



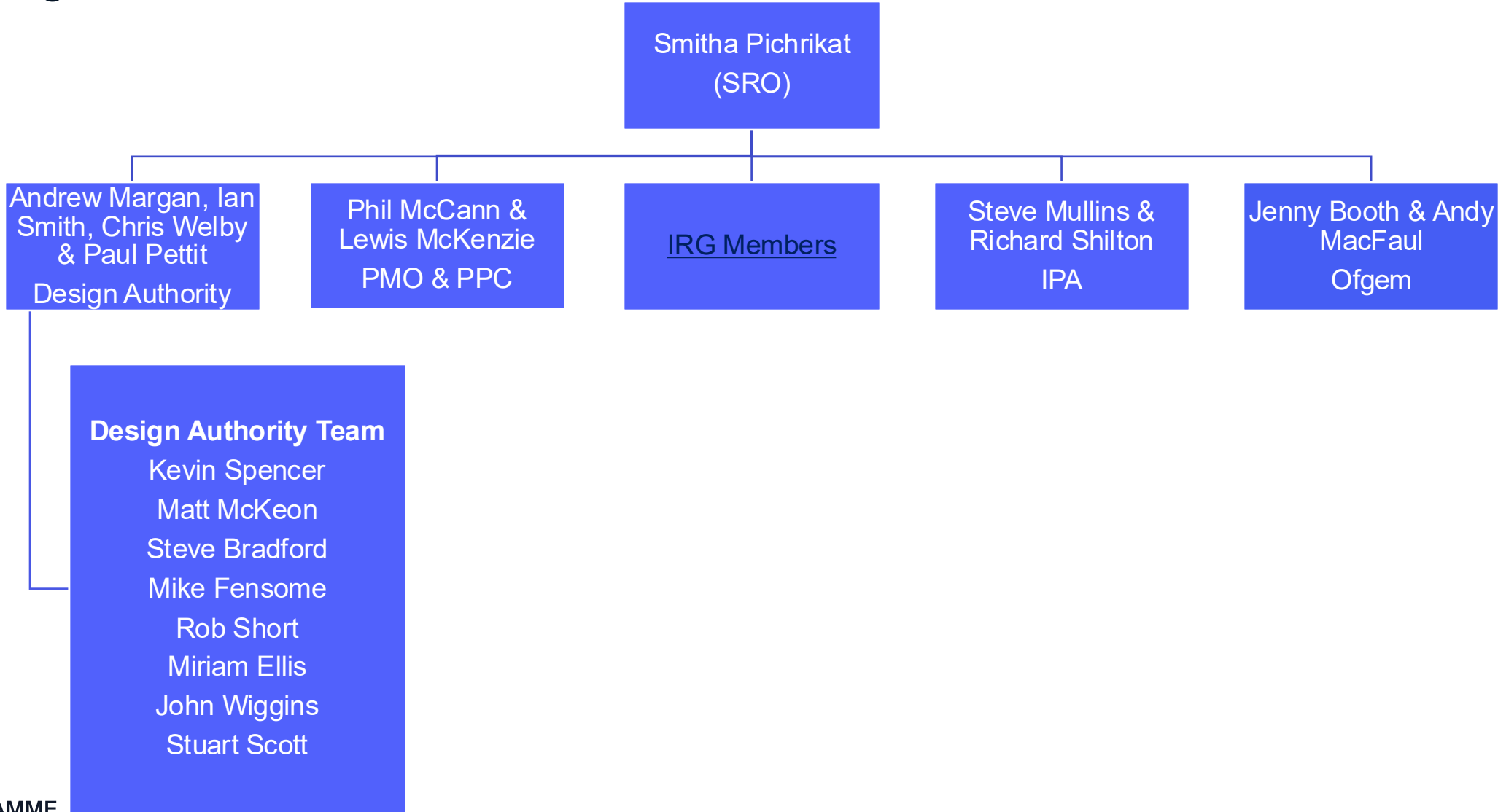
**MHHS
PROGRAMME**
Industry-led, Elexon facilitated

Issue Resolution Group (IRG) Introduction Meeting

Agenda

#	Item	Objective	Type	Lead	Time	Page
1	Welcome			Chair		2
2	Programme and Members	Introduce SRO and Programme Team		Andrew Margan	4:30-4:35 5 mins	3
3	IRG Terms of Reference	IRG Terms of Reference		Andrew Margan	4:35-4:40 5 mins	4
4	IRG Processes	IRG Escalation, Triage and Decision-making processes		Andrew Margan	4:40-4:50 10 mins	5
5	IRG Rehearsals	Rehearsal next steps		Andrew Margan	4:50-4:55 5 mins	7
6	AOB	Actions/Questions		Chair/PMO	4:55-5:00 5 mins	8

