

Project Nexus Steering Group [PNSG]

Progress on Ongoing Actions

19 May 2017

ofgem

Agenda

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Minutes can be found on the **ofgem** website at:

<https://www.ofgem.gov.uk/gas/retail-market/market-review-and-reform/project-nexus>

Go Live Decision Ongoing Actions

Action due for completion before Final Go Live Confirmation on 19 May 17				
	Ongoing Action	Owned By	Due Date	Update
1	ORD FILE NAME CHANGE - Establish an IRG to consider the ORD file name change and be clear on impact.	Issue Resolution Group (IRG)	19 May 17	<ul style="list-style-type: none"> • Complete - IRG held 5pm 17 May 17 - Broader understanding of issue and background achieved. • This is not a Go Live impacting issue and GTs do not need to make changes. • PNSG action closed. • 3 IRG actions were raised and 2 are now complete with one remaining for a 01 Jun 17 due date
Action due for completion before Go Live				
	Ongoing Action <i>*A1 to A5 refer to numbering in PNSG Go Live Decision report</i>	Owned By	Due Date	
2	A1. OPERATIONAL CRISIS SCENARIOS - a) Xoserve to issue crisis scenarios (including definition of crisis vs. major incident) and share crisis handling principles.	a) Xoserve - Sandra Simpson	a) 19 May 17	Complete - Xoserve slides contain the scenarios, definitions and principles.
4	A3. GO LIVE FUNCTIONAL/NON-FUNCTIONAL DEFECT AND WORKAROUND POSITION - a) Issue final, consolidated position with detail of defects (i.e. updated summary slide of active defects) and;	a) Xoserve - Paul Toolan	a) 19 May 17	Complete - Xoserve have developed a package of slides that will be distributed to PNSG on 19 May 17. The slides presents all functional and non-functional defects from all sources, with the exception of data defects, which are included in the information provided for action 6. None of the remaining total Active defects are code impacting, so do not affect code stability. Details of all of the remaining Active defects have been provided to Industry at the weekly (Friday) Defect Meetings.

Action due for completion before Go Live				
	Ongoing Action <i>*A1 to A5 refer to numbering in PNSG Go Live Decision report</i>	Owned By	Due Date	Update
5	A3. GO LIVE FUNCTIONAL/NON-FUNCTIONAL DEFECT AND WORKAROUND POSITION - Industry (via Defect Call) to confirm status of outstanding 3 workarounds and Xoserve re-publish the final list. <i>Note: The defect call takes place after the PNSG on 19 May 17 and workarounds have been provisionally approved at last defect call.</i>	PwC - Richard Shilton	19 May 17	Complete – The 3 workarounds were approved in the Industry Defect call on 19 May 17.
6	A4. DATA DEFECT POSITION - Four of five data defects noted in GLD pack to be addressed by Xoserve as part of cutover, last remaining one to be moved to fallout. Six new defects identified through twin stream are scheduled to be fixed this week. Xoserve to confirm position with detail on the impact on MPRNs and type of MPRN affected.	Xoserve - Lee Foster	19 May 17	Complete - Xoserve slides included in this pack address the action points.
9	POST GO LIVE (PGL) DASHBOARD - a) Xoserve to confirm when they can share the PGL dashboard with industry which captures defects, burn down, system performance, file processing, batch scheduling, SLAs.	a) Xoserve - Sandra Simpson	a) 19 May 17	Complete – This information will be shared on 26 May 17.

Go Live Decision Ongoing Actions

Action due for completion before Go Live				
	Ongoing Action <i>*A1 to A5 refer to numbering in PNSG Go Live Decision report</i>	Owned By	Due Date	Update
12	EXPECTATION OF COLLABORATION - PNSG to minute that, given schedule for AML file production, the expectation that, in the event of an invoicing anomaly, the Shippers and GTs concerned shall collaborate in order to help resolve the issue.	PNSG	19 May 17	Complete – This has been recorded in the meeting minutes sent to the full PNSG distribution list on 19 May 17.
15	UNC MOD 609 - Ofgem will make a decision on UNC MOD 609 by 19 May 17.	Ofgem - Rob Salter-Church	19 May 17	Complete – Ofgem have approved the UNC MOD 609 as of 19 May 17 This was sent to the Joint Office on 19 May 17.
18	NORMAL ACTIVITY - PNSG to minute the expectation that, if participants are planning any abnormal activity within cutover, catch up and PIS (i.e. over and above normal class changes), they need to discuss with Xoserve as a matter of urgency via their Customer Business Partner.	PNSG	19 May 17	Complete – This has been recorded in the meeting minutes sent to the full PNSG distribution list on 19 May 17.

