



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

Issue Resolution Group #2

12 November 2025

Version 1.0

MHHS – DEL4304

Document Classification: Public

Actions Review

1. Open actions and actions from previous meeting:

Ref	Date	Action	Owner	Due Date	Update
IRG1-01	29/10/25	Elaxon to include release/configuration management and enhanced alert management within the scope of the PIR activities to address the regression defects and alert issues experienced during the ISD major incident	Elaxon	03/11/25	Update to be provided by Elaxon at IRG meeting on 12/11/25
IRG1-02	29/10/25	Elaxon to confirm the timeline for the release and management of the IT Service Management PIR and lessons learned from the ISD major incident	Elaxon	03/11/25	Update to be provided by Elaxon at IRG meeting on 12/11/25

12 November 2025

Issue Resolution Group (IRG):

ISD V14 Publication +
General Service Root
Cause Analysis and
Lessons Learned



ISD v14/v15 Publication review

Headline: Elexon PMP have identified a number of improvements to the ISD catalogue publication process. We consider the position for V16 publication on November 14th to be an operational date rather than subject to any sign off or blockers from this review.

Background Context: The Industry Standing Data (ISD) V14 (MDD version 368) publication was delayed by 4 working days (from 16th October 2025 to 21st of October) due to several new functional defects and a failed automatic overnight re-publication of the ISD catalogue. ISD V14 publication was a critical path activity for MHHS M11 milestone on the 22nd of October, P1 incident was enacted to co-ordinate the responses.

A root cause analysis of the issues encountered is presented below. We have augmented the review with insights into Settlement issues encountered recently as well as process improvements required for overall Service triage and communication.

Document Audience & Purpose: This is an internal review by Elexon and action plan for a set of issues encountered in October. This document is presented for information for the MHHS Issue Resolution Group (IRG) members and IPA.

Review Scope: v14/v15 ISD Catalogue Publication issues, initial findings for recent Settlement incidents, Elexon Service Management process review.

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v14/v15 ISD Catalogue Publication issues

ISD Solution & Publication Issues (1)

ID:	Issue:	Cause:	Mitigation:	Status / Target Date	Owner
1	Solution Defects - On 7 th October, nine ISD defects were identified that had to be fixed before releasing version 14 of the ISD catalogue.	➤ ISD defects not identified through SIT or Operational Testing ➤ These nine defects related to: Catalogue display & publication, effective from dates & end dates, validation rule, a missing folder in Azure storage explorer, a scroll limit hit, incorrect M8 and M16 data and some missing CSAD submissions.	✓ ISD defect fixes were proven and applied into Helix pre-production and production environment prior to V14 publication	Completed	Elxon and Supplier
2	Hot-Fix Process - During an emergency fix deployment on 16 th October, the ISD V14 catalogue was accidentally released at 5:45pm, whilst Elxon PMP team was still preparing data changes ahead of planned release at 00:15am on 17 th October.	➤ Batch job was reset to run; it automatically started due to CRs being set to publish status. This fell over and communications were sent to inform that the publication would not run. However, the publish tried again at 00:15	✓ Batch job publish runs at 00:15 every night there needs to be an ISD setup with the CRs set to the correct status for it to generate the publish ✓ Release Governance LWI review and enhancement ✓ Elxon and Supplier to update LWIs	Lessons Learned 15/12/25	Elxon and Supplier
3	Publish Process - The ISD V14 catalogue failed to publish as scheduled at 12:15am on 17 th October.	➤ Failed due to the Technology Platform running multiple processes at the same time with a large volume of data. This in turn caused a capacity issue with ISD being unable to complete the processing required to publish	✓ A workaround completed to publish v14 ISD (email and flag switched off). We have reviewed the number of CR's and the lines of data for v16 (Shared the info at TOG on 07/11) and don't believe this will impact capacity to manage publish of v16 ✓ Additional volumetric testing and modelling is required prior to the annual LLF submissions in March 2026	Completed ~01/03/26	Elxon and Supplier
4	V14 Data - Two incorrect DIP IDs were published (the DIP IDs were the wrong way round for SWEB T and S) and needed to be realigned.	➤ The source data provided by the DIP team had 2 transposition errors ➤ After v15 a further transposition error was identified but was handled/fixed by the DIP team	✓ DIP IDs corrected in ISD V15 catalogue ✓ PM team now have access to the DIP prod environment and validate any DIP IDs required	Completed Completed	Elxon

ISD Solution & Publication Issues (2)

