



# DSC Change Proposal

Change Reference Number: XRN4810

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Xoserve to fill out all of the information in this colour ■

Section A1: General Details	
Change Title	Chat Bot Automated Gemini Assistant
Date Raised	14/11/2018
Sponsor Organisation	National Grid Transmission
Sponsor Name	Darren Lond
Sponsor Contact Details	<a href="mailto:Darren.Lond@nationalgrid.com">Darren.Lond@nationalgrid.com</a>
Xoserve Contact Name	Rob Smith
Xoserve Contact Details	0121 623 2391
Change Status	<del>Proposal</del> In delivery
Section A2: Impacted Parties	
Customer Class(es)	<input type="checkbox"/> Shipper <input checked="" type="checkbox"/> National Grid Transmission <input type="checkbox"/> Distribution Network Operator <input type="checkbox"/> IGT
Section A3: Proposer Requirements / Final (redlined) Change	
<p>Requirement for the implementation of a Chat Bot to the Gemini System.</p> <p>Chat Bot is a computer program designed to simulate conversation with human users, especially over the Internet. Chat Bot can be useful in many aspects of the Gemini Application, user could ask the bot a question or give it an instruction and the bot could respond or perform an action as appropriate.</p> <p>The initial version of the Chat Bot will be capable of answering the following.</p> <p><u>Dynamic -</u> Line pack published or/not with timings. All GB/IP short term auctions processing timings. All EU-interfaces received/delivered timings. Nomination Lock queries. Demand publish timings. Nominations and re-Nominations – how to place / check / timings</p> <p><u>Static -</u> An extensive list of static questions/answers i.e. FAQs and repetitive tickets. Basic information on Gemini functional processes, incorporating all Capacity and Energy Balancing FAQ's</p> <p><u>Bot Learning -</u> Will create a table and store all questions which the Chat Bot is unable to answer. So that, later it can be assessed and the bot can be improved.</p> <p>A version 1.1 will also provide an improved user interface, inclusion of more dynamic query</p>	

resolution and integration of logging Xoserve Service Desk tickets.

This CP aims to deliver version 1.0 and 1.1 and the costs are reflected to incorporate both versions. Note, there is a period of 2-3 months stabilization period between version 1.0 and 1.1.

National Grid request that Xoserve look for any efficiencies in project delivery that can be leveraged with any other NG Gemini delivery projects in flight concurrently.

<b>Proposed Release (Feb/Jun/Nov/Minor)</b>	Adhoc – Date TBC
<b>Proposed Consultation Period</b>	<input checked="" type="checkbox"/> 10 Working Days <input type="checkbox"/> 20 Working Days <input type="checkbox"/> 30 Working days Other:
<b>Section A4: Benefits and Justification</b>	
<b>Benefit Description</b> <i>What, if any, are the tangible benefits of introducing this change? What, if any, are the intangible benefits of introducing this change?</i>	The bot gives customers an alternate approach to the existing options of the service desk or the FAQ's documents with a quick response to the customer's query, providing them with a self-service option within the Gemini application User interface.
<b>Benefit Realisation</b> <i>When are the benefits of the change likely to be realised?</i>	This kind of approach is used in many other industries and applications to provide the customer with choice, which should in turn reduce waiting times for others contacting the service desk and provide a more efficient customer experience.
<b>Benefit Dependencies</b> <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>	No benefit dependencies have been identified
<b>Section A5: Final Delivery Sub-Group (DSG) Recommendations</b>	
<i>Until a final decision is achieved, please refer to section C of the form.</i>	
<b>Final DSG Recommendation</b>	Approve / Reject / Defer
<b>DSG Recommended Release</b>	Release X: Feb/Jun/Nov XX or Adhoc DD/MM/YYYY
<b>Section A6: Funding</b>	
<b>Funding Classes</b>	<input type="checkbox"/> Shipper XX% <input checked="" type="checkbox"/> National Grid Transmission 100% <input type="checkbox"/> Distribution Network Operator XX% <input type="checkbox"/> IGT XX%
<b>Service Line(s)</b>	DSC Service Area 20: Gemini System Services
<b>ROM or funding details</b>	
<b>Funding Comments</b>	
<b>Section A7: ChMC Recommendation</b>	
<b>Change Status</b>	<input checked="" type="checkbox"/> Approve – <del>Issue to DSG</del> Proceed to Delivery <input type="checkbox"/> Defer – Issue for review <input type="checkbox"/> Reject This change was approved by National Grid Transmission to proceed to delivery at the ChMC meeting on 12 <sup>th</sup> December 2018.
<b>Industry Consultation</b>	<input type="checkbox"/> 10 Working Days <input type="checkbox"/> 20 Working Days

