



Project Trident

Pre-workshop introductory webinar

15 May 2025



Project **Trident**
xserve



Welcome & opening remarks

Nick Partridge, Project Trident
Programme Director



Agenda

01 10:00 – 10:05 Welcome, introduction & objectives

02 10:05 – 10:10 Context & background

03 10:10 – 10:20 Workshop structure & approach

04 10:20 – 10:30 Desired attendees

05 10:30 – 10:40 Next steps

06 10:40 – 10:45 Questions



Introduction to the Moorhouse team



Nicola Garland
Workshop Lead and Facilitator



Jonathan Kiddle
Gas SME



Annabel Atkins
Workshop Support



Immy Syms
Workshop Support

Slido – Q&A

- There is the opportunity to submit questions on the workshop structure, approach & attendees via Slido throughout the webinar
- Join at **slido.com #TRIDENT**
- Please note that we will answer any detailed questions relating to workshop content and pain points in the workshop sessions



Objectives of the webinar

1. Outline the purpose and objectives of the upcoming customer pain point workshops
2. Summarise the workshop approach and structure
3. Share detailed workshop schedule
4. Clarify desired attendees and role profiles for workshops

Call to Action

We request that Contract Managers and Nominated Project Trident Engagement Representatives **identify relevant roles within their organisations** based on the role profiles we will discuss today and **ensure those individuals sign up to the workshops** using the registration form [here](#) or at the QR code on the right



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Context & background

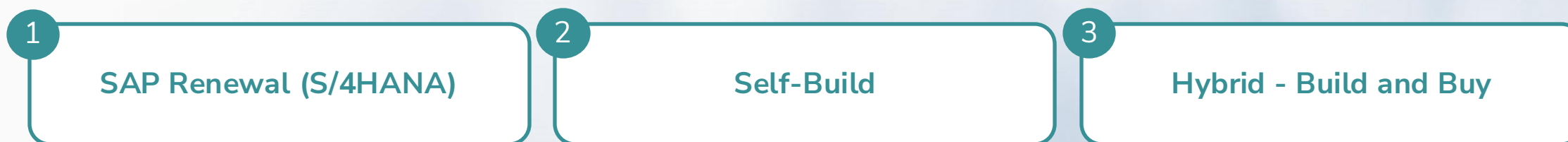
5 mins



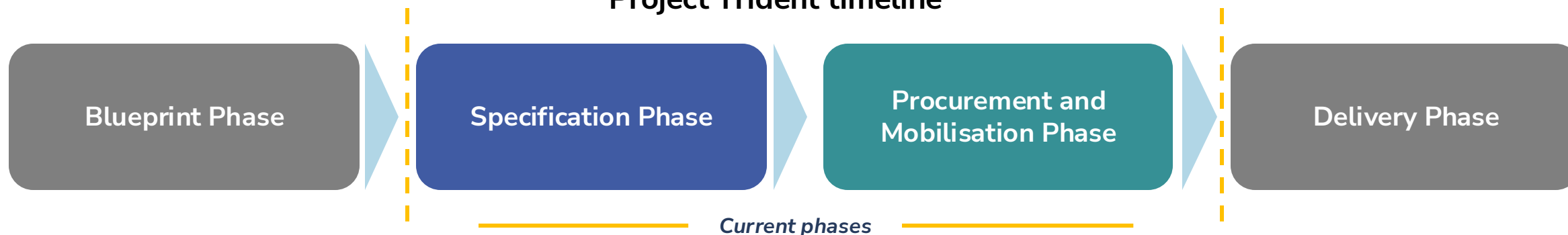
Brief overview of Project Trident*

Xoserve launched Project Trident in July 2024 in response to SAP withdrawing “standard” support for IS-U ECC6 in 2027, which would lead to increasing risk to the reliability of UK Link over time, increased support costs and constrain the ability to efficiently implement change.

