



DSC Governance Sub-Committee 27th April 2021

Agenda / Approximate Timings

1. Introductions & scene setting (10 mins)
2. 'Xoserve Change Fund' (45 mins)
3. ChMC interactions with non-DSC-change-funded change programmes (30 mins)
4. Financial Analysis and Management Information Discussion (30 mins)
5. Summary & Next Steps (15 mins)
6. AOB (15 mins)

2. Xoserve Change Fund – background and intent

- The concept of was discussed in ChMC during the business planning process and was ultimately recommended for approval by ChMC in September 2020 (and subsequently approved as part of the wider business plan)
- A ‘parent’ XRN 5237 has been raised to allow drawdown from the associated budget of £200,000 for financial year 21/22, with the aim to:
- ***“Allow Xoserve greater flexibility to deliver appropriate changes with more agility, which will further lead to process and system improvements to increase efficiency and boost customer experience”***
- XRN 5237 was deferred by ChMC in March 2021 so that members could better understand the process via which the funds could be accessed and how ChMC would be engaged – this is the purpose of this agenda item
- In principle, the fund would be accessible to deliver Change Requests (CRs) if:



Customer benefits can be clearly articulated



No functional impacts to customer systems have be identified



Flexibility is beneficial to deliver the change



Documentation proposal

- A stated aim of having a ring-fenced budget is to reduce the need for individual (child) XRN to pass through CP governance and therefore lead to greater fluency / flexibility. Changes that would draw on this money will be Change Requests (CRs) rather than Change Proposals (CPs)

Change Type	Typical Initiator / 'Sponsor'	Customer Benefits?	Customer Impacts?	Customer Funding	Website / Change Packs / DSG / ChMC
Change Proposal	DSC Constituent	Yes	Yes	DSC Change Budget / MiR Release Budget / Maintain The Business	Yes
Change Request	CDSP	Yes	No	MiR Release Budget / Xoserve Change Budget / Maintain The Business	(Historically) No (unless converted to CP)

Assessment criteria of customer 'impact'

- Changes to screens (portal, DES, Gemini, etc.)
- Change in process
- New rejection code
- Any change required to file formats and allowable values
- Change to UNC code communications
- Any functional change to UK Link systems, including the full suite of UK Link Systems: the UK Link Network, UK Link Gemini, DES and CMS
- Any change to the UK Link Manual including all interface documents, rejection codes, screens, etc.

- The changes that will be consistent with the principles on the previous slide are CRs (not CPs). As such we **propose that XRN 5237 is re-launched as a parent CR and given its own location on Xoserve.com** (e.g. like a release page).
- Any subsequent child CR that seeks to draw-down on the budget will be given it's own XRN reference and will be published on the dedicated part of Xoserve.com and discussed in the quarterly DSC Governance Sub-Committee before funds are drawn / work started
- Each child XRN will stipulate customer benefits and (lack of) customer impacts and state associated costs of work**
- Plan and associated costs of delivery will be shared on Xoserve.com and discussed in the DSC Governance Sub-Committee with **financial MI included in the appropriate ChMC agenda item that tracks spend v remaining budget**

Project 1stop

- We propose to make improvements to the change-related pages on xoserve.com to improve customer experience and think this change (associated XRN to follow) is suitable for the ring-fenced budget
- These changes will provide a '1-stop-shop' for consumers of this content (e.g. DSG, ChMC, any individual or organisation that uses the information we share)
- **We will be seeking your input** (now and in upcoming dedicated sessions) **to build 'user stories' and prioritise them for delivery**

"I am a shipper and I only want to see the changes that impact me etc – without having to go into an embedded s/s in a ChMC slide"

Let's build 'slice / dice' options so different customers to get to relevant info quicker

Let's build visual key process maps that can be updated when changes to them occur

"I want to be able to more easily navigate the UKL Manual so I can understand and visualise key gas industry processes"

Let's update the form to drive good conversations in ChMC re priority

"I want the CP form on the website to be easier to list stated aims and benefits of my change"



What are your ideas for how we can improve your experience of change via self-serve on xoserve.com?

Do you agree *1stop* is a suitable candidate for accessing the ring-fenced budget?