	<input type="checkbox"/> 30 Working days Other:
<b>Expected date of receipt for responses (to Xoserve)</b>	XX/XX/XXXX
<b>DSC Consultation</b>	
<b>Issued</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Date Issued</b>	
<b>Comms Ref(s)</b>	
<b>Number of Responses</b>	
<b>Section A8: DSC Voting Outcome</b>	
<b>Solution Voting</b>	<input type="checkbox"/> Shipper Approve / Reject / NA / Abstain <input type="checkbox"/> National Grid Transmission Approve / Reject / NA / Abstain <input type="checkbox"/> Distribution Network Operator Approve / Reject / NA / Abstain <input type="checkbox"/> IGT Approve / Reject / NA / Abstain
<b>Meeting Date</b>	XX/XX/XXXX
<b>Release Date</b>	Release X: Feb / Jun / Nov XX or Adhoc DD/MM/YYYY or NA
<b>Overall Outcome</b>	Approved for Release X / Rejected

Please send the completed forms to: [box.xoserve.portfoliooffice@xoserve.com](mailto:box.xoserve.portfoliooffice@xoserve.com)

## Section C: DSC Change Proposal: DSG Discussion

Section C1: Delivery Sub-Group (DSG) Recommendations	
DSG Date	17/12/2018
DSG Summary	
<p>PO presented the Change Proposal to DSG and stated that Xoserve has been working with National Grid Transmission IS Team on this initiative. PO provided an overview of the requirements specified in the Change Proposal, which effectively are looking to reduce the need for Shippers to raise tickets with the Service Desk to answer general queries relating to UK Link Gemini via an automated Chat Box assistant. PO noted that this would be new technology, which is being introduced to improve Shipper customers experience with UK Link Gemini systems. PO stated this change won't have any impact on Shipper customers and has been brought to DSG for information purposes only.</p>	
Capture Document / Requirements	N/A
DSG Recommendation	N/A
DSG Recommended Release	N/A

