

# DSG Discussion

## Delivery Sub-Group (DSG) Recommendations

DSG Date:	22/01/2024		
DSG Summary:	<p>PO presented this value-add change raised by the CDSP and the Billing Operational Teams that administer the service invoices impacts Shipper, DNOs, NGT and IGT. Purpose, to develop a solution which can address an issue where currently approximately 50 – 55 customers receive two emails per month, one for the Invoice amount and a second reflecting their supporting information file. This creates additional effort to validate and action within the CDSP processes and may also have similar efforts to customers when validating charges.</p> <p>This change seeks to simplify the solution for CDSP and Customers to consolidate the information by attaching any supporting information files to the Specific Service Invoice email. PO confirmed that CDSP have already trialled this with a couple of customers who had experienced this as a pain point, which was successful and wanted to ensure that this would benefit all customers who are impacted. CDSP aim to issue a solution design pack in February for review prior to any changes.</p> <p>Kirsty Dudley (KD) asked if this change will have an opt in or opt out option for customers if they have issues to combine. PO advised that CDSP are looking at an all-in functionality but will investigate functionality options.</p> <p><b>Action:</b> CDSP to review opt in opt out functionality and include options in Solution Pack</p> <p>KD advised of a question that had been raised during the ChMC in January; relating to the distribution lists that the emails are sent to and to understand if there was some disparity between them. PO confirmed, that CDSP had an action from ChMC, the findings, will be included in the February Design Change Pack and advised, if there is a disparity, then CDSP, will put together a recommendation to amalgamate the lists, so we do not lose anybody from receiving the information they receive.</p> <p>PO advised that this change is a lower priority as it is a value add, and funding split has not identified; any need for any independent external costs so covered under Service and Operational Costs.</p> <p><b>Action:</b> Covered under ChMC action <a href="#">here</a></p>		
DSG Recommendation:	<input type="checkbox"/> Approve	<input type="checkbox"/> Reject	<input type="checkbox"/> Defer
DSG Recommended Release:	Release X: Feb / Jun / Nov XX or Adhoc DD/MM/YYYY		

DSG Date:	19/02/2024
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<p>DSG Summary:</p>	<p>PO welcomed RW to provide an overview of this Change Proposal. RW advised that Michelle Kearney (MK) is online with any questions if required and provided an overview of the change and the background to the detailed design which is a value-add change raised by the CDSP and the Billing Operational Teams who administer the service invoices and impacts, Shipper, DNOs, NGT and IGT.</p> <p>RW explained that currently at D+16, the CDSP issues customers with a PDF invoice attachment detailing the Specific Services that they receive. the purpose, of this change, is to develop a solution where the invoice and the supporting information files are sent in one email to avoid additional effort by customers and CDSP in validating charges using the supporting information which is supplied separately.</p> <p>The change seeks to simplify the solution for CDSP and Customers to consolidate the information by attaching any supporting information files to the Specific Service Invoice into one email. RW summarised the solutions on slide 33, noting that emails will continue to be secure, password protected delivered to the existing distribution list, so current recipients will receive it and scheduled at the same time.</p> <p>RW advised that the Detailed Design Change pack was issued on the 12th February and will be voted at the next Change Management Committee and therefore looking to implement as quickly as possible. PO noted the action against this Action that we did not have two different feeds of information but the distribution is the same, and the second one was on the option to opt in and out and there is no benefit in retaining this logic, but if any customers had a desire to have this for specific services if that is required on a case by case situation, this would be looked at, but CDSP are looking at a single solution and this is the recommendation for this design.</p> <p>And the final question/action, was on whether we have considered any other delivery mechanism have we looked at any other method other than email, and the determination is that this is value add and if we were looking at a more file based delivery we would look to do this through a change management phase, with sufficient lead time for customers to prepare for this, but by retaining the existing mechanism and making enhancements to it is more beneficial and scaled solution for these invoices at present and have been working well and no plans to change to migrate at this time, and will remain on the SAP 4 HANA, PO also advised that there was a question offline on any GDPR supporting information or implications, PO advised that CDSP have within existing processes a number of controls and checks in place that GDPR is adhered to in the current system and enhances this so no potential risk</p> <p>No further questions raised.</p>		
<p>DSG Recommendation:</p>	<input type="checkbox"/> Approve	<input type="checkbox"/> Reject	<input type="checkbox"/> Defer
<p>DSG Recommended Release:</p>	<p>Release X: Feb / Jun / Nov XX or Adhoc DD/MM/YYYY</p>		