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for energy consumers

Switching Programme Change Request Form

Part A – For the requestor to fill in

Change Requestor's Details

Name: Andy Boojers (on behalf of OFGEM)
Organisation: Smart DCC (on behalf of OFGEM)
Email address: andy.boojers@smartdcc.co.uk
Telephone number: 07855 277 841

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

Additional data elements provided in Registration Event Notifications provided to Shippers

Change Summary

Additional information has been highlighted as being required by shippers when a registration event occurs.

The following changes to Registration Event Notification going out to Shipper(s) [**RECM_SN_CSS02350 – Registration Event Notification]** are proposed.

1. Supply Meter Point Reference Number -- [Mandatory]
2. Registration Identifier -- [Mandatory]
3. Registration Event Type -- [Mandatory]
4. Registration Event Effective From Date -- [Mandatory, if Event Type is Change in Shipper]
5. Domestic Premises Indicator -- [Mandatory]
6. Shipper Role/MPID -- Losing Shippers ID [Mandatory, if Event Type is Change in Shipper]
7. Shipper Role/MPID -- Gaining Shippers ID [Mandatory, if Event Type is Change in Shipper]
8. Supplier Role/MPID -- [Mandatory, if Event Type is Change in Shipper]

Justification for Change
This proposed change was identified during the industry review of the CSS Physical Interface Design and has been reflected in that product. This change is required to update the logical design to align to this. The proposed changes ensure that Shippers will receive the full set of information they require based on the registration event occurring.

Change considerations & viewpoint	
Priority assessment for Change Request **A Must; the final deliverable will not work without this change**	High This change will ensure that the logical design is updated to reflect decisions made during the translation to the physical messaging model
Base reason for Change **Design - Additional requirements/functionality being addedd to the programme's scope**	Information requirements identified during physical interface design need to be reflected in the logical design.
Rating of Change implementation MEDIUM - Significant consequences requiring redesign or rework; Significant cost impact ; Significant impact to schedule	Low
"Do nothing" implications	'Do nothing' will result in a misalignment between the CSS Physical Interface Specification and the Logical Design Model
Potential stakeholders affected by the Change	Shippers OFGEM DCC
Alternative sought to reduce negative impact	N/A
Identify any risks to the implementation of the Change	None identified
Specialists and/or stakeholders consulted	Xoserve OFGEM DCC CSS Provider

Programme Products affected by proposed change
D-4.1.3 E2E Data Architecture and Data Governance

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-E50	**Date CR submitted**	19/09/2019
Change request status:	Approved	**Current CR version:**	v1.0
Change Window:	Window 32	**Version date:**	20/09/2019

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

Inital assessment/Triage	
Design & Data Impact and resource input required for IA? Yes	
Implementation Impact (including impacts to industry readiness, procurement timelines and the Programme Plan) and resource input required for IA? Yes	
Alignment Impact and resource input required for IA? No	
Commercial/Procurement Impact and resource input required for IA? No	
Regulatory Impact and resource input required for IA? No	
Security Impact and resource input required for IA? No	
Confirm Programme Products impacted by the change request? No	
Major or Minor Change?	Minor
Change Process Route	Urgent
Change Window	32
To be submitted to the Design Forum on:	N/A
Approval Authority:	Design Authority
Target Change Decision Date:	20/09/2019
Checked for Completeness (Name & Role)	**Date**
Matthew Finlay	19/09/2019

Impact Assessment	
The changes are minor and for completeness only.	
Checked for Completeness (Name & Role)	**Date**
Matthew Finlay	19/09/2019

Impact Assessment – Industry cost	
No industry cost identified.	
Checked for Completeness (Name & Role)	**Date**
Matthew Finlay	19/09/2019

Impact Assessment – Resource Effort	
FTE effort of DCC: @0.5 days to update the Messaging Model @0.5 days Quality Assurance	
Checked for Completeness (Name & Role)	**Date**
Matthew Finlay	19/09/2019

Impact Assessment – Programme	
No impacts identified.	
Checked for Completeness (Name & Role)	**Date**
Matthew Finlay	19/09/2019

