



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

Issue Resolution Group #1

28 October 2025

Version 2.0

MHHS – DEL4283

Document Classification: Public

ISD Issues - Summary & Scope

Following recent issues identified during Elexon's publication of ISD versions 14 and 15, one of the Programme recommendations supported as part of the M11 decision at PSG was to convene IRG to consider these issues

This IRG session is being convened to initiate the investigation of these issues, consider the Root Cause Analysis (RCA) and to work towards determining resolution action to provide guidance to relevant service desks and Participants.

IRG will be utilised as the group for Elexon to present their findings and to take participant views into account as part of the IRG process.

The purpose of this initial meeting will be to:

1. Review the recent issues impacting ISD publication and agree the scope and process for the RCA, including a structured lessons learnt exercise
2. Identify and agree any early actions to improve ISD stability, systems and processes in advance of the next publish of v16, including any actions to reduce risks associated with Service Management
3. Agree timelines associated with actions above

Following this, follow-on session(s) will be convened based on the timelines agreed at the initial session

ISD v14/v15 Issues Pre-M11

The issues encountered are listed below.

Topic Area	Summary view of current situation
ISD – ISD Filters not operating as expected	Code fix to address filter issues was not deployed to Release 25.14.4 as expected, resulting in incomplete ISD being available to Programme Participants.
ISD – Missing LLFs in ISD	4 missing LLF IDs were identified in ISD before publication of ISD v14, delaying publication whilst a fix was deployed
ISD – Transposed DIP IDs	Incorrect DIP IDs in the ISD file, due to transposed DIP IDs for a pair of MSA & MSS for one Agent being passed from the DIP Manager team to ISD team
ISD – Technical Publish Issue	Technical Salesforce issue preventing ISD v14 publish 16 October 2025. Resolved to enable publish
ISD – Unexpected & Duplicate IF-47s published	Unexpected and duplicate ISD IF-47 files at 18:17 on 16 October and at 00:53 on 17 October. Need to investigate controls in place to avoid this happening in future. If the IF-47s had not been sent, resolution action would have been much simpler
ISD – End Dated DUoS Tariff IDs	Changes to 60 DUoS Tariff IDs in ISD Version made incorrectly, causing some of these DUoS Tariff IDs to be incorrectly end dated, with an ETD of 21/10/2025, in 2 LDSO MPRS systems. Workaround being deployed by affected LDSOs and St Clements, but root cause analysis and long term fix required.

Helix M11 Post Implementation Review Scope

27th October 2025

IT Service Management lessons learned

Updated v2.0

In the 2 weeks preceding M11, Helix/Elexon have worked through a significant spike in change and in system incidents, notably linked to ISD Publication activities. Primary focus was to support the resolution of all ISD-related issues in order to achieve a stable position with regards Standing Data for M11.

Whilst we expect ISD to be in a more stable data state post M11, we have initiated a systematic PIR (lessons learned) exercise that will include collaboration and review with industry Participants and MHHS colleagues. **The Service Management PIR commenced last week.** We will liaise with MHHS on accommodating formal IRG processes to support Root Cause Analysis and agree improvement steps and implementation timescales.

Key areas of PIR scope will include:

- Categorisation and severity escalation processes for incidents
- Communication procedures for MIMs and coverage of general incident communications including circulars
- Internal communications between service teams, suppliers/developers and triage experts
- Level of reliance on key individuals for analysis and resolution of specific system issues
- Overall cover for ISD and related systems and review of Out of Hours capabilities
- Knowledge article review to identify gaps and opportunities to further develop content to increase participant and colleague self-serve

Business Operations lessons learned

In addition to the IT Service Management PIR, we will be initiating **business operations PIR activities week commencing 3rd November** that will focus on the following categories:

1. **DIP Manager to Participant Management process handshake.** We will collaborate with Helix leads, business operations teams, Elexon IT Service Management and MHHS colleagues to conduct this PIR. The scope of this review will include:
 - Timing of future ISD catalogue publications – scheduling to avoid clashes with Helix releases and reducing risk of needing out-of-hours support for issue resolution.
 - Broader review of the need for enhanced support during critical change implementations
 - DIP to ISD data extract accuracy and quality controls
 - Identifying business process gaps or weaknesses
 - Communication effectiveness
 - Resourcing impacts linked to heightened support arrangements during critical change delivery incidents
 - Training, knowledge content and LWI review to identify gaps and opportunities to further develop content and support colleagues
 - Options for automation of data transfer from DIP to ISD to support ISD catalogue publications.
 - **Noting that the next ISD Catalogue Publish (v17) is scheduled to take place on 14th November, this PIR scope item will be addressed as a priority.**
2. **Settlements – alert management and error reporting.** A review of processes and controls will be initiated to identify gaps and to recommend improvements/changes.