After extensive vendor market engagement, Project Trident is focusing on three potential options for the future UK Link solution:



Project Trident timeline



*An 'Introduction to Project Trident' webinar will be held for any customers new to Trident on **Tuesday 27 May**

Purpose and objectives of workshops

The objectives of the upcoming workshops are:

1. **To validate known customer pain points around UK Link** and to understand the frequency and severity of these from a user perspective
2. **To identify any new or previously undocumented pain points**, and/or any existing workarounds being adopted by users to navigate UK Link issues or limitations, highlighting any discrepancies between our internal understanding and your user experiences
3. **To prioritise all pain points** based on the impact they have on your user experience and operations
4. **To clarify what customers can expect from Project Trident** and how your feedback will be used to influence future changes



Workshop structure and approach

10 mins



Project Trident UK Link Pain Point Customer Engagement



Process taken to refine pain points for validation

1. Sources

Correla

Xoserve workshops

ICS survey results

2. Prioritisation and refinement

Master pain point list
180+ items

Internal refinement of pain points and consolidation of duplicate pain points

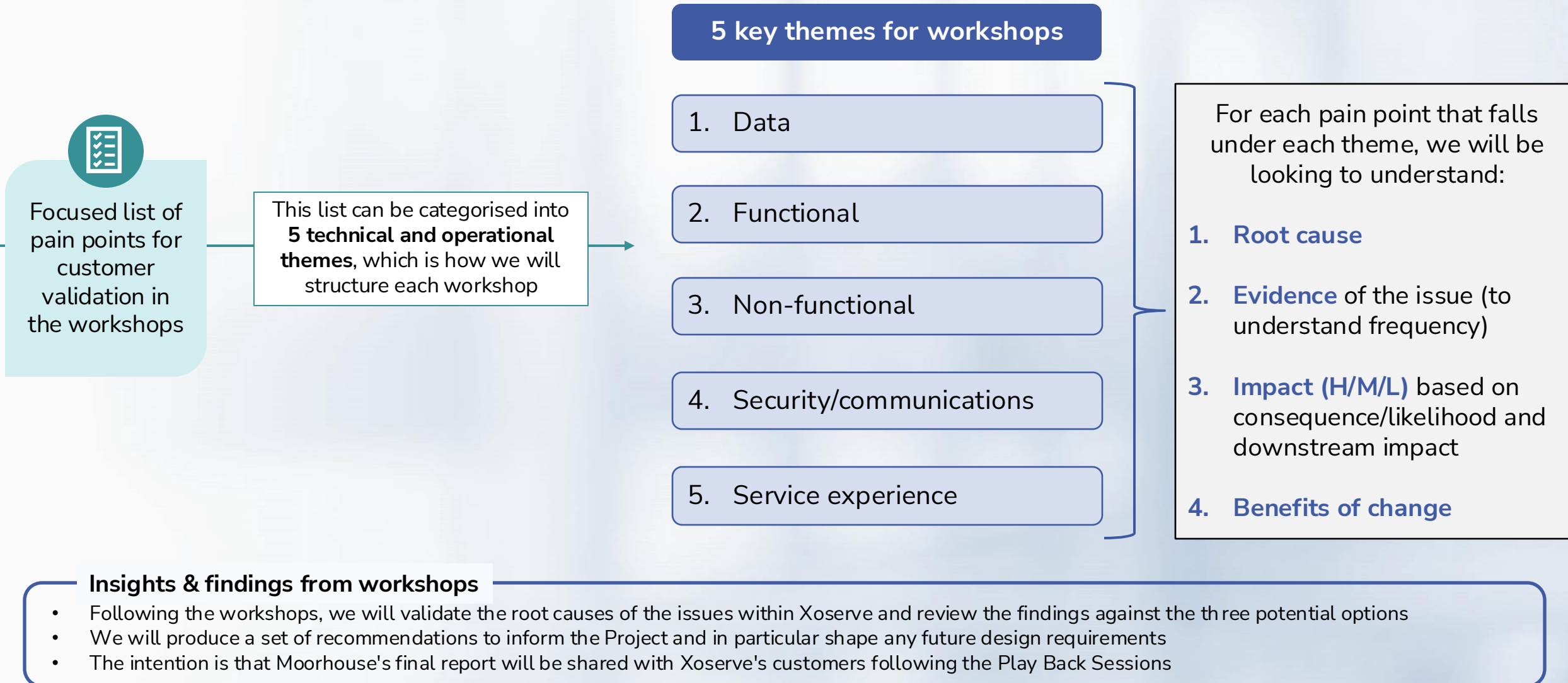
Considerations for refinement

- ✓ Remove any current bugs or defects linked to UK Link that are within the scope of current design of UK Link
- ✓ Remove any existing backlog items that have already been agreed to be deployed into UK Link
- ✓ Remove anything that is substantively the same as an existing code change and is currently going through the code change process

