

Transition Progress Group

08 November 2016

10:00	Introduction Product Dashboard	Phil Russ
10:15	Hypercare Principles	Colette Baldwin
10:45	iDR1 Lessons Learned	Xoserve
12:45	Lunch	Lunch
13:15	iDR1 Lessons Learned (continued)	Xoserve
13:45	Last accepted read in the Transfer of Ownership	Xoserve
14:15	AOB	Phil Russ
14:30	Close	Phil Russ

TPG Products	Status	Owner	Xoserve aligned team	Completion Date	RAG
Communications Development	In Progress	Communications Subgroup	Transition	27 Jan 17	●
Hypercare Approach	In Progress	E.ON	PIS	16 Jan 17 -> 14 Feb 17	●
Cutover Industry Principles & Behaviours	Baselined	PwC	Transition	25 Oct 16	●
Contingency Planning	In Progress	Contingency Planning Subgroup	Transition	23 Jan 17	●
Defining Steady State post go-live	In Progress	Npower, SSE, Xos	PIS	30 Nov 16	●
Reporting through cutover and go-live	In Progress	Npower, SSE, Xos	Transition	12 Dec 16	●
GONG Evidence Review	Complete	PwC	Transition	25 Oct 16	●
Industry Transition Preparation Document	Baselined	PwC	Transition	11 Oct 16	●
Industry Transition Plan	In Review	PwC	Transition	25 Oct 16	●
Catch Up Batch Overview	In Progress	Xoserve	Transition	20 Jan 17	●
IDR 21 Day Plan	In Progress	Xoserve	Transition	20 Jan 17	●
Low Level Transition Design	In Progress	Xoserve	Transition	20 Jan 17	●
IDR0	In Progress	Xoserve	Transition	24 Mar 17	●

Nexus Hypercare

An Industry-wide Approach
TPG – 8th November 2016



Hypercare Assumptions

- Not replacing Xoserve internal programme dealing with Hypercare, this is a framework for agreed industry engagement.
- Twelve weeks from Go-Live – based on a “Steady State” – *an exit criteria that needs to be defined and agreed.*
- Processes for:
 - Transition
 - Non-effective days
 - Post non-effective days

Deliverables

- Industry Agreed Approach Document that:
- Defines:
 - Defect & Priority - *what constitutes a defect & defines priority classifications*
 - Defect Identification Process – *process to notify*
 - Defect Agreement – *who determines whether issue is a defect*
 - Defect Rejection – *agree approach and communication*
 - Defect Prioritisation – *set priorities*
 - Defect Triage – *how/who?*
 - Defect Resolution SLAs – *set SLAs for priorities*
 - No resolution possible – *agreed treatment of defect?*
 - Defect Log – *who manages the log?*
 - Industry Reporting – *timetable/audience/structure*
 - Exit criteria – *to be agreed*
- Sets out Roles & Responsibilities during Hypercare
- Creates a framework to manage and measure effective Hypercare
- Demonstrably and successfully exits Hypercare by meeting Exit Criteria

Hypercare Reporting

- Defect Log updated & published Daily
- Defect Description –sufficiently clear to avoid duplication of defect reporting.
- Priority assigned
- Defect Owner
- Target Resolution Date
- Action(s) Taken
- Current Status of each defect

