
Change Request Form

Change Request details

Change Request details			
Change Request Title	<i>Migration Message Processing Choreography Update</i>		
Change Request Number	<i>CR037</i>		
Originating Advisory / Working Group	<i>MWG</i>		
Risk/issue reference			
Change Raiser	<i>Sean Tuffy, MHHS Programme</i>	Date raised:	<i>04/12/2023</i>

For further guidance on how to complete this document please see the supporting Change Request Form Guidance for Programme Participants. The guidance will support raising a change and responding to a change request via Impact Assessment. The Change Raiser should consider sharing the draft Change Request Form with impacted programme parties, prior to submission to PMO. The guidance, as well as other key documents are referenced below and can be found via the MHHS website.

Change Request to be read in conjunction with:
MHHS Change Request Form Guidance for Programme Participants
MHHS Change Control Approach
MHHS Governance Framework
Ofgem's MHHS Transition Timetable

Part A – Description of proposed change

Guidance – This section should be completed by the Change Raiser when raising the Change Request.

Part A – Description of proposed change

Issue statement:

(what is the issue that needs to be resolved by the change)

Within the MHHS Design, Registration Services are obliged to process any inbound messages and issue any resulting messages within a 60 minute Service Level Agreement (SLA). This is documented in OPC001 Operational Choreography v5.4.

This requirement is maintained throughout the migration period as per requirement MHHS-Migration-Mis-RS-020 which is documented within MHHS-DEL974 Migration Design Requirements Log v1.0.

As part of the industry consultation on MHHS-DEL1648 Migration Thresholds Document v1.0, LDSOs raised concern that the 60 minute SLA, combined with the migration thresholds set out within the Migration Thresholds Document, would require significant investment in IT infrastructure to support.

Having reviewed cross-constituency feedback, the Migration Team proposed and secured support from the Migration Working Group (MWG) on an alternative message processing choreography. This new choreography impacts not just Registration Services, but also Suppliers and Service Providers, and will apply exclusively to Change of Agent (CoA) migration messages. All other messages must continue to be processed in line with the 60 minute SLA. This new choreography provided LDSOs with confidence they could meet the SLAs with reasonable investment in their IT infrastructure, whilst still maintaining the migration thresholds that will provide sufficient capacity to migrate all MPANs by M15.

As part of the Testing & Migration Advisory Group (TMAG) approval of the Migration Thresholds Document on 20 November 2023, it was agreed that this CR would be raised to update the Migration Design requirements, and any other relevant documentation, with the new message processing choreography.

Description of change:

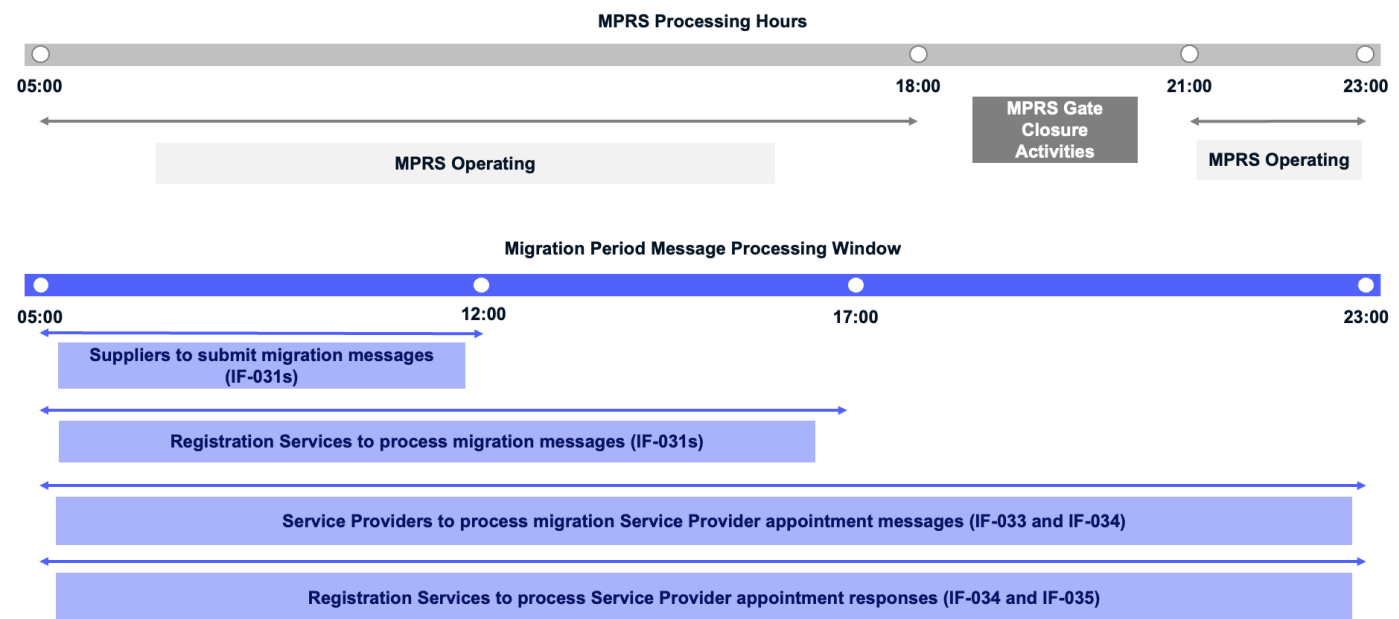
(what is the change you are proposing)

