17 (Webex)	30 Mar 17 (Webex)	06 Apr 17 (F2F)	10 Apr 17 (Webex)
<ul style="list-style-type: none"> MTR Exit Decision MTR Report Assumptions Hot Topic <p>Complete</p>	<ul style="list-style-type: none"> Go Live Simulation IDR2 <p>Complete</p>	<ul style="list-style-type: none"> IDR2 Progress 	<ul style="list-style-type: none"> IDR3 Entry Decision PwC G2 Interim Assurance Report Baringa IDR2 Exit Assurance Report Xoserve IDR2 Exit Report/ IDR3 Entry Report 	<ul style="list-style-type: none"> IDR3 Entry Confirmation

PNSF Meeting Focus

Early May (TBC)
<ul style="list-style-type: none"> Programme Update Outcome of IDR2 and IDR3 GONG Assessments Go Live Preparations

Governance: Meetings

MTWG

4 Apr 17	
<ul style="list-style-type: none"> Review open MTWG actions Review MTR Exit Potion 	<ul style="list-style-type: none"> No further MTWG are intended beyond this point

DMG

5 Mar 17	20 Apr 17	18 May 17	28 Jun 17
<ul style="list-style-type: none"> Working group for iGT inconsistencies IDR2 delta fallout 	<ul style="list-style-type: none"> GONG 3 (Data) Survey feedback 	<ul style="list-style-type: none"> GONG 4 (Data) Mitigations Post-live comms 	<ul style="list-style-type: none"> Exception Handling Post-live role of DMG

TPG

04 Apr 17	18 Apr 17	2 May 17
<ul style="list-style-type: none"> IDR2 Summary Smoke Test Baseline 	<ul style="list-style-type: none"> IDR3 Update Post Go Live role of TPG 	<ul style="list-style-type: none"> IDR3 Summary Post Go Live role of TPG

CSA Programme Board Report

UK Link Programme

Xoserve
22 Mar 17 v0.2



Executive Summary

The Programme status remains **Green/Amber** for this period. Positive progress has been seen for In Flights with all testing required ahead of IDR 2 successfully completed. The risk profile for data however is again growing with IDR2 validation activities identifying a volume of new Delta defects.

KEY RISK AREAS

- ▶ **Programme Delivery** – Resource constraints are impacting progress within Data and BC&R streams
- ▶ **Data / Transition**– The Programme has seen a spike in Delta defects following IDR2 validation
- ▶ **Market Trials** – Workaround impacts on Operations are yet to be fully quantified and therefore the risk of Day 1 supportability issues remains
- ▶ **PIS** - Further work needed to define detailed roles and responsibilities within the PIS structure

KEY MITIGATION ACTIONS

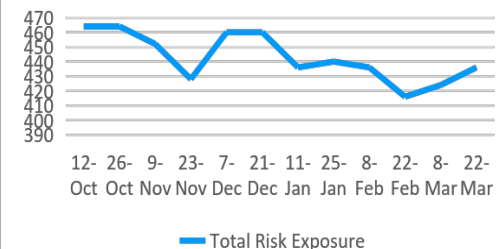
- ▶ Bolster resources within the data workstream to manage parallel activities
- ▶ Ensure Delta defect root causes are addressed in addition to conducting required data fixes to avoid repeat occurrences in IDR3
- ▶ Finalise workaround FTE impact assessments for both CR and defect workarounds
- ▶ Clarify points of interaction and ways of working between PIS sub teams and Operations

KPIs

Total risk exposure*	436 / 1000			↑
	Av. Risk Impact Indicator Scores			
	L	M	H	
Plan				1.8 ↓
Quality				2.5 ↑
Cost				1.4 ↔

