

# DSC Change Proposal Document

Customers to fill out all of the information in the sections coloured ■  
 Xoserve to fill out all of the information in the sections coloured ■

## A1: General Details

Change Reference:	XRN 5065		
Change Title:	Addition of Email Address to DES Last Accessed Report		
Date Raised:	26/11/2019		
Sponsor Representative Details:	Organisation:	Scottish Power	
	Name:	Claire Roberts	
	Email:	clairelouise.roberts@scottishpower.com	
	Telephone:	01416145930	
Xoserve Representative Details:	Name:	Max Pemberton	
	Email:	max.pemberton@xoserve.com	
	Telephone:	07742623186	
	Business Owner:		
Change Status:	<input type="checkbox"/> Proposal	<input checked="" type="checkbox"/> With DSG	<input type="checkbox"/> Out for Review
	<input type="checkbox"/> Voting	<input type="checkbox"/> Approved	<input type="checkbox"/> Rejected

## A2: Impacted Parties

Customer Class(es):	<input checked="" type="checkbox"/> Shipper	<input type="checkbox"/> Distribution Network Operator
	<input type="checkbox"/> NG Transmission	<input type="checkbox"/> IGT
	<input type="checkbox"/> All	<input type="checkbox"/> Other [(Not sure if this is also sent to other users of DES who would need to manage their user lists)]
Justification for Customer Class(es) selection	The current report is issued to Shippers who are DES users outlining the user accounts on DES and what was the last time they logged in.	

## A3: Proposer Requirements / Final (redlined) Change

Problem Statement:	The current DES Last Accessed report (SS SA22 50 to 53) contains the list of users with the DES username. This username is constructed of a conjunction of the users first and last names. It makes the use of this report to validate the users more difficult that it needs to be as we are unable to match these (which may be subtly different to the users first name and last name in the company users accounts) directly to our own records. We would
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	like to be able to use the report to more readily match users in DES against current company employee records.	
Change Description:	Propose the addition of the user email address to the report as an additional field	
Proposed Release:	Adhoc TBD	
Proposed Consultation Period:	<input type="checkbox"/> 10 Working Days	<input type="checkbox"/> 15 Working Days
	<input type="checkbox"/> 20 Working Days	<input checked="" type="checkbox"/> Other [Unsure]

#### A4: Benefits and Justification

Benefit Description:	Improved security of DES Access by affording a more automated method to verify user lists against company AD
	<i>What, if any, are the tangible benefits of introducing this change? What, if any, are the intangible benefits of introducing this change?</i>
Benefit Realisation:	Immediately following change and delivery of report with the additional data.
	<i>When are the benefits of the change likely to be realised?</i>
Benefit Dependencies:	None
	<i>Please detail any dependencies that would be outside the scope of the change, this could be reliance on another delivery, reliance on some other event that the projects has not got direct control of.</i>

#### A5: Final Delivery Sub-Group (DSG) Recommendations – Removed

(see Section C for DSG recommendations)

#### A6: Service Lines and Funding

Service Line(s) Impacted - New or existing	Service Area 18: Provision of user reports and information
Level of Impact	Major/ Minor/ Unclear/ None
If None please give justification	
Impacts on UK Link Manual/ Data Permissions Matrix	
Level of Impact	Major/ Minor/ Unclear/ None

If None please give justification			
Funding Classes :	Customer Classes/ Funding	Delivery of Change	On-going Budget Amendment
	<input checked="" type="checkbox"/> Shipper	100 %	100 %
	<input type="checkbox"/> National Grid Transmission	XX %	XX %
	<input type="checkbox"/> Distribution Network Operator	XX %	XX %
	<input type="checkbox"/> IGT	XX %	XX %
	<input type="checkbox"/> Other <please specify>	XX %	XX %
ROM or funding details:			
Funding Comments:	Service Area is currently split Shipper 34%, DNO & IGT 59% and NTS 7%. ChMC to agree 100% Shipper for this change		

### A7: ChMC Recommendation

Change Status:	<input checked="" type="checkbox"/> Approve	<input type="checkbox"/> Reject	<input type="checkbox"/> Defer
Industry Consultation:	<input type="checkbox"/> 10 Working Days	<input type="checkbox"/> 15 Working Days	
	<input type="checkbox"/> 20 Working Days	<input type="checkbox"/> Other [Specify Here]	
Expected date of receipt for responses (to Xoserve)	XX/XX/XXXX		

DSC Consultation Issue:	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Date Issued:	Click here to enter a date.	
Comms Ref(s):		
Number of Responses:		