3. Input for workshops

Focused list of pain points for customer validation in the workshops

Planned workshop structure



Areas of focus in the workshops

In scope for pain point workshops

Intra day settlement
CV calculation changes
Read submission changes
File transfer mechanism
Policy reform
Class review
Address review
DDP enhancements
Disconnections
Incident management
Problem management
SLA's

UK link data flows, CMS,
DDP, APIs, UK Link Portal



Out of scope for pain point workshops

Incorrectly capped CV
Calculation errors
Line in the sand change
Read submission window
Website issues
Individual ticket details

Current measures to address service experience including the ICS action plan, measures that matter and special measures

GES, GEMINI, Service provider flows

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Desired
attendees

10 mins



Workshop segmentation

To get to the most value out of the pain point workshops, customer have been segmented into **five groups**:

Large Shippers

I&C Shippers

Other Shippers and
Service Providers

Gas Transporters

Independent Gas
Transporters

- We will run the workshops **virtually**. These sessions will run for either **2 or 3 hours**.
- Invites to workshops will be shared on **Friday 16 May**.
- For each of the customer groupings we have developed **segment specific role profiles to aid Contract Managers in identifying the relevant individuals** to attend the workshops.

Call to Action

We request that Contract Managers and Nominated Project Trident Engagement Representatives **identify relevant roles within their organisations** based on the role profiles we will discuss today and **ensure those individuals sign up to the workshops** using the registration form [here](#) or at the QR code on the right



Role Profiles: Shipper



Registration form

We have developed 6 key role profiles for roles within Shipper organisations who interact with UK Link. In some organisations multiple roles will be carried out by the same individual. Each Shipper may have different role titles for the role profiles, but the purpose of this is to identify people who most closely match the expertise listed below. Where these roles are covered by third party providers they can attend the service provider specific sessions. As part of the introductory webinar, we will ask contract managers to identify individuals with experience of the below roles to attend the customer workshops



Contract Manager

A **Contract Manager** is responsible for managing the relationship between the shipper and Xoserve, as well as managing regulatory obligations and any industry change due to code or DSC modifications



Settlement Expert

A **Settlement Expert** is responsible for validating energy and transportation costs, they use information from UK Link flows or reporting from DDP or APIs to carry out their processes



Metering Expert

A **Metering Expert** is responsible for arranging metering exchanges with MAMs and resolving any metering data issues. They update UK Link and other industry parties through RGMA flows



Solution Architect

A **Solution Architect** is responsible for implementing any technological change to processes. E.G. system impacting UNC/DSC changes including any changes to the file transfer process



Operations Expert

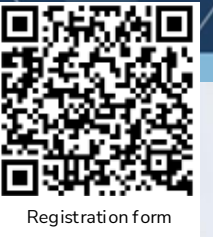
Operation Experts are responsible for managing gas processes in CMS including theft of gas, address updates and consumption adjustments.