IRG Programme and Members structure



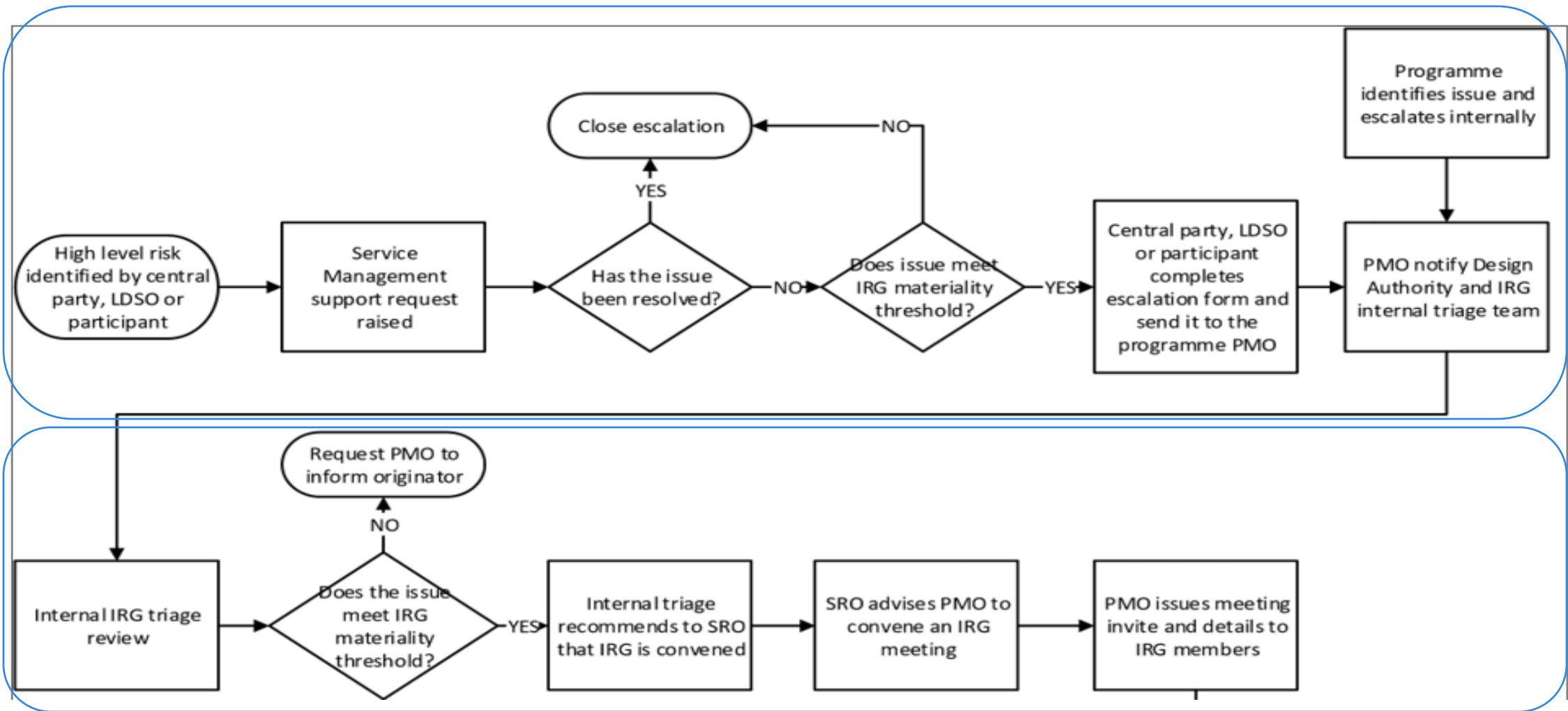
IRG [Terms of Reference](#) (reminder)