### A8: DSC Voting Outcome

Solution Voting:	<input type="checkbox"/> Shipper	Please select.
	<input type="checkbox"/> National Grid Transmission	Please select.
	<input type="checkbox"/> Distribution Network Operator	Please select.
	<input type="checkbox"/> IGT	Please select.
Meeting Date:	Click here to enter a date.	
Release Date:	Release: Feb / Jun / Nov XX or Adhoc DD/MM/YYYY or NA	

Overall Outcome:	<input type="checkbox"/> No	<input type="checkbox"/> Yes	If [Yes] please specify <Release>
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Please send the completed forms to: [box.xoserve.portfoliooffice@xoserve.com](mailto:box.xoserve.portfoliooffice@xoserve.com)

## Section C: DSG Discussion

### C1: Delivery Sub-Group (DSG) Recommendations

(To be removed if no DSG Discussion is required; Xoserve to collate where DSG discussions occur)

DSG Date:	27/01/2020		
DSG Summary:	<p>PO outlined that this change was presented at ChMC for an initial view. This change is looking to allow Scottish power to have the addition of email address to DES last accessed report. Sally Hardman (SH) – Is this change going to impacts all last accessed reports for all parties or is it just specifically for Shipper reports. PO explained that it has been requested by Scottish power for them specifically but due to the report being generic, the CDSP would be looking to include this addition information for any organisation that receives it .PO added that as the solution is being identified, further discussion can occur on this topic. Regarding other parties. This has a change prioritisation of 43% due to the systems and processes impacted as shown in the appendix</p>		
Capture Document / Requirements:	<Insert where appropriate>		
DSG Recommendation:	<input type="checkbox"/> Approve	<input type="checkbox"/> Reject	<input type="checkbox"/> Defer
DSG Recommended Release:	Release: Feb / Jun / Nov XX or Adhoc DD/MM/YYYY		

# Appendix 1

## Change Prioritisation Variables

Xoserve uses the following variables set for each and every change within the Xoserve Change Register, to derive the indicative benefit prioritisation score, which will be used in conjunction with the perceived delivery effort to aid conversations at the DSC ChMC and DSC Delivery Sub Groups to prioritise changes into all future minor and major releases.

## Change Details

Change Driver Type:	<input type="checkbox"/> CMA Order	<input type="checkbox"/> MOD / Ofgem	
	<input type="checkbox"/> EU Legislation	<input type="checkbox"/> License Condition	
	<input type="checkbox"/> BEIS	<input type="checkbox"/> ChMC endorsed Change Proposal	
	<input type="checkbox"/> SPAA Change Proposal	<input checked="" type="checkbox"/> Additional / 3rd Party Service Request	
	<input type="checkbox"/> Other	<If [Other] please provide details here>	
Customer group(s) impacted if the change is not delivered:	<input checked="" type="checkbox"/> Shipper	<input checked="" type="checkbox"/> IGT	<input checked="" type="checkbox"/> Network
	<input type="checkbox"/> Xoserve	<input type="checkbox"/> NG Transmission	<input type="checkbox"/> NTS
	<input type="checkbox"/> Other	<If [Other] please provide details here>	
Associated Change Ref Number(s):	N/A	Associated MOD Number(s):	N/A
Perceived delivery effort (days):	<input checked="" type="checkbox"/> 0-30	<input type="checkbox"/> 30-60	
	<input type="checkbox"/> 60-100	<input type="checkbox"/> 100+	
Does the change involve the processing of personal data?	'Any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier' - includes MPRNS.		<input checked="" type="checkbox"/> Yes (if selected please answer the next question) <input type="checkbox"/> No
A Data Protection Impact Assessment (DPIA) will be required if the change involves the processing of personal data in any of the following scenarios:	<input type="checkbox"/> New Technology		<input type="checkbox"/> Theft of Gas
	<input type="checkbox"/> Mass Data		<input type="checkbox"/> Xoserve Employee Data
	<input type="checkbox"/> Vulnerable Customer Data		<input type="checkbox"/> Fundamental changes to Xoserve
	<input type="checkbox"/> Other		<If [Other] please provide details here>
(If any of the above boxes have been selected then please contact The Information Security Team (Kevin Eltoft-Prest) to complete the DPIA.			
Change Beneficiary: <i>How many market participant or segments stand to benefit this change?</i>	<input type="checkbox"/> Multiple Market Participants		<input type="checkbox"/> Multiple Market Groups
	<input type="checkbox"/> All UK Gas Market Participants		<input type="checkbox"/> Xoserve Only
	<input checked="" type="checkbox"/> One Market Group		<input type="checkbox"/> One Market Participant
Primary Impacted DSC Service Area:	Service Area 18: Provision of User Reports and Information		