UKLP PNSG Go Live Decision

Action 1 ORD File Update

18/05/17

Action and response summary

PNSG GLD Action 1:

- Establish an IRG to consider the ORD file change and be clear on impact by Friday

Response Summary:

- IRG held 5pm 17/5/17
- Broader understanding of issue and background achieved
- **Outcome:** this is not a go live impacting issue and GTs do not need to make changes
- PNSG action closed
- **IRG action 1:** Xoserve to issue a communication to the GTs clarifying that the old template can still be used but highlighting the consequences of doing so (i.e. missing the additional feature where RQ values will be rounded up) by 19/5/17. *Completed and confirmed in this pack.*
- **IRG action 2:** Xoserve to undertake a root cause analysis to understand how the ORD file change occurred and report to PNSG on 9 June. *In progress.*
- **IRG action 3:** Xoserve to confirm that both file templates will be available indefinitely and if they were to consolidate into a single template this would be through the approved change control process with sufficient time for GTs to test. Action to be completed by 1/6/17. *Completed and confirmed in this pack.*

Background

- .ORD, .PCD, LPG .PCD and .RTB are files submitted from GT Networks to Xoserve (see appendix for high-level overview of these files)
- Xoserve have developed Microsoft Excel spreadsheets (known as ‘templates’) to support GTs in preparing their files for submission. These templates produce a file in the appropriate CSV file format for submission through IX to UK Link systems
- IX/UK Link require these in an 8.3 filename structure
- During UKLP Market Trials, a template was used that produced a 5.8.3 filename structure, this therefore required an additional step to remove the ‘5’
- Xoserve recently provided an additional template to produce an 8.3 filename structure to remove the step to remove the ‘5’
- The file format remained the same, additional amendments to the templates were made:
 - ORD: updated a field in the template to round the RQ value to a whole number – this was already highlighted where a user was typing into the field directly but did not pick up if the user cut and paste a value into the field. A whole number needs to be submitted on the .ORD file or this would reject
 - RTB: new allowable values were introduced in the drop-downs to ensure that new charge types and shippers could be utilized if required

Resolution

- Either template version can be used to produce the relevant CSV file to be submitted to UK Link and will be accepted by Xoserve
- In order to ensure the generation of the relevant .ORD, .PCD, LPG .PCD and .RTB files the options open to each network operator are as follows:
 1. Use the new version of the template which will generate each file with the 8.3 naming convention as required
 2. Use the old version of each template which will generate each file with a 5.8.3 convention which will then need to be amended to an 8.3 convention by each network operator, as during market trials
 3. Generate each file using something other than the Xoserve provided template
- Networks have determined which version is best for their organisation, based on factors such as tested versions or operational efficiency (e.g. new template version doesn't require a step to remove the '5' from the 5.8.3 naming structure)
- Xoserve has confirmed with each Network that they have selected a version and there is no impact to Go Live or their onward operations from this choice.
- Any future amendment or consolidation of versions into a single template would be through the approved change control process and discussion with GTs to establish impact, e.g. any required testing

Appendix

- ORD – Shrinkage, LDZ measurement, RbD and other LDZ energy charges – ad-hoc submission 4-5 per year
- PCD – Pricing template - generally April and October but could be ad-hoc submission 1 per year
- PCD LPG – Same as above but for LPG (W&W, SGN and Transmission) 1 per year
- RTB – Request to bill - ad-hoc request 15-20 per month