The new message choreography, which will apply to CoA migration messages only, is described through the below table and diagram. Industry participants should send the relevant messages only during the time windows indicated below. If messages are sent in accordance with these time windows, the receiving party is under obligation to process the message and send any resulting messages by a specific deadline. If messages are sent outside of these time windows, the receiving party is under no obligation to process these by the specified deadline.

For more detail on this change, please refer to Section 8.4 of the Migration Thresholds Document.

Process Description	CoA Migration Messages Sent	Window to Undertake Activity	Processing Deadline Conditionality
Suppliers to submit migration initiation messages	IF-031	05:00 – 12:00	N/A
Registration Services to issue all resulting IF-032's and IF-033's	IF-032, IF-033	05:00 – 17:00	Processing deadline of 17:00 only applies to messages resulting from IF-031's received between 05:00 – 12:00
Service Providers to process all IF-033's and send resulting IF-034's	IF-034	05:00 – 23:00	Processing deadline of 23:00 only applies to messages resulting from IF-033's received before 17:00

Registration Services to process all IF-034's and send resulting IF-035's	IF-035	05:00 – 23:00 and overnight batch run	Processing deadline of end of overnight batch run only applies to messages resulting from IF-034's received before 23:00
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Please note the below in relation to these conditions:

1. These processing windows and deadlines will apply to CoA migration messages only. All other messages are considered part of BAU activities and will not be subject to these conditions.
2. These conditions will not be enforced through any system or functional changes. A Supplier could still physically send a CoA migration IF-031 post-12:00, however the receiving Registration Service will not be obliged to process this before 17:00.
3. Similarly, in the case of message rejection, CoA migration IF-031 re-tries will be permitted to be sent outside the 05:00-12:00 window, however the receiving Registration Service will not be obliged to process these before 17:00.
4. All times are in local time.

The below is a summary of the changes that are required to existing MHHS Design Artefacts.

Update to Migration Design Requirements Log v1.0:

- Update to MHHS-Migration-Mis-RS-020 to clarify that CoA migration messages will be exempt from the 60 minute SLA on the Registration Services.
- New requirements on Registration Services, Suppliers, Metering Services and Data Services to send the relevant messages within the time windows defined in the above table.
- New requirements on Registration Services, Metering Services and Data Services to process and send the relevant resulting messages by a specified deadline if the inbound message has been received before the specified deadline.
- When adding these requirements, please note all of conditions 1-4 as described above.

Update to Relevant Business Process Description (BPD) Documents

- The BPDs will need to be updated to map the new requirements added to the relevant steps shown in the Business Process Maps (BPMs).
- The BPDs that will need to be updated are DEL969 and DEL970.

Update to E2E002 End to End Non-Functional Requirements v3.1

- Addition of the total daily messages that each Central Service will need to support to this document.
- The total daily messages can be found in Section 9 of the Migration Thresholds Document.
- The message count that should be used is that under the 'Upper Migration Threshold' (300,000 MPANs/day) scenario as it is the larger number.
- This needs to be added for the following parties: DIP, ECS, EES, CSS, DSP, DTN, Registration Services and LDSOs.

Justification for change:

(please attach any evidence to support your justification)

As part of the TMAG approval of the Migration Thresholds Document on 20 November 2023, it was agreed that this CR would be raised to update the Migration Design requirements, and any other relevant documentation, with the new message processing choreography.

This change received cross-constituency support at the MWG as it will provide LDSOs with confidence they can meet the SLAs with reasonable (as opposed to significant) investment in their IT infrastructure, whilst still maintaining the migration thresholds that will provide sufficient capacity to migrate all MPANs by M15.