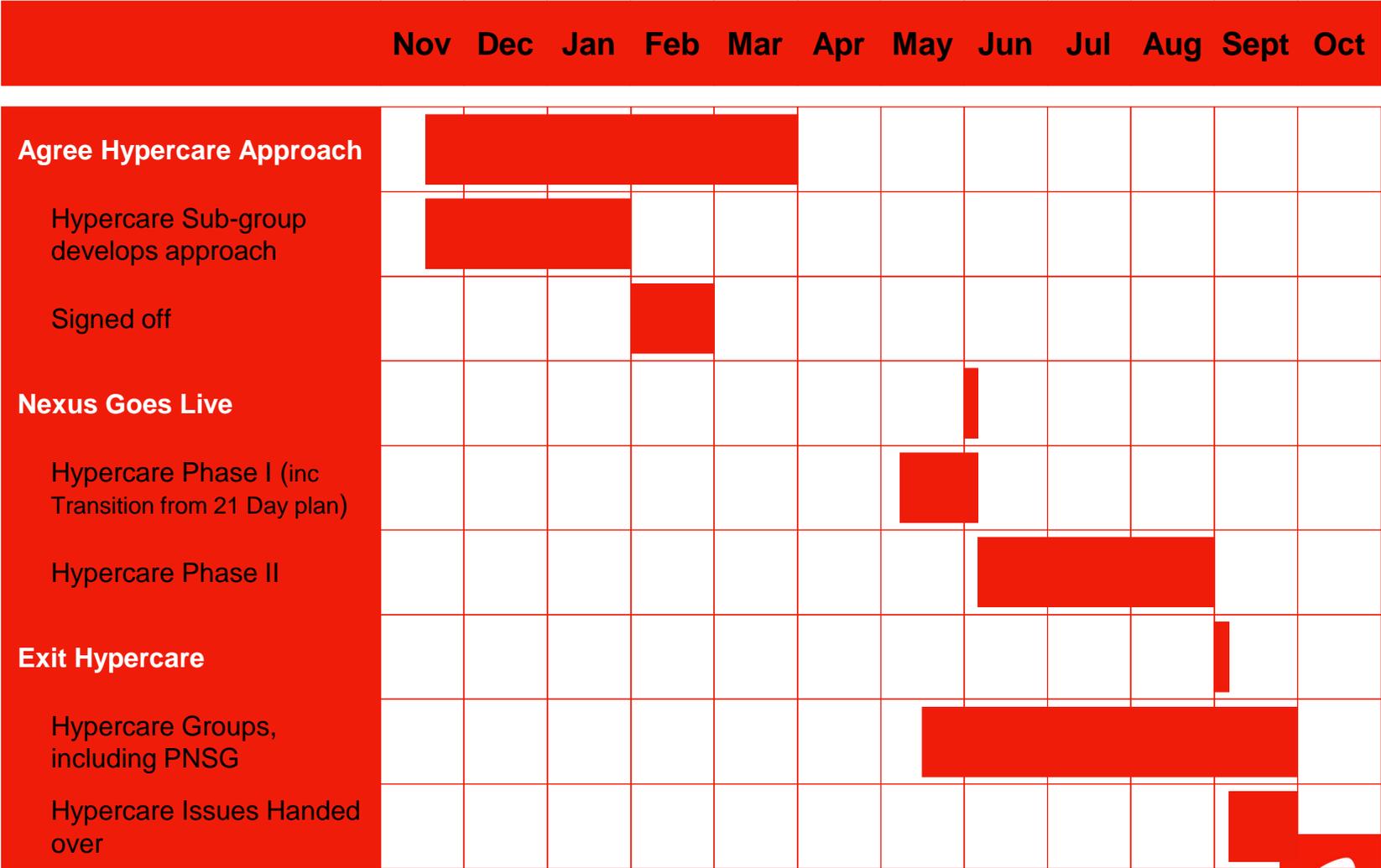
Pre-Go-Live Industry Sub-Group

- Colette Baldwin – E.ON (Governance lead)
- ~ (I & C Shipper Rep)
- ~ (Challenger Shipper Rep)
- Rachel Duke – EDF (Large Shipper Rep)
- Holly Lander – SGN (Network Company)
- Shane Bywaters – Xoserve
- *Phil Russ – PwC TPG chair (information only)*

Post Go-Live Hypercare Group(s)

- Daily progress meetings (calls)
- Weekly Review – Subgroup (possibly rep based)
- Steering Update – escalation route
- Stakeholders to be agreed for each meeting, structure and governance to be set out in terms of reference.

Timeline



Takeaways...

- Appropriate Resources to sign off approach and to support future Industry Hypercare Group & nominate reps for Sub-group.
 - Hypercare daily calls & Publications – who will manage and where will it be visible?
 - Reporting – what do we want, what will it tell us, who needs to receive it.
 - Dates for Subgroup to begin drafting Hypercare Approach Document – to begin in November.
- Colette.baldwin@eonenergy.com
 - 07793 648490

The logo for xserve, featuring the word "xserve" in a blue, sans-serif font. The "x" is stylized with two blue arrows pointing towards each other.

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Transition Progress Group – IDR1 Summary Feedback

8th November 2016

Background/Aims

Background:

- As part of the UK Link Programme, there is the need to carry out Implementation Dress Rehearsals (IDRs). These are being carried out to validate the Cutover Approach being adopted and rehearse the sequencing and timing of activities required for Cutover.
- IDR1 commenced on 19th September and all activities were completed by 14th October.