PNSG Action 2

A1. OPERATIONAL CRISIS SCENARIOS

Xoserve to issue crisis scenarios (including definition of crisis vs. major incident) and share crisis handling principles

xoserve



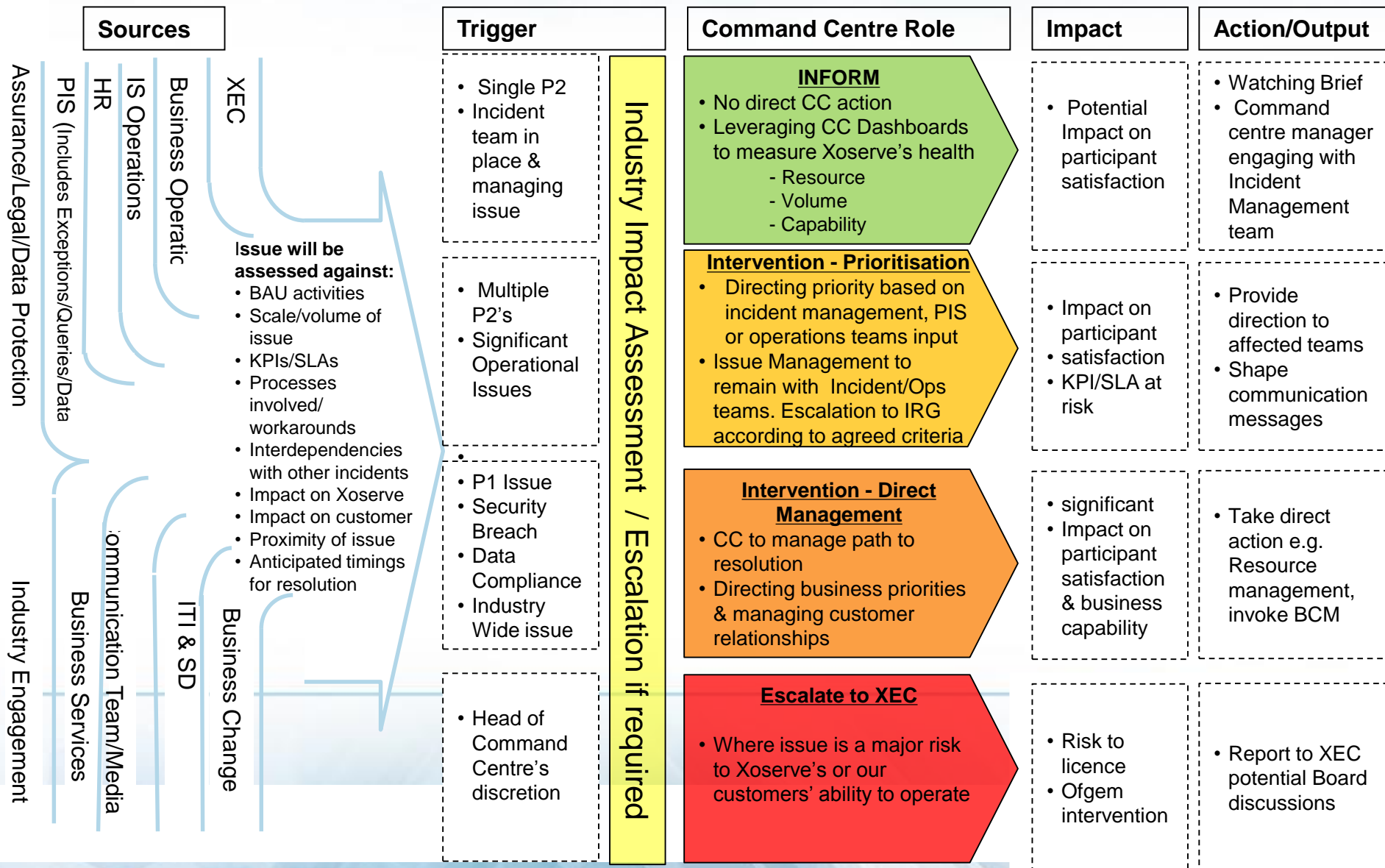
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Crisis Management Approach

1. Xoserve's Command Centre – Triggers and Issue Resolution Approach.
2. Crisis Management – Definitions & Examples
3. Crisis vs. Major Incidents – Definitions
4. Crisis Management Approach – Industry Walkthrough Scenarios

Command Centre – Reminder of the Triggers & Issue Resolution Approach

Command Centre is invoked Via escalation routes by Business & Programme Leads through Command Centre Manager



Crisis Management – Definition & Examples

A crisis is assumed to be a scenario that could imminently risk Xoserve, Industry or participants' reputation or risk significant financial impact to any of these parties in the gas industry.

