

# Switching Programme Change Request Form



Ofgem use only:

<b>Change request No.</b>	CR-E03	<b>Current CR version:</b>	V1.0
<b>Change request status:</b>	Decision Made	<b>Version date:</b>	31/07/18
<b>Change Window:</b>	Window 1		

Please submit this completed form to the Ofgem Switching Programme PMO Team  
([SwitchingPMO@ofgem.gov.uk](mailto:SwitchingPMO@ofgem.gov.uk))

## Change Requestor's details – Change Requestor to complete

Organisation: Xoserve

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 – Change Requestor to complete

Synchronisation latency of secured switches to UK Link / Gemini

## Change summary – Change Requestor to complete

Due to the time critical nature of processing any changes to a Shipper's portfolio in both UK Link and Gemini an additional NFR is required to ensure that the secured Gas Registration synchronisation messages that are received into UK Link from the CSS, and subsequently updated to Gemini, are prioritised in order to fulfil the downstream gas balancing processes; including Gas Nominations, Gas Allocations, UIG and gas energy balancing.

It is critical that these Gemini Shipper portfolio moves are received and processed to ensure the true Shipper portfolio position is recorded for the start of each gas day for the correct allocation areas.

UK Link to Gemini interface processing is already prioritised with the existing Xoserve batch schedules and will be adjusted to meet the new faster switching timescales.

The new NFR must align to already defined synchronisation latency of secured switches to Smart Metering (NFR0430 / PERF050). The suggested new NFR is as follows:

The service shall process the securing of switches and send synchronisation messages of secured switches at Gate Closure to UK Link (from the time of Gate Closure to the point at which CSS sends the last message) as follows:

- at average daily volume, mean time of 20 minutes or less
- at average daily volume, 90th percentile time of 25 minutes or less
- at peak daily volume, mean time of 35 minutes
- at peak daily volume, 90th percentile time of 40 minutes

## Justification for change – Change Requestor to complete

This change is required to ensure the correct Shipper portfolios are held in Gemini at the start

of the gas day. Any failure to record the switch/registration event in Gemini would lead to incorrect energy balancing, gas capacity and UIG charges being levied against an incorrect Shipper (i.e. the losing Shipper), this registration anomaly would not self-correct over time.

If this change is not implemented this has the potential for the gas day position to be incorrect which in turn would impact downstream gas process such as UIG smear for the gas day across all shipper organisations.

#### Requested Decision Timing – Change Requestor to complete

This needs to be agreed and included within the CSS design in order to ensure the correct consequential design and impacts are catered for within both UK Link and Gemini, therefore we would ask for this CR to be considered as a priority.

#### Programme Products affected by proposed change – Change Requestor to complete

This change will have a direct impact on the following products:

- D-4.1.4 E2E Non-Functional Requirements v2 – 22<sup>nd</sup> June 2018
- D-4.2.2 CSS Detailed Non-Functional Requirements v2 – 22<sup>nd</sup> June 2018

<b>Change Advisory Team (CAT) Lead:</b>	Jenny Boothe
<b>Contact details:</b>	Email address:jenny.boothe@ofgem.gov.uk Telephone number:0203 263 9818
<b>PMO Lead:</b>	Joe Kamali - Ofgem
<b>Contact details:</b>	Email address:joe.kamali@ofgem.gov.uk Telephone number: 0203 263 9739

#### Change Assessment Team – Initial Assessment (Triage)

Please provide a summary of the initial assessment made by the Change Advisory Team (CAT) which includes Ofgem PMO, Design, Implementation, Alignment, Commercial, Regulatory and Security Workstream Leads and DCC.

Change has a Design Impact?

Yes. This change will require the CSS to process secure switches along the same timeline for both DSP and UK Link.

Change has an Implementation Impact (including Programme Plan)?

No

Change has an Alignment Impact?

Change has a Commercial/Procurement Impact?

No

Change has a Regulatory Impact?

No

Change has a Security Impact?

No

<b>Change IA Effort</b>	Minor
<b>Change Process Route</b>	Prioritised
<b>Change Window</b>	Window 1
<b>To be submitted to the Design Forum on:</b>	Paper Date: 16th July 2018 Date of Design Forum: 23rd July 2018
<b>Approval Authority:</b>	Chair - Design Authority
<b>Target Change Decision Date:</b>	Design Authority meeting: 31st July 2018
<b>Checked for completeness by: (Name &amp; Role)</b>	
Joe Karmali Switching PMO Manager, Ofgem	<b>Date:</b> 11/07/18

Impact Assessment – Overall	
<p><i>&lt;Insert/embed a summary of overall impacts resulting from the change, for example industry/consumer costs and benefits etc.</i></p> <p><i>Ensure coverage of Benefits - what will be achieved by making the change, who do those benefits accrue to; Costs - what sort of cost will be imposed as a result of the change, who will those costs fall to, what impact does that have on the business case, is there a clear cost benefit equation?&gt;</i></p> <p>From a Xoserve perspective this will protect the gas industry through ensuring the correct Shipper portfolios are held in Gemini at the start of the gas day. Any failure to record the switch/registration event in Gemini would lead to incorrect energy balancing, gas capacity and UIG charges being levied against an incorrect Shipper (i.e. the losing Shipper), this registration anomaly would not self-correct over time.</p> <p>In addition this change will remove the need to undertake additional complex consequential changes to both UK Link and Gemini systems.</p>	
<b>Assessment completed By: (Name &amp; Role)</b>	
Xoserve	<b>Date:</b> 27/07/2018