Aims:

- To play back the 21 Day Plan identifying where and when issues occurred that impacted the 'Go Live' date
- To give representatives a summary of the issues encountered
- To highlight the issues in respect of in-flight transition scenarios
- To give representatives an overview of the volumetrics of the 6 critical files tested as part of the post Go- Live catch up schedule
- To gauge feedback/lessons learned on external communications

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21 Day Plan – Issues Encountered (1)

The following impacted the simulation of the Go-Live scenarios:

Number	Issue	Next Steps
1	<p>GT Delta Files – did not migrate across to SAP correctly during the NED window – manual process failure in transferring the files.</p> <p>iGT Data Load – during the NED window – loading was completed following some performance tuning.</p> <p>These 2 issues caused a 2 day delay to the overall IDR1 plan.</p>	<p>Process to be reviewed and practised in IDR2</p> <p>This process will still be carried out during cutover</p>
2 (a)	<p>EUC values for 2016 were not available subsequently impacting the load for the AAQ/MDS files in Gemini – the issue was resolved however this caused a 2 day delay overall</p>	<p>The final bulk load will be carried out in December and this data will be captured</p>
2 (b)	<p>AAQ/MDS performance caused a 1 day delay</p>	<p>As part of the resolution of the issue, a code fix was applied to improve performance.</p> <p>This will be tested again in IDR2</p>

21 Day Plan – Issues Encountered (2)

The following impacted the execution of Business Scenarios (including In-flights):

Number	Issue	Next Steps
3	CMS – it was not possible to execute some of the business scenarios due to data defects	Plan is in place to resolve the data defects across all relevant Meter Points for IDR2
4 and 5	In-flight – data activities within the Legacy system were successfully executed; however there was only partial success in SAP ISU due to data migration issues and timeliness of manual transaction flows	Carrying out a detailed lessons learnt and will develop a plan to re-test all aspects of in-flights prior to IDR2
6	Restricted DN Link (Legacy) – it was identified that one of the screens could still be accessed and subsequently updated	The solution is to be refined and tested prior to IDR2
7	The scenario in respect of the CON file could not be fully completed. SAP successfully generated CON file; however Gemini was unable to process the file due to data migration issues.	Plan is in place to resolve data defects.
8	Data for Unique Sites was loaded successfully in SAP. However, the close out activity required for Gemini and Unique Sites did not complete fully.	Plan is in place to resolve data defects.

IDR1 – Catch Up Post Go Live

The critical file types detailed below were processed during IDR 1, the table depicts the volumes (Go-Live Processing Volumes for Day 1) that can be processed in 1 day of a catch-up schedule. Comparing this to the volumes estimated for NED, its estimated that it will take approximately 48 hours to complete the process.

File Type	Sample Volumes	Go-Live processing Volumes (Day 1)	Expected volumes for 7 NEDs
CNF	3,891	186,768	280,000 (40,000*7)
NOM	36,000	216,000	350,000(50,000*7)
JOB	7,970	95,640	175,000(25,000*7)
UPD	2,293	110,064	210,000(30,000*7)
WAO	2,203	105,744	210,000(30,000*7)
UMR	48,200	1,156,800	2,100,000(300,000*7)

External Communications

- A t-con was held every Monday morning at 09:00:
 - Lesson learned – these clashed with the regular internal roll-call; suggested that these are moved to 10:00 to allow the latest position (following the weekend) to be known
- The External Dashboard was uploaded onto xoserve.com every week day evening. Due to logistic constraints, this document was not uploaded on the weekends; 2 Dashboards were uploaded on Monday (am/pm):
 - The External Dashboard was pre-populated with the external facing business scenarios – did this contain enough information?
 - Would it be better to upload the Dashboard the following day containing all the previous day's activities?
- A t-con was held every Friday afternoon at 15:00:
 - Is this a suitable time?
- Separate box account required for external queries – this is to be discussed further within the Transition and Cutover Work Stream

Questions?