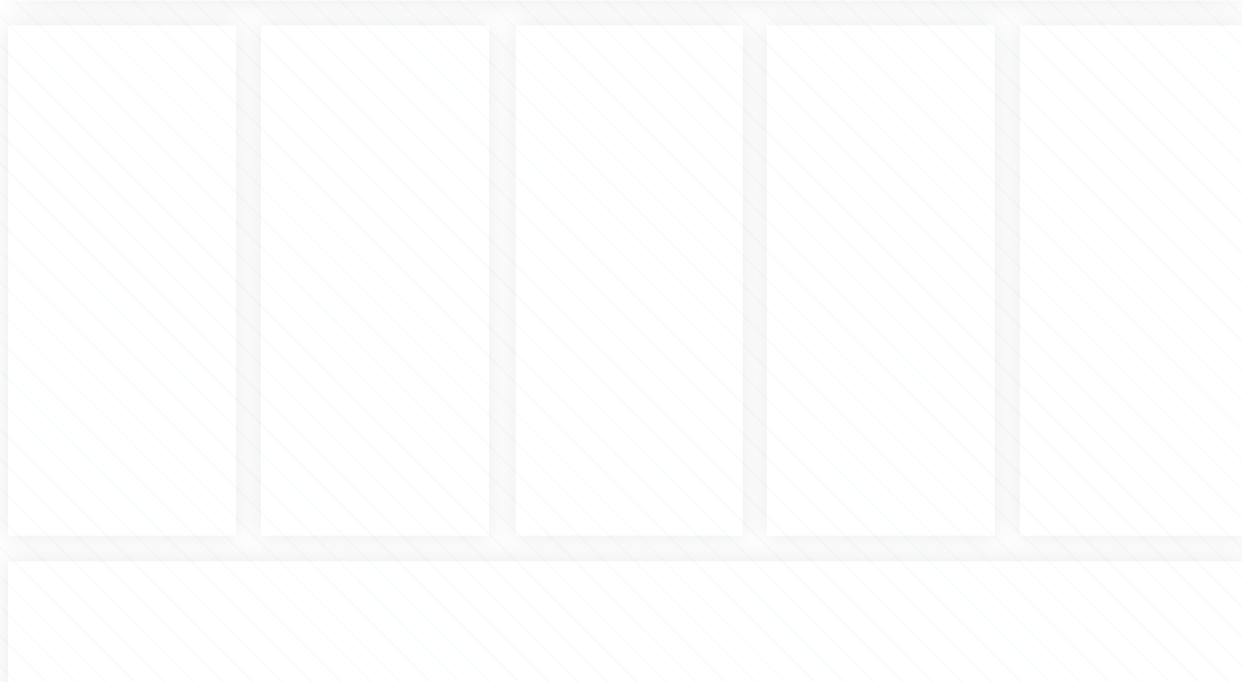
3. ChMC interactions with non-DSC-change-funded programmes

- **What are they** - CSSC, CMS Rebuild, UK Link Cloud
- **What we do** – when we need decisions on solution/design options we utilise existing governance framework (DSG, ChMC, solution/design change packs, outages). We manage these approvals alongside ‘BAU’ decisions to help keep voting condensed - **is this still a requirement, or is it confusing for people ?**
- **What we don't do** – ask for approval of spend (EQR, BER etc) because the work is not being paid for via the DSC Change Budget
- **Does this work and what (if anything) should we do differently ?**

4. Financial Analysis and Management Information Discussion

- **What are we measuring (and will be publishing)** – the evolution from initial estimate (High Level Solution Option) through the lifecycle and related refinements / fixing of cost (Evaluation Quotation Report, Business Evaluation Report) for changes that draw down on the DSC Change Budget
- **Why** – to measure how accurate estimated costs (HLSO 't-shirt' sizes) are in relation to costs ChMC are asked to approve and to use the statistics to articulate what we learn from one release to the next
- **What initial analysis shows us** – that our estimates are becoming more accurate through each major release since t-shirt sizing was established
- **What else would be useful to see when we share findings in June ChMC ?**

5. Summary and next steps



6. AOB