	CRISIS	REPUTATIONAL RISK	HIGH RISK OF PR ATTENTION
1	Failure of Switching Process a) For an individual participant b) For all participants (whole gas Industry)	Xoserve Participant Industry Financial	Yes
2	KPIs/SLAs missed a) For an individual or isolated number of participants b) For all participants (industry wide)	Xoserve Participant Industry Financial	Potentially if leading to Scenario 1
3	Exception Volumes cannot be caught up Beyond any resource capacity to deal with manually	Xoserve	Potentially
4	Security or Data Breach	Xoserve	Potentially
5	Loss of People	Xoserve	Potentially
6	Loss of Building	Xoserve	Yes
7	Data Centre Outage (P1)	Xoserve Participant Industry	Potentially if leads to Scenario 1 or 2
8	Customer / Industry Issue	Participant Industry	Potentially if leads to Scenario 1 or 2

Crisis v Major Incident Comparison

- A **Major Incident** is defined as an event which has significant impact or urgency for the business/organisation and which demands a response beyond the routine incident management process.
- A **Crisis** is an abnormal and unstable situation that threatens an organisation/industries strategic objectives, reputation or viability. This may be as a result of a Major Incident (or multiple major incidents) without a clear and achievable resolution path.
- Crises differ, in that major incidents are more predictable and can be dealt with through standard pre-prepared and well-rehearsed operating procedures. A Crisis may arise from incidents which have not been contained in the real world or in the eyes of the media/public.

Crisis Communication Principles

1

We will act as one voice.

2

Industry involvement in crisis management is invoked and co-ordinated through IRG.

3

If there is a consumer impact and/or media interest, Ofgem will lead the development of crisis communications, with supporting technical information provided by Xoserve.

4

Ofgem and Xoserve will support participants with onward communications where required.

Crisis Management – Industry Walkthrough - Background

- The purpose of the exercise taking place on 25th May is to consider two scenarios that could occur and require cross industry attention and participation in decision making or prioritisation.
- Scenario Set-Up:
 - Xoserve's Command Centre and Major Incident Teams have been working to resolve the situation in line with normal procedures.
 - However, in both cases resolution has yet to be achieved.
 - IRG Level 1 has been engaged via Xoserve's Command Centre and communication has been maintained throughout.
 - The consequences of these scenarios is now beginning to impact wider industry processes and next steps need to be considered.

Crisis Management – Industry Walkthrough - Scenario 1

The objective of this scenario is to consider the following information and agree the next steps.

The intention is to decide on who to engage and possible actions that need to be taken to protect Industry reputation and avoid further escalation.

Scenario Scene Setting:

1. It's 8th August 2017.
2. Xoserve systems have been unable to process the UO1 meter reading file for the last 3 days. This has been managed by Xoserve's Major Incident Management processes, but the issue is yet to be resolved. UO1 files are being received into Xoserve, but are not being processed by downstream applications. No other files or processes are currently impacted by this issue.
3. Xoserve Command Centre has been overseeing the management of the issue and has engaged the IRG Level 1 making them aware of the problem. Xoserve has been communicating with all affected Stakeholders (as per existing procedures) to ensure they are kept informed of the progress to date.
4. However, as a consequence of the UO1 issue, we are now seeing these files backing up.
5. As a result, Xoserve has requested that no further UO1 files are sent to protect systems and reduce the impact of the catch up process.
6. The Industry now need to be further engaged to consider the consequences of this.