Consequences of no change:

(what is the consequence of no change)

If no change is made, the choreography set out within the Migration Thresholds Document will contradict that set out within the Migration Design.

If the original 60 minute SLA on the Registration Services set out within the existing Migration Design requirements is upheld, this will either place risk on LDSOs being able to support the migration thresholds, which under the worst case scenario could place M15 at risk, or will significantly increase the cost that LDSOs will need to bear to upgrade their existing IT infrastructure.

Alternative options:

(What alternative options or mitigations that have been considered)

N/A

Risks associated with potential change:

(what risks related to implementation of the proposed change have been identified)

There is an existing risk (R561) in the Programme RAID Log: *"There is a risk that Registration Services could be overwhelmed if too many messages are sent through at one point during the migration period. This may result in the Registration Service not being able to process all messages and lead to exceptions."*

This risk is mitigated, in part, by the new migration message processing choreography which limits the window that Suppliers and Service Providers have to send messages into the Registration Services, and which also removes the obligation on Registration Services to process messages by a specified deadline if they are received outside of the defined time window. This has reduced the likelihood of this risk, however it is still possible that it may happen in the unlikely event that a large number of Suppliers / Service Providers send a large volume of messages through, inside the relevant time window, within a very short space of time.

There is a risk, albeit a low one, that industry participants do not adhere to the time windows noted above for the relevant CoA migration messages as the new time windows will not be enforced through any system or functional changes. The impact of this risk will be low as the receiving industry participant is under no obligation to process the inbound message by a specific deadline if it is received outside of the specified time windows. However, it may result in migration processes spanning a larger amount of days.

Stakeholders consulted on the potential change:

(Please document the stakeholders, or stakeholder groups that have been consulted to date on this change. The Change Raiser should consult with relevant programme parties in the drafting of the request, prior to submission to PMO).

This topic has been discussed extensively within the MWG, and has also been discussed at TMAG meetings. All participants have had the opportunity to provide input on the topic through the consultation of the Migration Thresholds Document and all input has been carefully considered.

Target date by which a decision is required:

January 2024

Part B – Initial Impact of proposed change

Guidance – This section should be completed by the Change Raiser before being submitted to the MHHS PMO.

Please document the benefits of the change and to delivery of the programme objectives

What benefits does the change bring
<p><i>(list the benefits of the change and how this improves the business case)</i></p> <p>This change will align the message processing choreography set out within the Migration Thresholds Document with that set out within the Migration Design.</p> <p>This new message processing choreography will provide LDSOs with confidence that they can meet the SLAs with reasonable (as opposed to significant) investment in their IT infrastructure, whilst still maintaining the migration thresholds that will provide sufficient capacity to migrate all MPANs by M15.</p> <p>This new message processing choreography will provide certainty to Suppliers, LDSOs and Service Providers around the processing of their CoA migration messages by a specified deadline, whilst not overly constraining the time windows for these parties to send and process the relevant messages.</p>

Programme Objective	Benefit to delivery of the programme objective
To deliver the Design Working Group’s Target Operating Model (TOM) covering the ‘Meter to Bank’ process for all Supplier Volume Allocation Settlement meters	N/A
To deliver services to support the revised Settlement Timetable in line with the Design Working Group’s recommendation	N/A
To implement all related Code changes identified under Ofgem’s Significant Code Review (SCR)	N/A
To implement MHHS in accordance with the MHHS Implementation Timetable	This change will enable M15 to be realised on time by ensuring that LDSOs are able to support the proposed migration thresholds that will provide the capacity to enable the migration of all MPANs by M15.
To deliver programme capabilities and outcomes to enable the realisation of benefits in compliance with Ofgem’s Full Business Case	N/A
To prove and provide a model for future such industry-led change programmes	This change shows the MHHS Programme’s willingness to listen to participant concerns and facilitate collaboration across constituencies to reach a solution.

Guidance – Please document the known programme parties and programme deliverables that may be impacted by the proposed change

Impacted areas	Impacted items
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Impacted Parties	LDSOs, Suppliers, Metering Services and Data Services
Impacted Deliverables	MHHS-DEL974 – Migration Design Requirements Log v1.0 MHHS-DEL969 – BPD002 – Change of Service – Metering Service (Forward Migration) v1.2 MHHS-DEL970 – BPD003 – Change of Service – Data Service (Forward Migration) v1.1 E2E002 – End to End Non-Functional Requirements v3.1
Impacted Milestones	M15 – Full transition complete

Note – Please refer to *MHHS DEL174 Change Request Guidance for Programme Participants for information on how to score the initial assessment.*

Initial assessment			
Necessity of change	1 - Critical Change	Expected lead time	1 - <5 working days
Rationale of change	Solution	Expected implementation window	1 - Imminent
Expected change impact	Very Low		

Guidance – Please include a reference and link to any additional documentation which the change relates to.