Area	RAG
Programme Delivery	
Data	
Market Trials	
Transition	
GNG	

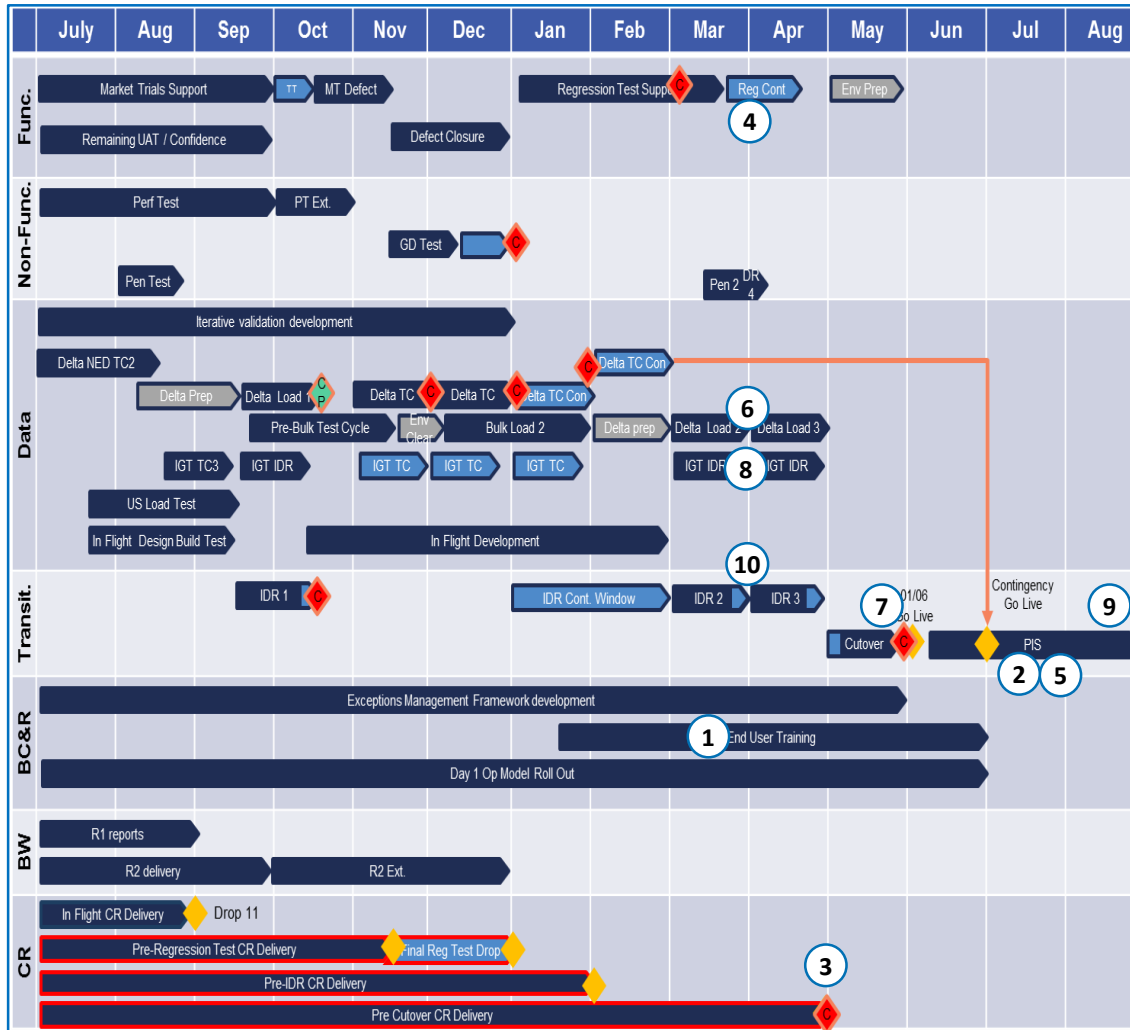
Total Risk Exposure Trend



Read

Plan Impact Points

- Risk impact points have been overlaid onto the high level programme POAP
- Risks are identified on a 'by exception' basis and whilst contributory, do not directly drive the phase/workstream RAG statuses provided
- Risk RAG statuses are relative and designed to articulate the potential impact on Programme critical path.



KEY

↑ Increasing Risk
Trend
↓ Decreasing Risk
Trend

	ID	Risk Description
Programme Delivery	#01	Resource assignment & levelling processes (Xoserve and 3 rd party) need to support a shift in programme focus towards implementation activities, while continuing to support critical path delivery milestones (e.g. subsequent IDRs and Cutover in parallel with MTR)
	#02	Day 1 Reporting – Operational reporting requirements need finalising to ensure essential MI is available and consistently reported across all areas
	#03	Manual workarounds and related BC&R impacts – there is a risk that the volume of workarounds related to deferred changes and defects expands to an unsupportable level and increases scope for BC&R
	#04	Managing code stability post MTR – Regression testing activities need institutionalising to mitigate the risk of further minor functional change post MTR
	#05	PIS roles and responsibilities – greater clarity over detailed roles & responsibilities and ways of working within PIS is required inc. interlinks with Ops
Data	#06	Delta Defect Rates – A high volume of Delta defects have been identified during IDR2 - a clear fix strategy is needed ahead of IDR3
	#07	IGT and US migration solutions – Defect rates remain high for both data sources and include both DM and DQ defects
	#08	Data validation – clear prioritisation required for the manual and auto validation teams to ensure critical path activities are met
Transition	#09	Day 1 Exceptions Handling – There is a risk that Xoserve is underprepared to handle 'Day 1' exceptions, leading to SLA breaches
	#10	In-flights – testing ahead of IDR2 closed to plan yet a risk remains that further In Flights defects are detected during IDR validation activities

ation.

Hot Topic

Post Go Live

Hot Topic

Contingency Playbook

This document has been prepared by PwC only for Ofgem and solely for the purpose and on the terms agreed with Ofgem in PwC's statement of work (of 1 August 2016, Spec 7, and subsequently 1 November 2016, Spec 8) as part of PwC's call-offs under the framework agreement dated 11 April 2016 and extended on 2 December 2016. PwC accept no liability (including for negligence) to anyone else in connection with our work or this document