Reporting Manager

Reporting Managers use information stored on UK Link from API, DDP or industry flows to compile internal and external reports

Shipper workshops



We will run **two virtual workshops** for **each segmented shipper group**. The topics have been split into two:

- **Workshop 1** – Data, functional requirements, non-functional requirements
- **Workshop 2** - Security / communications & service management

Shippers can ask their service providers to attend their specific workshop, alternatively service providers can attend the other shipper and service provider workgroups

Workshop	Target attendees	Date	Time
Large Shipper 1	Settlement Expert, Metering Expert, Reporting Manager, Contract Manager (Optional)	Tuesday 03 June	2pm - 4pm (2h)
Large Shipper 2	Solution Architect, Operations Expert, Contract Manager (Optional)	Wednesday 04 June	1pm - 3pm (2h)
I&C Shipper 1	Settlement Expert, Metering Expert, Reporting Manager, Contract Manager (Optional)	Tuesday 24 June	3pm - 5pm (2h)
I&C Shipper 2	Solution Architect, Operations Expert, Contract Manager (Optional)	Thursday 26 June	10am - 12pm (2h)
Other Shippers and Service Providers 1	Settlement Expert, Metering Expert, Reporting Manager, Contract Manager (Optional)	Tuesday 01 July	3pm - 5pm (2h)
Other Shippers and Service Providers 2	Solution Architect, Operations Expert, Contract Manager (Optional)	Wednesday 02 July	3pm - 5pm (2h)

Role Profiles: Gas Transporter (GT)



Registration form

We have developed 6 key role profiles for roles within Gas Transporter organisations who interact with UK Link. In some organisations multiple roles will be carried out by the same individual. Each Gas Transporter may have different role titles for the role profiles, but the purpose of this is to identify people who mostly closely match the expertise listed below. As part of the introductory webinar, we will ask contract managers to identify individuals with experience of the below roles to attend the customer workshops



Contract Manager

A **Contract Manager** is responsible for managing the relationship between the shipper and Xoserve, and managing regulatory obligations and any industry change due to code or DSC modifications.



Network Analyst

A **Network Analyst** uses information from UK link to carry out network planning, identify reinforcements and manage new CSEP connections



Metering Expert

A **Metering Expert** is responsible for arranging emergency meter exchanges and dealing with any meter queries for transporter owned metering



Solution Architect

A **Solution Architect** is responsible for implementing any technological change to processes. E.G. system impacting UNC/DSC changes including any changes to the file transfer process



Operations Expert

Operation Experts are responsible for using UK customer edge interfaces to manage theft of gas investigations and manage shipper-less/ unregistered sites



Reporting Manager

Reporting Managers use information stored on UK Link from API, DDP or industry flows to compile internal and external reports including financial reporting.

Transporter workshop



Registration form

We will run **one virtual workshop** for the **Transporters** which will cover **all topics**. This session will cover National Gas and the Distribution Networks and can be attended by nominated service providers.

Workshop	Target attendees	Date	Time
Transporter	Solution Architect, Network Analyst, Operations Expert, Metering Expert, Reporting Manager, Contract Manager (Optional)	Tuesday 10 June	9.30am - 12.30pm (3 hours)

Role Profiles: Independent Gas Transporter (IGT)



Registration form

We have developed 6 key role profiles for roles within Independent Gas Transporter organisations who interact with UK Link. In some organisations multiple roles will be carried out by the same individual. Each Independent Gas Transporter may have different role titles for the role profiles, and it is likely that in certain companies' multiple roles are carried out by one individual, but the purpose of this is to identify people who mostly closely match the expertise listed below. As part of the introductory webinar, we will ask contract managers to identify individuals with experience of the below roles to attend the customer workshops



Contract Manager

A **Contract Manager** is responsible for managing the relationship between the shipper and Xoserve and managing any industry change due to code modifications or DSC changes



SPA Expert

A **Supply Point Administration Expert** is responsible for dealing with data updates via files on the IX including new CSEP creations, updated metering information from other parties



Metering Expert

A **Metering Expert** is responsible for arranging metering exchanges and liaising with agents where the IGT is responsible for the meter for a supply point, they rely on metering data stored in UK Link



Solution Architect

A **Solution Architect** is responsible for implementing any technological change to processes. E.G. system impacting UNC/DSC changes including any changes to the file transfer process



Operations Expert

Operation Experts are responsible for managing gas processes including designing new CSEPs and managing must reads and theft of gas investigations



Reporting Manager

Reporting Managers use information stored on UK Link from API, DDP or industry flows to compile internal and external reports

IGT workshop



Registration form

We will run **one virtual workshop** for the **IGTs** which will cover **all topics**. This session can be attended by IGT nominated service providers.