Crisis Management – Industry Walkthrough - Scenario 2

The objective of this scenario is to consider the following information and agree the next steps.

The intention is to decide on who to engage and possible actions that need to be taken to protect Industry reputation and avoid further escalation.

Scenario Scene Setting:

1. It's 5th July 2017. Xoserve has been experiencing significant file processing problems over the last 4 days.
2. All processes are impacted and no files can be received for processing and no outbound files can be issued.
3. Industry parties had been requested to cease sending files to Xoserve systems 3 days previously.
4. Xoserve Command Centre has been closely managing the issue since the severity of the problem became understood.
5. IRG was alerted to the issue as soon as it became known and constant industry communications have been issued.
6. To date no resolution path has been identified. Xoserve continues to work to identify root cause to resolve the issue.
7. The switching process has recently been in the press, with 2 of the Big 6 suppliers, reducing their prices and as a result, supply point switching numbers have increased by 25%.
8. Media awareness is now starting to pick up following the recent Big 6 pricing activity; and early reports in the press that consumers are reporting poor customer experience as their switch dates are being delayed.
9. The IRG is to consider its next steps to deal with the pan industry issue and develop strategies to handle increased media interest.

PNSG Action 4

A3. GO LIVE FUNCTIONAL/NON-FUNCTIONAL DEFECT AND WORKAROUND POSITION -

a) Issue final, consolidated position with detail of defects (i.e. updated summary slide of active defects)

Xoserve Defect Position @ 19 May 17

No. of files processed: 11,339

No. of transactions: 188,796

TICKETS	Total	Notes
Participant Raised MTR Tickets:	263	Information taken from IT360
Currently being assessed	1	All tickets are raised at P3 in IT360. Includes items being processed as defects.
Resolved	118	
Rejected (55%)	144	Either after initial triage, or following further analysis.

DEFECTS (all test areas included)	External / (Internal)	Total	Severity				Notes
			P1	P2	P3	P4	
Total Defects Opened at and since 09-Jan:	106 (456)	562					Information taken from HPQC
Total active and PGL	40 (96)	136		- (8)	40 (78)	- (10)	
Total active:	1 (8)	9		- (5)	1 (3)		
To be assigned	0 (0)	0					
Following assessment process	0 (0)	0					
Awaiting fix decision	0 (0)	0					
Fix approved and in progress	1 (3)	4		- (2)	1 (1)		
N/A – Xoserve internal impact only*	0 (5)	5		- (3)	- (2)		See definition on subsequent page*
Total PGL:	39 (88)	127		- (3)	39 (75)	- (10)	
PGL – Manual workaround – In progress	0 (0)	0					
PGL – Manual workaround – Approved	23 (37)	60			23 (33)	- (4)	
PGL – Manual workaround not required	16 (51)	67		- (3)	16 (42)	- (6)	
Total Closed:	66 (360)	426	- (4)	3 (112)	62 (227)	1 (17)	
Post-RDB status	1 (3)	4		- (1)	1 (2)		
Closed as Passed / Dup / Rejected / CR	65 (357)	422	- (4)	3 (111)	61 (225)	1 (17)	Includes deployed fixes

All to be deployed as part of cutover activity:
 6- 22May17
 2 – 28May17
 1- 02Jun17
 Non code impacting

Xoserve Defect Position @ 19 May 17

Breakdown of defects by Test Area									Notes
Defects Open at and since 09-Jan:	Active External / (Internal)	Total Active	P1	P2	P3	P4	Total PGL	Total Closed	Information taken from HPQC
AMT Testing	- ()	0					1	0	
CR Testing	- ()	0					0	33	
IDR	- (6)	6		- (5)	- (1)		7	71	
Market Trials / Market Trials Regression	1 ()	1			1 ()		83	166	
Operational Readiness	- (2)	2		- ()	- (2)		36	148	
SMART	- ()	0					0	8	
Total :	1 (8)	9		0 (5)	1 (3)		127	426	

Note: 'N/A Xoserve Internal Impact Only' defects on the previous slide cover activity which is not common code impacting and deployment would not impact on the testing already performed by the industry.