Change Request to be read in conjunction with:	
Title	Reference
Migration Thresholds Document v1.0	MHHS-DEL1648
Migration Design Requirements Log v1.0	MHHS-DEL974
BPD002 – Change of Service – Metering Service (Forward Migration) v1.2	MHHS-DEL969
BPD003 – Change of Service – Data Service (Forward Migration) v1.1	MHHS-DEL970
End to End Non-Functional Requirements v3.1	E2E002

Part C.1 – Summary of Impact Assessment

Note – This section will be completed initially by the Change Raiser and then by Programme Participants as part of the full Impact Assessment.

All Impact Assessment responses will be considered public and non-confidential unless otherwise marked. If there are any specific elements of the response (e.g. costs) that are confidential, please mark the specific sections as confidential rather than the response as a whole. The MHHS Programme will publish all Impact Assessment responses and redact any confidential information as noted.

Guidance – Programme Participants are required to:

- A. Respond with 'Agree', 'Disagree' or 'Abstain', deleting as appropriate. If the respondent agrees, they can provide additional evidence to further support the assessment. If the respondent disagrees or abstains, they should provide a detailed rationale as to why.
- B. Add any additional effects that have not already been identified. In doing so, they should provide as much detail as possible to allow a robust assessment to be made.
- C. Proceed to Part C.2 for Impact Assessment Recommendation response once completed.

Part C.1 – Summary of Impact Assessment (complete as appropriate)
<p><u>Effect on benefits</u></p> <p><i>While the Design decisions have an impact on the Programme benefits, there is not direct impact upon benefits of this CR, beyond mitigation of delays to realising those benefits.</i></p>
<p><Delete as appropriate>: Agree Disagree Abstain</p>
<p><i>Impact Assessment respondents to add supporting commentary to support their selection. Where possible, Impact Assessment respondents to identify and describe any further impacts.</i></p> <p><i>Impact Assessment respondents should consider and provide detail of any additional effect e.g. whether there will be an impact on when a benefit will be realised; who will realise the benefit; the extent to which the benefit will be realised.</i></p> <p><i>Where possible, contextual information should be included e.g. the benefit will be delayed by X weeks; the change means Y population will also realise the benefit.</i></p>
<p><u>Effect on consumers</u></p> <p><i>While the Design decisions have an impact on the consumers, there is not direct impact upon benefits of this CR, beyond mitigation of delays to realising those benefits.</i></p>
<p><Delete as appropriate>: Agree Disagree Abstain</p>
<p><i>Impact Assessment respondents to add supporting commentary to support their selection. Where possible, Impact Assessment respondents to identify and describe any further impacts.</i></p> <p><i>Impact Assessment respondents should consider and provide detail of any additional effect e.g. whether there will be an impact on service delivery to consumers; will there be a cost impact to consumers; will there be a choice impact to consumers?</i></p> <p><i>Where possible, contextual information should be included e.g. what is the scale of the effect? Will the effect be permanent?</i></p>
<p><u>Effect on schedule</u></p> <p><i>This CR will ensure that all Participants are working to a common understanding of the Design decisions that have been made, and have the material they need to impact assess them. This should mitigate risk of different assumptions being made around these issues and any subsequent incompatibility of participants' solutions.</i></p>

This should in turn reduce risk of unexpected delays during SIT and/or Qualification Testing.

<Delete as appropriate>: Agree Disagree Abstain

Impact Assessment respondents to add supporting commentary to support their selection. Where possible, Impact Assessment respondents to identify and describe any further impacts.

Impact Assessment respondents should consider and provide detail of any additional effect e.g. will the schedule/milestones be directly impacted; will the schedule/milestones be indirectly impacted.

Where possible, contextual information should be included e.g. the change will delay the project by X days; the change will require additional resource to complete (though detail resource in resource section); the delay can/cannot be recovered by condensing Y activity.

Effect on costs

This CR will ensure that all Participants are working to a common understanding of the Design decisions that have been made, and have the material they need to impact assess them. This should mitigate risk of different assumptions being made around these issues and any subsequent incompatibility of participants' solutions.

