

Switching Programme Change Request Form

Part A – For the requestor to fill in

Change Requestor's Details

Name: Christine Pearson
 Organisation: Data Communications Company
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 Telephone number: 07710 384 080

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

Service Management Tools Requirements Update (D-10.4)

Change Summary

Introduction

During a review of the Service Management System (SMS) and the Service Portal requirements (Service Management Tools Requirements D-10.4) and ahead of the tender pack issuance for Project 4 (Service Management System) a number of changes to the requirements was identified. These changes are necessary as it gives the SMS and Portal Service providers a clearer understanding of the requirements and it will add further clarity of the needs of Switching.

These updates are to be included within the 'Requirements Compliance Matrix' to allow bidders to respond to the updated requirements under an assumption that these updates are to receive approval of the Ofgem Design Authority. The Requirements Compliance Matrix is to be issued as part of the tender pack for Project 4 and the full list of changes can be found in the accompanying document. See 'Requirements Comparison v0.2' below for full details of changes.



Requirements
comparison v0.2.doc

Change Effort

It is anticipated that making the changes will take around ½ a day for a DCC Service Architect.

Change Cost

Cost of change to the bids received will not change as it only affects the DCC's requirements spreadsheet which has not yet been issued to the Project 4 Tender bidders. These change will allow the bidders to provide a more accurate bid on provided services.

Change considerations & viewpoint

Please provide your considerations and views on change using information available to you and stakeholders you have engaged.

Priority assessment for Change Request

An important change; its absence would be very inconvenient, although a 'work-around' is possible

These requirements are included as part of the tender packs as assumptions to provide bidders with enough information to provide accurate tender responses. However, these changes will be officially implemented during BAFO once approval has been received by the Ofgem Design Authority.

Base reason for Change

Design - Additional requirements/functionality being added to the programme's scope

The base reason is to offer bidders more clarity around how the system will need to operate when proposing their solutions.

Rating of Change implementation

LOW - Minor consequence requiring some minor redesign or rework; Minor cost impact; Minor impact to schedule

At this stage the impact of not making the change is low as it can be amended during BAFO, however as stated earlier changes to the requirements following issuance of the tender packs will affect the accuracy of bidder price estimates in their tender responses.

"Do nothing" implications

The longer-term do-nothing implication is that the SMS is not fit for purpose in terms of how Operations intend to use.

Potential stakeholders affected by the Change

Industry stakeholders to be consulted on the change in requirements
This will not affect the tender bidders as they have not yet received the requirements.

Alternative sought to reduce negative impact

Do not make the change now and wait until the BAFO stage before amending the requirements.

Identify any risks to the implementation of the Change

No risks identified in the implementation of the change. More of a risk not to include the additional requirements.

Specialists and/or stakeholders consulted

DCC Operations and Service Management and DCC Procurement

Justification for Change

The changes to the requirements are needed to better reflect DCC's operational and business needs, and to provide prospective bidders more clarity when they are proposing SMS solutions.

During review of the Service Management System (SMS) and the Service Portal requirement document (D-10.4) ahead of the tender pack issuance for Project 4 (Service Management System) a number of changes to requirements were identified. These updates are to be included within the 'Requirements Compliance Matrix' to allow bidders to respond to the updated requirements under an assumption that these updates are to receive approval of the Ofgem Design Authority.

The impact of not approving these changes are that the materials sent out to bidders in the tender packs do not reflect DCC's true requirements. These will then have to be communicated at the BAFO instead, which will negatively impact on the bidders' original cost estimates.

Programme Products affected by proposed change

D-10.4 – Service Management Tools Requirements (requirements spreadsheet)

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-E28	Date CR submitted	10/12/2018
Change request status:	Approved	Current CR version:	0.1
Change Window:	13	Version date:	30/01/2019

Change Advisory Team (CAT) Lead:	Name and organisation: Jenny Boothe, Ofgem
Contact details:	Email address: jenny.boothe@ofgem.gov.uk
PMO Lead:	Name: James Hardy, Ofgem
Contact details:	Email address: james.hardy@ofgem.gov.uk

Initial assessment/Triage	
<i>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.</i>	
Design & Data Impact and resource input required for IA? N/A	
Implementation Impact (including impacts to industry readiness, procurement timelines and the Programme Plan) and resource input required for IA? N/A	
Alignment Impact and resource input required for IA? N/A	
Commercial/Procurement Impact and resource input required for IA? N/A	
Regulatory Impact and resource input required for IA? N/A	
Security Impact and resource input required for IA? N/A	
Confirm Programme Products impacted by the change request? N/A	
Major or Minor Change?	Minor

