

# **CMS REBUILD CUSTOMER FOCUS GROUP 06/07**

## **Agenda**

- Recap of previous sessions and actions
- LSO Activities
- Progress and Delivery Updates
- Alpha Trials & Beta Trials (External UAT)
- Demo
- Feedback request

# TERMS OF REFERENCE (TOR)

<b>Frequency</b>	Monthly 1- 2 hours long & Email Communication		
<b>Purpose</b>	<ul style="list-style-type: none"><li>•Stakeholder engagement forum for the product</li><li>•Update on decisions taken</li><li>•Update on progress of delivery of product into service</li><li>•Opportunity for demonstrations, seeking feedback</li></ul>		
<b>Roles and Responsibilities</b>	<ul style="list-style-type: none"><li>•Discuss and propose ways forward for any escalations brought to the group</li><li>•Ensure product is fit for purpose</li><li>•Identification of any customer impact</li><li>•Agree where Change Packs will be produced</li></ul>		
<b>Inputs</b>	<ul style="list-style-type: none"><li>•Latest view of high level release plans</li><li>•Update on preparations for transition into service</li><li>•Demonstrations / PoC / Wireframes of product design dependent on design stage</li><li>•Email Communication for initial discussions</li><li>•AOB and actions</li></ul>	<b>Outputs</b>	<ul style="list-style-type: none"><li>•Meeting Minutes &amp; Actions</li><li>•Escalations</li><li>•Feedback on product demonstrations and approach</li><li>•Requirement confirmation</li><li>•Change Pack Identification</li></ul>
<b>Attendees</b>	<ul style="list-style-type: none"><li>•Correla CMS Rebuild Team - Jo Williams, Richard Creswell</li><li>•Xoserve representatives</li><li>•Industry Representatives</li></ul>		

## DELIVERY UPDATES

After the User Story sizing exercise to estimate the scale of Release 1 the number of processes remains at two.

We had previously advised that we were investigating if Address Amendments (ADD) could be included. However, due to the complexities of the process it would not be able to be delivered in time for Release 1.

A good proportion of the generic functionality has been developed in order to build MNC and SUT and therefore we are anticipating that we can release additional processes more quickly in a number of releases to ensure customers receive the benefit of the new CMS as soon as possible. Release 1.1 will follow shortly after Release 1 containing the Duplicates (DUP) process.

Release 1 is still targeted to be released in October / November 2022. The delivery date will be communicated out by the end of July.

### **What will this mean to you?**

There will be two Change Packs; one for the Supplier Theft of Gas (SUT) and one which includes the general functionality of the new system along side the Shipper raised MNC process

MINUTES

No. Attendees	
Actions	
Outputs	

# LSO READINESS

We shall be writing out to all LSOs shortly to request some information on the current users of CMS in their organisation. This will assist us with User Creation for Beta Trials (External UAT) and Go live. We will be asking for:

- First Name
- Second Name
- Email address
- Current CMS Username
- Job Role
- SSCs that user can raise log Contacts for (Parent/child orgs)
- Level (LSOs)

## **What will this mean to you?**

There will be a spreadsheet issued to all LSOs to obtain this information. We are asking for this information to be provided to use by 31st July 2022. Where there are multiple LSOs, only one sheet per organisation is required.

# ALPHA TRIALS

## **What is it?**

As our Customer Focus Group attendees you will be given early access to a sandbox environment (if you would like it), where you will be able to see the latest development of the solution and test the latest functionality.

## **Why?**

- Confirmation from a target customer group that the system is working as expected
- Obtain early feedback on User Interface and Customer Journey
- Obtain early insight into user behaviour
- Generates familiarisation with the software for customers
- Produces considerations for the Beta (External UAT) phase

## **What does this mean to you?**

- You can provide instant feedback on the solution
- You can become familiar with the processes and functionalities before they are released for Beta Testing
- You will have access to the latest development and functionality
- You can continue on the CMS Rebuild Customer Journey
- If you can't partake, don't worry there will be official Beta Testing (External UAT) in September

# ALPHA TRIALS - CONTINUED

## How will it work?

- A sandbox "stubbed" environment shall be provided towards the end of July (date to be confirmed).
- There will be a small number of users set up per organisation, such as Alphatrials1@cmsrebuild.com (passwords will also be provided).
- This environment will be open to you to use from 12:00 to 16:00 Monday to Friday during nominated times.
- You will receive information and walkthroughs on how to navigate, but predominately it will be up to you to test it out as and when you have the availability to do so.
- There will be restrictions on what data can be entered in the environment such as no real MPRNs etc but this will be communicated out.
- We will have a small number of resources to replicate the CDSP functionality i.e. moving the contact on.
- There will be a teams communication channel created which all registered attendees can provide feedback on any development or issues they found. We are aware that some organisations do struggle accessing external teams channels, however should this be the case for any of the attendees we shall investigate alternative ways of communication.

## When will it happen?