IRG Role and Responsibilities

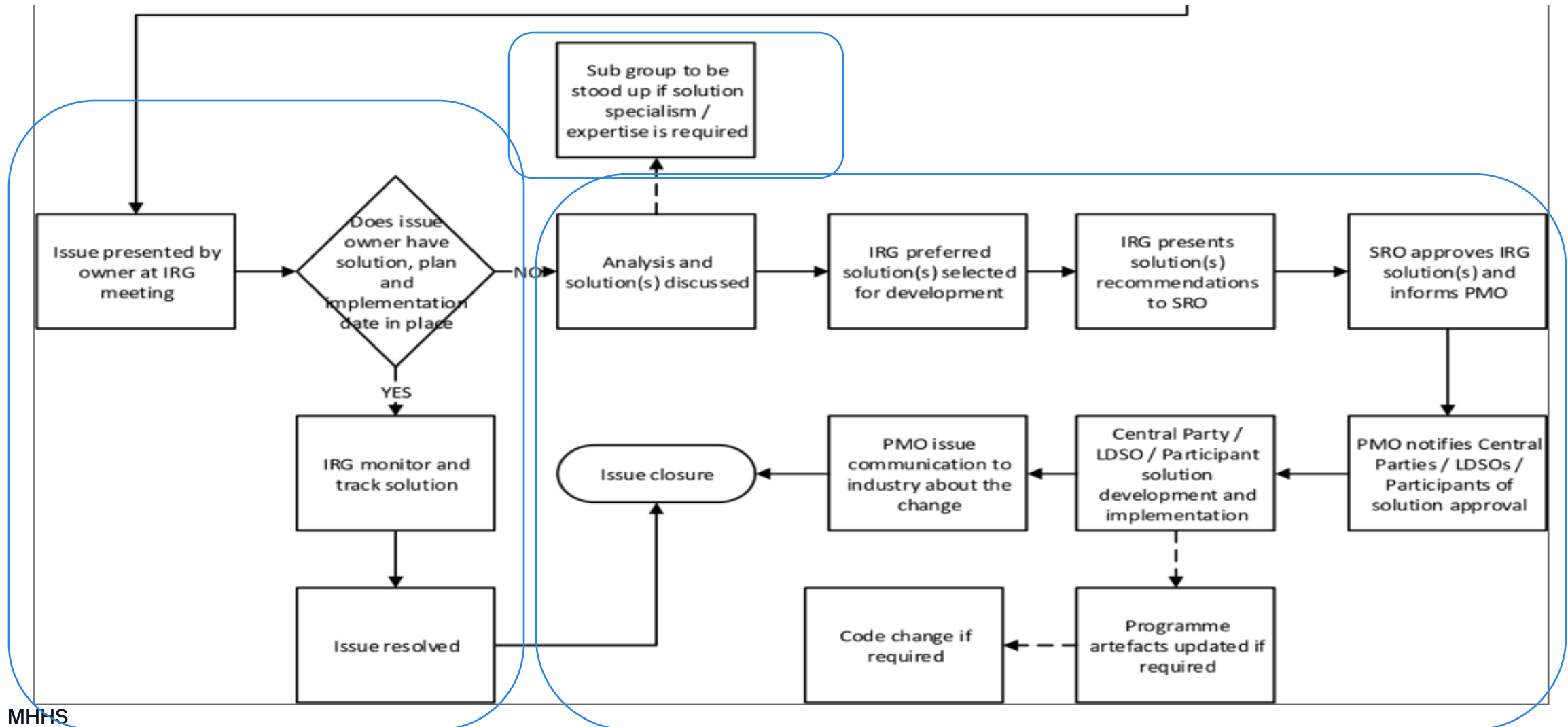
The IRG group will be convened at short notice. The IRG responsibilities are to be the ‘resolver of last resort’ and may be invoked by the SRO to expedite the resolution of an issue that i) Has exceeded the service management resolution thresholds and/or is sufficiently material that a) The Exit Date for ELS is compromised or b) the migration schedule is compromised placing M15 at risk or issue leads to consumer detriment and no agreed rectification plan in place.

(Service management will be fully operational and responsible for managing all incidents. IRG is an exceptional crisis management process, to expedite the resolution of high priority issues).

IRG Processes – escalation process and triage process



IRG Processes – decision-making process



Next steps - IRG Rehearsals

Approach

- a) To test we can convene a meeting with members at short notice, the rehearsal meeting invite will be sent next week for a following day IRG meeting
- b) To ensure -
 - 1) members understand the role and scope of IRG
 - 2) members understand IRG decision making processat the rehearsal meeting there will be two scenarios which everyone will 'edge case' in detail and other scenarios will be talked through at a higher level

Actions/Questions



[IRG Collaboration Page](#)
[IRG Webpage](#)