Change Process Route	Standard	
Change Window	13	
To be submitted to the Design Forum on:	09/01/19 16/01/19 (Meeting)	
Approval Authority:	Chair - Design Authority	
Target Change Decision Date:	29/01/19	
Checked for completeness (Name & Role):	Jenny Boothe	Date: 18/01/19:

Impact Assessment		
<p>The changes to the requirements are needed to better reflect DCC's operational and business needs, and to provide prospective bidders more clarity on how they tailor their solutions when they are proposing SMS solutions.</p> <p>From a cost perspective, this change will give bidders more information for proposing their solution.</p> <p>Cost to DCC for amending the requirements are negligible.</p>		
Checked for completeness (Name & Role):	Jenny Boothe	Date: 18/01/19

Impact Assessment – Industry cost		
<p>The proposed changes will not affect the overall solution cost to industry as these are only to provide further clarity about the needs of Switching. The cost is still unknown at this stage and is dependent on the bidders proposals.</p>		
Checked for completeness (Name & Role):	Jenny Boothe	Date: 18/01/19

Impact Assessment – Resource Effort		
<p>It is anticipated that making the changes will take around ½ a day for a DCC Service Architect.</p> <p>Cost of change is zero as only the DCC SMS requirements is getting changed.</p>		

Green - Requestor to complete

Orange – Ofgem to complete

Blue - Impact Assessment Team to complete

Checked for completeness (Name & Role): Jenny Boothe	Date: 18/01/19:

Impact Assessment – Programme	
N/A – change does not affect Ofgem’s Outline Business Case	
Checked for completeness (Name & Role): Jenny Boothe	Date: 18/01/19

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.	N/A
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.	N/A
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.	N/A
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.	N/A
Impact on Market Participants		

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Orange – Ofgem to complete

Blue - Impact Assessment Team to complete

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.	N/A
6 Design – simplicity	The new supply point register and arrangements should be as simple as possible.	N/A
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.	N/A
8 Design – flexibility	The new arrangements should be capable of efficiently adapting to future requirements and accommodating the needs of new business models.	N/A
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.	From a cost perspective, this change will give bidders more information for proposing their solution.
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.	N/A

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	N/A
2 Future Proof Design	Common design approaches will better enable designs to support future developments e.g. A mechanism for achieving non-repudiation	N/A
3 Standards Adoption	Adopt appropriate standards for products, services or processes. e.g. ISO/IEC 11179 for data definition	N/A
4 One Architecture	One single definitive architecture prevails	N/A
5 Data is an asset	Data is an asset that has value to the enterprise and is managed accordingly	N/A
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.	N/A
7 Common vocabulary & data definitions	Data is defined consistently throughout the enterprise, the definitions being understandable and available to all users.	N/A
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.	N/A
9 Quality Characteristics	Maintain a comprehensive set of quality characteristics by which to gauge the completeness of requirements for Applications and Services.	N/A

Summary: -

Green - Requestor to complete

Orange – Ofgem to complete

Blue - Impact Assessment Team to complete

Checked for completeness (Name & Role): Jenny Boothe	Date: 18/01/19

Impact Assessment – Data cleansing / migration	
N/A – changes don't relate to data cleansing or migration	
Checked for completeness (Name & Role): Jenny Boothe	Date: 18/01/19

Impact Assessment – Programme Plan	
N/A – changes don't affect the wider Programme Plan	
Checked for completeness (Name & Role): Jenny Boothe	Date: 18/01/19

Impact Assessment – Security	
/A – changes don't relate to Security.	
Checked for completeness (Name & Role): Jenny Boothe	Date: 18/01/19

Programme Recommendation	
<i>prove</i>	
Checked for completeness (Name & Role): Jenny Boothe	Date: 18/01/19

Change Request Decision	
<i>Approved by Design Authority</i>	

Green - Requestor to complete

Orange – Ofgem to complete

Blue - Impact Assessment Team to complete

Changed Approved:	Yes
Decision Maker (Name & Role):	Date:
Arik Dondi, DA Chair	29/01/2019

Next Steps		
<p><If the change is approved, insert a summary of next steps here including which products are to be updated as a result of this CR and details of any stakeholder engagement required. Complete the table below detailing agreed timescales for product update, review & approval></p> <p>D-10.4 – Service Management Tools Requirements (requirements spreadsheet)</p>		
If Change Request is approved:-	Role	Date
Products updates to be completed by:	<i>DCC</i>	<i>15/02/2019</i>
Ofgem review dates:		<i>28/02/2019</i>
Product approval to be completed by:	<i>Ofgem</i>	<i>28/02/2019</i>