Workshop	Target attendees	Date	Time
IGT	Solution Architect, SPA Expert, Operations Expert, Metering Expert, Reporting Manager, Contract Manager (Optional)	Monday 07 July	2pm - 5pm (3 hours)

Playback summaries

We will run **two in-person playback sessions**, each with the same agenda, to provide a summary of the validated pain points from each segmented customer workshops.

The workshops should last **90 minutes**, and we will provide pre reads and a detailed agenda closer to the time. The playbacks will be open to all interested customers.

The pain points will be a key input into our final recommendations report which we intend to share with all interested customers.

1

Playback session one: Solihull
Monday 21st July 3pm - 4:30pm

2

Playback session two: London
Thursday 24th July 5pm - 6:30pm

Both playback sessions will have refreshments and provide customers with the opportunity to informally talk to some of the Project Trident team.

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Next steps

10 mins



Next steps

There will be an **Introduction to Trident** session on **27 May** and **Change Control principles** will be covered at Change Management Committee on **11 June**

Pre-read material will be sent out 1 week ahead of pain point workshops

Playback sessions will be held in person in Solihull and London on **21 July** and **24 July** where we will share final report

Please submit any questions to communications@xoserve.com

Invitations to the workshops will be issued on **Friday 16 May**

Pain point workshops will be held from **04 June** to **08 July**

Call to Action

We request that Contract Managers and Nominated Project Trident Engagement Representatives **identify relevant roles within their organisations** based on the role profiles we will discuss today and **ensure those individuals sign up to the workshops** using the registration form [here](#) or at the QR code on the right



Q&A (5 mins)



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- Join at **slido.com #TRIDENT** or scan the QR code on your devices and submit any clarification questions
- Please note that we will answer any detailed questions relating to workshop content and pain points in the workshop sessions



Appendix



Detailed workshop schedule

Workshop	Audience	Role Profiles	Date	Time
Large Shipper 1	Large Shippers	Settlement Expert, Shipper, Shipper Metering Expert, Shipper Reporting Manager, Shipper Contract Manager (Optional)	Tues 03 June	2pm - 4pm (2h)
Large Shipper 2	Large Shippers	Solution Architect, Shipper Operations Expert, Shipper Contract Manager (Optional)	Weds 04 June	1pm - 3pm (2h)
GTs	GTs	Solution Architect, Network Analyst, Transporter Operations Expert, Metering Expert, Transporter Reporting Manager, Transporter Contract Manager (Optional)	Tues 10 June	9:30am - 12:30pm (3h)
I&C Shipper 1	I&C Shippers	Settlement Expert, Shipper, Shipper Metering Expert, Shipper Reporting Manager, Shipper Contract Manager (Optional)	Tues 24 June	3pm - 5pm (2h)
I&C Shipper 2	I&C Shippers	Solution Architect, Shipper Operations Expert, Shipper Contract Manager (Optional)	Thurs 26 June	10am - 12pm (2h)
Other Shippers and Service Providers 1	Other Shippers & SPs	Settlement Expert, Shipper, Shipper Metering Expert, Shipper Reporting Manager, Shipper Contract Manager (Optional)	Tues 01 July	3pm - 5pm (2h)
Other Shippers and Service Providers 2	Other Shippers & SPs	Solution Architect, Shipper Operations Expert, Shipper Contract Manager (Optional)	Wed 02 July	3pm - 5pm (2h)
IGTs	IGTs	IGT Solution Architect, SPA Expert, IGT Operations Expert, IGT Metering Expert, IGT Reporting Manager, IGT Contract Manager (Optional)	Mon 07 July	2pm - 5pm (3h)
Playback 1 (Solihull)	All customers	Shipper Contract Manager, Transporter Contract Manager, IGT Contract Manager & any interested other roles	Mon 21 July	3pm - 4:30pm (1.5h)
Playback 2 (London)	All customers	Shipper Contract Manager, Transporter Contract Manager, IGT Contract Manager & any interested other roles	Thurs 24 July	5pm - 6:30pm (1.5h)