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Lunch

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Read Validation following Transfer of Ownership

Background

- A new requirement being delivered as part of Project Nexus changes:
 - the last valid read will be submitted to the Incoming Shipper at transfer of ownership.
 - The read will enable the new Shipper to validate the transfer read or, where there is an estimated transfer read, the subsequent read
 - Actual reads will be validated back to the previous actual read (tolerance checks & TTZ)
- An issue has been identified during Market Trials (explained on following slide) which was raised at 11th October FGO meeting by EDF Energy
- Action taken by Xoserve to come up with options for;
 - 1. Transitional period
 - 2. Enduring

Transition Period

- For the period during transition where the Confirmation Effective Date is between the Non-Effective date start date & 2 days post implementation, the Incoming Shipper will not receive the last valid read recorded as the transfer files are issued from legacy system using legacy flows.



Last valid read will not be issued to the Incoming Shipper where the Confirmation effective date is during this period

For a Transfer of Ownership on or after Go Live

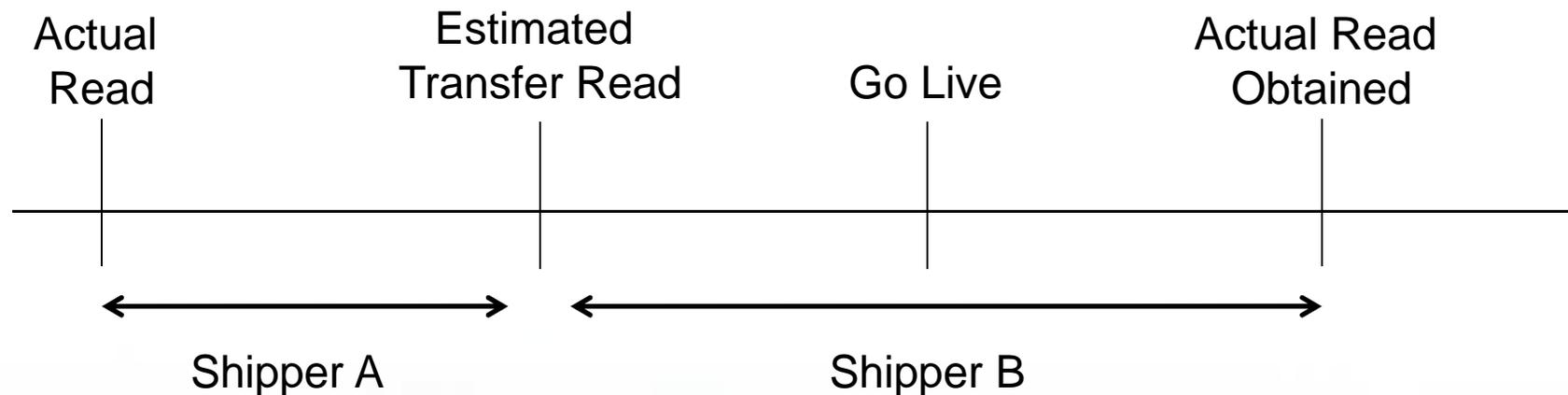
- Where a valid actual read does not exist the read estimated at the Code Cut Off Date (Line in the Sand) will be issued to the Incoming Shipper. The LiS read will be used for the energy tolerance validations for subsequent reads.



Where a valid read does not exist post LiS, the estimated read at LiS will be issued to the Incoming Shipper.

For a Transfer of Ownership pre Go Live

- Where the transfer of ownership took place prior to go live and an estimated transfer read exists and no subsequent actual reads, the Shipper will not know the last actual read prior to the transfer (as pre Nexus changes therefore read not issued to the Incoming Shipper). Incoming Shipper will be unable to validate the read procured post go live.



Solution

- Current User Pays Report
 - Shippers request the 'Historic Supply Meter Point Asset and Read information' which will provide 3 years (if available) asset & read history on a monthly basis for a meter points confirmed in their ownership. This is a current User Pays service.
 - Mod 0279: Improving the availability of meter read history and asset information
 - Mod 0416S: Extending the data provision permissions created by Modification 0279 regarding historic asset and read data provision

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AOB

Phil Russ

- Transition Sub-groups Overview
- Action Log & Query Log
- TPG 22 November will be another face to face meeting
- All open actions can be accessed via the Action Log on the Xoserve transition website:
<http://www.xoserve.com/index.php/our-change-programme/uk-link-programme/uk-link-programme-workstream-updates/uk-link-programme-transition/>

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