# 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.

<b>Change Driver Type</b>	<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 type="checkbox"/> Additional or 3 <sup>rd</sup> Party Service Request <input checked="" type="checkbox"/> Other (please provide details below) <b>Improving Gemini services for customers</b>
<b>Please select the customer group(s) who would be impacted if the change is not delivered</b>	<input checked="" type="checkbox"/> Shipper Impact <input type="checkbox"/> iGT Impact <input type="checkbox"/> Network Impact <input type="checkbox"/> Xoserve Impact <input checked="" type="checkbox"/> National Grid Transmission Impact
<b>Associated Change reference Number(s)</b>	<b>N/A</b>
<b>Associated MOD Number(s)</b>	<b>N/A</b>
<b>Perceived delivery effort</b>	<input type="checkbox"/> 0 – 30 <input checked="" type="checkbox"/> 30 – 60 <input type="checkbox"/> 60 – 100 <input type="checkbox"/> 100+ days
<b>Does the project involve the processing of personal data?</b> <i>'Any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier' – includes MPRNS.</i>	<input type="checkbox"/> Yes (If yes please answer the next question) <input checked="" type="checkbox"/> No
<b>A Data Protection Impact Assessment (DPIA) will be required if the delivery of the change involves the processing of personal data in any of the following scenarios:</b>	<input type="checkbox"/> New technology <input type="checkbox"/> Vulnerable customer data <input type="checkbox"/> Theft of Gas <input type="checkbox"/> Mass data <input type="checkbox"/> Xoserve employee data <input type="checkbox"/> Fundamental changes to Xoserve business <input type="checkbox"/> Other (please provide details below)  <i>(If any of the above boxes have been selected then please contact The Data Protection Officer (Sally Hall) to complete the DPIA.</i>
<b>Change Beneficiary</b> <i>How many market participant or segments stand to benefit from the introduction of the change?</i>	<input type="checkbox"/> Multiple Market Participants <input checked="" type="checkbox"/> Multiple Market Group <input type="checkbox"/> All industry UK Gas Market participants <input type="checkbox"/> Xoserve Only <input type="checkbox"/> One Market Group <input type="checkbox"/> One Market Participant
<b>Primary Impacted DSC Service Area</b>	Service Area 20: UK Link Gemini System Services
<b>Number of Service Areas Impacted</b>	<input type="checkbox"/> All <input type="checkbox"/> Five to Twenty <input checked="" type="checkbox"/> Two to Five <input type="checkbox"/> One
<b>Change Improvement Scale?</b> <i>How much work would be reduced for the customer if the change is implemented?</i>	<input type="checkbox"/> High <input checked="" type="checkbox"/> Medium <input type="checkbox"/> Low
<b>Are any of the following at risk if the change is not delivered?</b>	
<input type="checkbox"/> Safety of Supply at risk <input type="checkbox"/> Customer(s) incurring financial loss <input type="checkbox"/> Customer Switching at risk	
<b>Are any of the following required if the change is delivered?</b>	
<input type="checkbox"/> Customer System Changes Required <input type="checkbox"/> Customer Testing Likely Required <input checked="" type="checkbox"/> Customer Training Required	
<b>Known Impact to Systems / Processes</b>	

<b>Primary Application impacted</b>	<input type="checkbox"/> BW <input type="checkbox"/> ISU <input type="checkbox"/> CMS <input type="checkbox"/> AMT <input type="checkbox"/> EFT <input type="checkbox"/> IX <input checked="" type="checkbox"/> Gemini <input type="checkbox"/> Birst <input type="checkbox"/> Other <i>(please provide details below)</i>
<b>Business Process Impact</b>	<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 <i>(please provide details below)</i> <b>ISOps</b>
<b>Are there any known impacts to external services and/or systems as a result of delivery of this change?</b>	<input type="checkbox"/> Yes <i>(please provide details below)</i> <input checked="" type="checkbox"/> No
<b>Please select customer group(s) who would be impacted if the change is not delivered.</b>	<input checked="" type="checkbox"/> Shipper impact <input type="checkbox"/> Network impact <input type="checkbox"/> iGT impact <input type="checkbox"/> Xoserve impact <input checked="" type="checkbox"/> National Grid Transmission Impact
<b>Workaround currently in operation?</b>	
<b>Is there a Workaround in operation?</b>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<b>If yes who is accountable for the workaround?</b>	<input type="checkbox"/> Xoserve <input type="checkbox"/> External Customer <input type="checkbox"/> Both Xoserve and External Customer
<b>What is the Frequency of the workaround?</b>	
<b>What is the lifespan for the workaround?</b>	
<b>What is the number of resource effort hours required to service workaround?</b>	
<b>What is the Complexity of the workaround?</b>	<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>
<b>Change Prioritisation Score</b>	36%

### Document Version History

Version	Status	Date	Author(s)	Summary of Changes
1	Proposal	14/11/18	Darren Lond	New CP
2	Proposal	21/11/18	Heather Spensley	Appendix added
3	In Delivery	14/12/18	Richard Johnson	Notes from ChMC on 12th December added
4	In Delivery	27/12/18	Richard Johnson	Notes from DSG on 17 <sup>th</sup> December added

### Template Version History



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Version	Status	Date	Author(s)	Summary of Changes
3.0	Approved	17/07/18	Emma Smith	Template approved at ChMC on 11 <sup>th</sup> July
4.0	Approved	07/09/18	Emma Smith	Minor wording amendments and additional customer group impact within Appendix 1