This should in turn reduce risk of unexpected delays during SIT and/or Qualification Testing and the costs that would be associated with that.

<Delete as appropriate>: Agree Disagree Abstain

Impact Assessment respondents to add supporting commentary to support their selection. Where possible, Impact Assessment respondents to identify and describe any further impacts.

Impact Assessment respondents should consider and provide detail of any additional effect e.g. will the change cause a loss of income; will the change cause additional cost; will the change cause a reprofiling of cost?

Where possible, contextual information should be included e.g. whether it is capital or operating expenditure that will be affected; what period costs will be affected in; what the rough order of magnitude of the cost impact will be and if organisation will be able to absorb it?

Effect on resources

No impact expected.

<Delete as appropriate>: Agree Disagree Abstain

Impact Assessment respondents to add supporting commentary to support their selection. Where possible, Impact Assessment respondents to identify and describe any further impacts.

Impact Assessment respondents should consider and provide detail of any additional effect e.g. will there be an impact on tools or equipment; will there be an impact on staff capacity; will there be an impact on staff skills or capability?

Where possible, contextual information should be included e.g. the change will require X additional staff for Y period of time; the change requires Z training or support.

Effect on contract

No impact expected.

<Delete as appropriate>: Agree Disagree Abstain

Impact Assessment respondents to add supporting commentary to support their selection. Where possible, Impact Assessment respondents to identify and describe any further impacts.

Impact Assessment respondents should consider and provide detail of any additional effect e.g. whether there will be an impact on contracts with sub-contractors; whether there will be an impact on contracts with vendors; whether there will be an impact on contracts with regulators/ESO.

Where possible, contextual information should be included e.g. the changes will require new contracts to be created; the changes will variations to existing contracts; the changes will affect ability to meet contract requirements.

Risks

No impact expected beyond the reduction of risks of delays to the schedule.

<Delete as appropriate>: Agree Disagree Abstain

Impact Assessment respondents to add supporting commentary to support their selection. Where possible, Impact Assessment respondents to identify and describe any further impacts.

Impact Assessment respondents should consider and provide detail of any additional effect e.g. will existing risks be affected; will new risks be created?

Where possible, contextual information should be included e.g. the change will affect the likelihood of a risk occurring, the change will affect the impact the risk would have, the change will require additional controls and mitigation.

Part C.2 – Impact Assessment Recommendation

Note – This section must be completed initially by the Change Raiser and then by Programme Participants as part of the full Impact Assessment.

Guidance – The primary reporting metric of the Impact Assessment is the recommendation response. The consolidated response will be presented to the relevant governance group(s) and decision maker(s) with the totals for ‘Agree’, ‘Disagree’ or ‘Abstain’. As such, please ensure this section is completed before the form is returned to MHHS PMO. Provide detailed rationale and evidence in the commentary field.

requirement MHHS-Migration-Mis-RS-020 which is documented within MHHS-DEL974 Migration Design Requirements Log v1.0.

Part C.2 – Impact Assessment Recommendation (mandatory)

Recommendation

It is recommended by the Change Raiser the change is approved.

<Delete as appropriate>: Agree Disagree Abstain

Impact Assessment respondents to add supporting commentary to support their selection.

Impact assessment done by: <Name>

Guidance: *If you are a third party responding on behalf of another Programme Participant, please state this in your response.*

Impact assessment completed on behalf of: <Name>

Part D – Change approval and decision

Guidance: *The approvals section will be completed by the MHHS PMO once the Impact Assessment has been reviewed.*

Part D - Approvals	
Decision authority level <Based on the impact assessment, state who is required to make a decision concerning this change>	

Guidance - *This section will be completed by the MHHS PMO and Change Owner following the review of the impact assessment and decision reached by the SRO.*

Part D – Change decision			
Decision:		Date	
Approvers:			
Change Owner:			
Action:			
Changed Items	Pre-change version	Revised version	

Part E – Implementation completion

Guidance - *This section will be completed by the MHHS PMO at the end of the post-implementation process.*

Part E – Implementation completion			
Comment		Date	

Guidance – *The Closure Checklist in MHHS DEL175 Change Log must also be completed by MHHS PMO at this stage.*

Checklist Completed	Completed by
Yes/No	

Guidance – *This section will be completed by the MHHS PMO at the end of the post-implementation process and should be used to add any appropriate references of the change once it has been completed.*

References		
Ref	Document number	Description