Impact Assessment – Resource Effort	
<p><i>&lt;Insert/embed the resource costs in £ or FTE required to enact the change e.g. update documents etc. Covering - Who will bear the costs of making the change? Is resource available to do the work on the required timescales? Does the change significantly divert resource in the programme or within industry away from established plans.&gt;</i></p> <p>From a Xoserve perspective there will be no resource implications related to the implementation of this change.</p> <p>DCC will require 2 days FTE to add one NFR for Registration Synchronisation to UK Link and republish E2E NFRs and CSS NFRs</p>	
<b>Assessment completed By: (Name &amp; Role)</b>	
Architecture Development Lead, DCC	<b>Date:</b> 27/07/2018

## Impact Assessment – Programme OBC

<Insert/embed the assessment of impacts against the Programme’s Outline Business Case (OBC), especially taking account of any costs and/or benefits to external parties.>

From a Xoserve perspective this change will help support the OBC as it will avoid misalignment of shipper portfolios and help protect the industry from incorrect charges being levied.

<b>Assessment completed By: (Name &amp; Role)</b>	<b>Date:</b>
Xoserve	27/07/2018

## Impact Assessment – Programme Design & Architectural Principles

Design Principle	Description	RAG Status & Summary
<b>Impact on Consumers</b>		
1 Reliability for customers	All switches should occur at the time agreed between the customer and their new supplier. The new arrangements should facilitate complete and accurate communication and billing with customers. Any errors in the switching process should be minimised and where they do occur, the issue should be resolved quickly and with the minimum of effort from the customer. The customer should be alerted in a timely manner if any issues arise that will impact on their switching experience.	Xoserve – Green – Change does not impact this area
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.	Xoserve – Green – Change does not impact this area
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.	Xoserve – Green – Change does not impact this area
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.	Xoserve – Green – Change does not impact this area
<b>Impact on Market Participants</b>		
5 Competition	The new supply point register and switching arrangements should support and promote effective competition between market participants. Where possible, processes should be harmonised between the gas and electricity markets and the success of the switching process should not be dependent on the incumbent supplier or its agents.	Xoserve – Green – Change does not impact this area
6 Design – simplicity	The new supply point register and arrangements should be as simple as possible.	Xoserve – Green – Change does not impact this area

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.	Xoserve – Green – Change does not impact this area
8 Design – flexibility	The new arrangements should be capable of efficiently adapting to future requirements and accommodating the needs of new business models.	Xoserve – Green – Change does not impact this area
<b>Impact on Delivery, Costs and Risks</b>		
9 Solution cost/benefit	The new arrangements should be designed and implemented so as to maximise the net benefits for customers.	Xoserve – Green – Change does not impact this area
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.	Xoserve – Green – Change does not impact this area

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

**Summary: -**

<b>Assessment completed By: (Name &amp; Role)</b>	<b>Date:</b>
Xoserve	27/07/2018

### Impact Assessment – Programme Plan

*<Insert/embed the assessment of impacts against the Programme Plan. Ensure coverage of what the change does to programme timelines, taking into account impact on the procurement process, parties’ implementation activities or diversion of programme resources?>*

*No implications to the programme plan as this change seeks to replicate an existing NFR.*

<b>Assessment completed By: (Name &amp; Role)</b>	<b>Date:</b>
Switching Programme PMO Lead, Ofgem	27/07/2018

<b>Impact Assessment – Security</b>	
<i>&lt;Insert/embed the assessment of impacts against the Programme’s Security Strategy and baselined security products.&gt;</i> No changes required to the Security strategy	
<b>Assessment completed By: (Name &amp; Role)</b>	<b>Date:</b>
Switching Programme Security Lead, Ofgem	27/07/2018

<b>Programme Recommendation</b>	
<i>&lt;Insert the Programme’s recommendation for decision, note this could be a minded to decision in advance of Design Forum&gt;</i> Recommendation to approve this request	
<b>Assessment completed By: (Name &amp; Role)</b>	<b>Date:</b>
Switching Programme Design Lead, Ofgem	27/07/2018

<b>Next Steps</b>	
<i>&lt;If the change is approved, insert a summary of next steps including which products are to be updated as a result of this CR and details of any stakeholder engagement required&gt;</i> DCC to update and republish CSS NFR and E2E NFRs	

<b>Change Request Decision</b>	
<i>&lt;Insert the decision of the Approval Authority together with any conditions of the approval&gt;</i> DA approval	
<b>Change Approved:</b>	<b>Yes</b>
<b>Decision maker: (Name &amp; Role)</b>	<b>Date:</b>

*Switching Programme Manager,  
Ofgem*

*31/07/2018*