Number of Service Areas Impacted:	<input checked="" type="checkbox"/> One	<input type="checkbox"/> Two to Five	
	<input type="checkbox"/> Five to Twenty	<input type="checkbox"/> All	
Improvement Scale?	<input type="checkbox"/> High	<input type="checkbox"/> Medium	<input checked="" type="checkbox"/> Low
Are any of the following at risk if the change is not delivered?	<input type="checkbox"/> Safety of Supply at risk		
	<input checked="" type="checkbox"/> Customer(s) incurring financial loss		
	<input type="checkbox"/> Customer Switching at risk		
Are any of the following required if the change is delivered?	<input type="checkbox"/> Customer System Changes Required		
	<input type="checkbox"/> Customer Testing Likely Required		
	<input type="checkbox"/> Customer Training Required		
Primary Application impacted:	<input checked="" type="checkbox"/> BW	<input type="checkbox"/> ISU	<input type="checkbox"/> CMS
	<input type="checkbox"/> AMT	<input type="checkbox"/> EFT	<input type="checkbox"/> IX
	<input type="checkbox"/> Gemini	<input type="checkbox"/> Birst	<input type="checkbox"/> API
	<input type="checkbox"/> Other	<If [Other] please provide details here>	
Business Process Impacted:	<input type="checkbox"/> AQ	<input type="checkbox"/> SPA	<input type="checkbox"/> RGMA
	<input type="checkbox"/> Reads	<input type="checkbox"/> Portal	<input type="checkbox"/> Invoicing
	<input checked="" type="checkbox"/> Other	<If [Other] please provide details here>	
Any known impacts to external services and/or systems as a result of this change?	<input type="checkbox"/> Yes	<If [Yes] please provide details here>	
	<input checked="" type="checkbox"/> No		

### Workaround Details

Workaround in operation?	<input type="checkbox"/> Yes	If [No] please do <u>not</u> continue completing the [Workaround Details] section
	<input checked="" type="checkbox"/> No	
Who is accountable for the workaround?	<input type="checkbox"/> Xoserve	<input type="checkbox"/> External Customer <input type="checkbox"/> Both
What is the Frequency of the workaround?		
What is the lifespan for the workaround?		
What is the number of resource effort hours required to service workaround?		
What is the Complexity of the workaround?	<input type="checkbox"/> Low	<i>(easy, repetitive, quick task, very little risk of human error)</i>
	<input type="checkbox"/> Medium	<i>(moderate difficult, requires some form of offline calculation, possible risk of human error in determining outcome)</i>
	<input type="checkbox"/> High	<i>(complicate task, time consuming, requires specialist resources, high risk of human error in determining outcome)</i>

## Prioritisation Score

Change Prioritisation Score:	43%
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# Version Control

## Document

Version	Status	Date	Author(s)	Remarks
V1	Proposal	23/12/2019	Chan Singh	Appendix added to the CP
V2	With DSG	15/01/2020	Rachel Taggart	Approved to DSG at ChMC meeting on 08/01/20
V3	With DSG	03/02/2020	Chan Singh	CP updated with DSG discussions 27 <sup>th</sup> January 2020

## Template

Version	Status	Date	Author(s)	Remarks
3.0	Superseded	17/07/2018	Emma Smith	Template approved at ChMC on 11th July 2018
4.0	Superseded	07/09/2018	Emma Smith	Minor wording amendments and additional customer group impact within Appendix 1
5.0	Superseded	10/12/2018	Heather Spensley	Template moved to new Word template as part of Corporate Identity changes.
6.0	Approved	12/12/2018	Simon Harris	Cosmetic changes made. Approved at ChMC on the 12 <sup>th</sup> December 2018.
6.1	In Draft	26/03/2019	Richard Johnson/ Alison Cross	The following minor changes were made: <ul style="list-style-type: none"> <li>- Inclusion of an All 'Impacted Parties' option in A2</li> <li>- Justification section added to section A2</li> <li>- Change Description replaced with Problem Statement in section A3</li> <li>- Remove 'X' in Release information (sections A3, A5, A7, C1 and G8)</li> <li>- Updated Service Line and UK Link impacts and funding section (A6) to include further detail</li> <li>- Amended questions 3 and 4 in section B</li> </ul>

				<ul style="list-style-type: none"> <li>- Added Service Line/UK link Assessment in section D</li> <li>- Removed Section A5</li> </ul>
6.2	For approval	14/05/2019	Alison Cross	Following review at DSC Governance review group re-added Change Description text box
7.0	Approved	13/06/2019	Richard Johnson	DSC Governance Review Group changes to the template approved at Change Management Committee on 12 <sup>th</sup> June 2019

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