Active Functional / Non-Functional Defects

Defect ID	Detected on Date	Detected in Cycle	Target Cycle	Governance Progress	Severity	Defect Detected Area	Summary	SAP ISU Code impact	Deployment date	Update
13404	23/02/2017	MT Regression	Operational Readiness	Fix approved and in progress	3-Moderate	Control-M Batch	MTR - E.ON_R033/15.1 - IT360 612455 - SAP ISU - NRL - Missing read from NRL	N	22/05/2017	No code fix required. Control M batch run change only
13472	01/03/2017	Operational Readiness	BICC BW	N/A - Xoserve internal	3-Moderate	BI/BW	CR296 : BO Twin Stream/ Shared Sites	N	22/05/2017	Multiple BW Internal reports . BO Performance improvement
14004	24/04/2017	IDR3	Cutover	Fix approved and in progress	2-Major	Control-M Batch	IDR3 GT Inflight - Issues with objection scenario where the objection end date is the 13.04.2017	N	22/05/2017	Control M batch run schedule change only
14026	26/04/2017	IDR3	Cutover	Fix approved and in progress	3-Moderate	Gemini	WCF/CWV/SF - showing multiple runs	N	28/05/2017	Standalone Gemini Code . to be deployed on 28th May to Gemini- can only deploy to Gemini on a Sunday and outage planned for 21st , therefore, earliest possible date
14067	29/04/2017	IDR3	Cutover	N/A - Xoserve internal	2-Major	Gemini	Polling job issue in Gemini PT	N	28/05/2017	Standalone Gemini Code . to be deployed on 28th May to Gemini- can only deploy to Gemini on a Sunday and outage planned for 21st , therefore, earliest possible date
14068	29/04/2017	IDR3	Cutover	N/A - Xoserve internal	2-Major	Control-M Batch	Timings of AAQ & MDS files into Gemini system from AMT	N	22/05/2017	No code fix required. Control M batch run change only
14106	04/05/2017	IDR3	Cutover	Fix approved and in progress	2-Major	Third Party Systems	Incorrect reads provided in Rec report from SAP iDR task 16761	N	02/06/2017	Data fix activity that cannot be carried out until 2/6 during cutover
14124	10/05/2017	IDR3	Cutover	N/A - Xoserve internal	2-Major	AMT Market Flow	USM failed to load in MF because of incorrect filename format.	N	22/05/2017	Internal config only - no impact on industry code
14128	12/05/2017	Operational Readiness	Post Go Live	N/A - Xoserve internal	3-Moderate	SAP IS-U	COT flag on site going Live	N	22/05/2017	Config change only

PNSG Action 6

A4. DATA DEFECT POSITION

Four of five data defects noted in GLD pack to be addressed by Xoserve as part of cutover, last remaining one to be moved to fallout. Six new defects identified through twin stream are scheduled to be fixed this week. Xoserve to confirm position with detail on the impact on MPRNs and type of MPRN affected.

Xoserve



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Data defect summary (18/5/17)

- Fallout was experienced in IDR2 and IDR3 as expected
- A fix plan was developed; the **vast majority of defects are closed down**
- Critical Meter Reads (MR) defects have been deployed, tested and most closed, **bringing down MR fallout volumes considerably**
- **8 Cutover defects remain open** as the resolution action did not fully address all impacted records or could not be performed in time; see subsequent matrix for open cutover defects
- **All of these 8 residual defects are planned to see resolution during Cutover**; there is confidence of these data fixes being applied to Production during the cutover period
- These fixes will be undertaken **in addition to any newly identified defects during the Cutover** validation periods; **prioritisation and fallout process practiced in IDR2/3 will be utilised to manage these**
- **2 iGT Data Quality issues also remain open.** Xoserve can support resolution of one issue if required (through application of a transformation rule), the other can only be resolved by iGTS; this is underway and progress is improving.
- EBF load will occur post go live. This is in final testing as planned. All outstanding defects are being fixed in accordance with the fix plan and progress to date is good

Pre Cutover Open Defect Landscape @ 18/05/2017