Impact Assessment –Programme Design & Architectural Principles

Design Principle	Description	RAG Status & Summary
Impact on Consumers		
1 Reliability for customers	All switches should occur at the time agreed between the customer and their new supplier. The new arrangements should facilitate complete and accurate communication and billing with customers. Any errors in the switching process should be minimised and where they do occur, the issue should be resolved quickly and with the minimum of effort from the customer. The customer should be alerted in a timely manner if any issues arise that will impact on their switching experience.	Green No Impact
2 Speed for customers	Customers should be able to choose when they switch. The arrangements should enable fast switching, consistent with protecting and empowering customers currently and as their expectations evolve.	Green No Impact
3 Customer Coverage	Any differences in customer access to a quick, easy and reliable switching process should be minimised and justified against the other Design Principles.	Green No Impact
4 Switching Experience	Customers should be able to have confidence in the switching process. The process should meet or exceed expectations, be simple and intuitive for customers and encourage engagement in the market. Once a customer has chosen a new supplier, the switching process should require the minimum of effort from the customer. The customer should be informed of the progress of the switch in a timely manner.	Green No Impact
Impact on Market Participants		
5 Competition	The new supply point register and switching arrangements should support and promote effective competition between market participants. Where possible, processes should be harmonised between the gas and electricity markets and the success of the switching process should not be dependent on the incumbent supplier or its agents.	Green No Impact
6 Design – simplicity	The new supply point register and arrangements should be as simple as possible.	Green No Impact
7 Design – robustness	The end-to-end solution should be technically robust and integrate efficiently with other related systems. It should be clearly documented, with effective governance. The new arrangements should proactively identify and resolve impediments to meeting consumers' and industry requirements. These arrangements should be secure and protect the privacy of personal data.	Green The proposal ensures the physical design accounts for existing constraints and considerations that must be accounted for in terms of the E2E design.
8 Design – flexibility	The new arrangements should be capable of efficiently adapting to future requirements and accommodating the needs of new business models.	Green No Impact
9 Solution cost/benefit	The new arrangements should be designed and implemented so as to maximise the net benefits for customers.	

Green - Requestor to complete **Orange** – Ofgem to complete **Blue** - Impact Assessment Team to complete

10 Implementation	The plan for delivery should be robust, and provide a high degree of confidence, taking into account risks and issues. It should have clear and appropriate allocation of roles and responsibilities and effective governance.	Green No Impact

Architectural Principle	Description	RAG Status & Summary
1 Secure by default & design	All risks documented & managed to within the tolerance defined by the organisation or accepted by the Senior Risk Owner	Green No Impact
2 Future Proof Design	Common design approaches will better enable designs to support future developments e.g. A mechanism for achieving non-repudiation	Green No Impact
3 Standards Adoption	Adopt appropriate standards for products, services or processes. e.g. ISO/IEC 11179 for data definition	Green No Impact
4 One Architecture	One single definitive architecture prevails	Green No Impact
5 Data is an asset	Data is an asset that has value to the enterprise and is managed accordingly	Green No Impact
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.	Green No Impact
7 Common vocabulary & data definitions	Data is defined consistently throughout the enterprise, the definitions being understandable and available to all users.	Green No Impact
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.	Green No Impact
9 Quality Characteristics	Maintain a comprehensive set of quality characteristics by which to gauge the completeness of requirements for Applications and Services.	Green No Impact

Checked for Completeness (Name & Role)	Date
Matthew Finlay	19/09/2019

Impact Assessment – Data cleansing / migration	
Changes to the logical model will be reflected in the physical design and aligned with any required data migration design(s).	
Checked for Completeness (Name & Role)	**Date**
Matthew Finlay	19/09/2019

Impact Assessment – Programme Plan	
None. The changes are minor and for completeness only.	
Checked for Completeness (Name & Role)	**Date**
Matthew Finlay	19/09/2019

Impact Assessment – Security	
None identified.	
Checked for Completeness (Name & Role)	**Date**
Matthew Finlay	19/09/2019

Programme Recommendation	
This Change Request is a result of the development of the CSS Interface Specification. As the subject of this Cr was discussed in the development of the CSS IS this CR is a reflection of that discussion. In essence it is an alignment CR to ensure the Logical design adequately reflects the Physical Design. This change is not significant as its impact is minimal. The recommendation is to approve this CR.	
Checked for Completeness (Name & Role)	**Date**
Matthew Finlay	19/09/2019

Change Request Decision	
Approved.	
Change Approved	Yes
Checked for Completeness (Name & Role)	**Date**
Matthew Finlay	19/09/2019

Next Steps		
Change request is to be implemented by updated the impacted Programme Products.		
If Change Request is approved:-	**Role**	**Date**
Products updates to be completed by:	DCC	
Ofgem review dates:	Ofgem	
Product approval to be completed by:	Ofgem	