ID:	Issue:	Cause:	Mitigation:	Status / Target Date	Owner
5	V14 Data - 60 DUoS Tariff IDs issue for St Clements on the MPRS solution used for LDSOs.	➤ ISD specification and BSCP 128 and BSCP 707 mis-match for description updates	✓ St Clements agreed a short-term manual workaround (a script that puts the DUoS data in the correct chronological order)	Completed	St Clements
			✓ We have now tested and deployed to prod the sequencing fix to ISD, and test evidence has been reviewed. Release: 25.14.6	Completed	Elxon and Supplier
			✓ Will be applied to v16	14/11/25	
6	Re-publication Process – The ISD catalogue did not republish at 00:15am on 21 st October as scheduled.	➤ ISD's emergency re-publish functionality had not been tested in operational testing and the LWI was found to be incomplete	✓ Publication was manually triggered at 9:20am on 21 st October	Completed	Elxon and Supplier
			✓ LWIs now updated to reflect the emergency publish	Completed	
7	ISD Filters – The ISD filters did not work as expected and was a re-occurring issue.	➤ ISD filter fix was deployed as a hot fix (INC0095878/ADO294024) to R25.14.3. However, wasn't back merged into the main code branch of Release 25.14.4 onwards	✓ Back merge process reviewed, and additional process cross checks applied ✓ Confirmation that the fix still works and is merged within the production code base ahead of v16	Completed 14/11/25	Elxon
8	ISD Datastore Performance – Slow data retrieval performance.	➤ High number of simultaneous requests	✓ ISD Datastore Performance item added to solution backlog - <i>PRB0040150</i>	Awaiting Prioritisation	Elxon and Supplier

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Settlement Incidents

Summary of Settlement Incidents in Relation to MPAN Migration

- There was an issue with the processing of the P0239 from 9th to 13th October which resulted in a lower amount of MPANs in the files. Suppliers and IDNOs will be billed lower volumes and will need to reconcile in R1.
- There is a workaround involving comparison and reconciliation of the file to ensure there is no discrepancy in place to prevent reoccurrence in advance of a permanent code fix.
- The permanent code fix is being developed and prioritised **(ADD PROBLEM REF Permanent Fix to Settlement issue)**
- Elexon's view is that none of the remaining issues should be considered blockers to the MPAN migration to the agreed MHHS plan
- Other lessons learned / feedback received related to communications around Settlement issues are reflected in the Triage and Comms improvement plan slides

Settlement Issues

ID:	Issue:	Cause:	Mitigation:
1	[P3] P0239: Drop in MPAN count for Settlement runs from 9-13 October C.500k MPANs (x11 INCs) INC0111548 INC0111698 INC0111398 INC0111303 INC0111194 >INC0111199 INC0111248	➤ A P0239 file containing faulty data for one MPID was ingested by VAS resulting in a drop in MPAN count. This was compounded by an error in the way DAH was processing the files affecting Settlement config and LFF outputs ➤ Unable to re-run affected settlement days despite known impact on Suppliers and IDNOs due to SAA and FAA also having run. Re-running all Settlement files for affected period 9th-13th October would itself have an industry impact	✓ P0239 data was cleansed from VAS. ✓ Further checks showed the data was still held in DAH, so this was also cleansed. ✓ The affected MPID continues to submit suspicious data in P0239s. Manual fix put in place to remove corrupt data before load into VAS ✓ Permanent fix in development and prioritisation ✓ Examining if we can implement checks for any missing LLF mappings
2	[P3] REP-002B: Connection Type L MPANs included in REP002 and variant files (INC0112200)	➤ The logic used failed to use Connection type correctly in the aggregation	✓ Fix 25.14.6 patch deployed 7 Nov to resolve issue
3	[P3] REP003: Data inconsistency (INC0111112 & INC0113344)	➤ Incorrect daily Period BMUnit Total Allocated Volume shows higher than expected volume ➤ Caused by calculation error in DAH including NHH as well as HH data	✓ Fix 25.14.6 patch deployed 7 Nov to resolve issue
4	[P3] D0399: Suppliers not able to perform validation on GSP GCF, and the GSP group level total consumption and losses for all MPANs (INC0112660)	➤ Logic error causing the D0399 to only be sent to Suppliers with active Supplier role and DIP ID when it should be sent to all	✓ Fix to be deployed to resolve issue by 12 Nov
5	[P3] No responses to P0282 or P0328 submissions, Legacy issue (INC0110639)	➤ Checks showed our systems are producing and sending the files to the participant as expected ➤ Reverted back to participant	✓ No action required

Settlement Issues

ID:	Issue:	Cause:	Mitigation:
6	[P4] (Legacy) Missing D0400 – (INC0111397)	➤ It failed when SVAA put it on the DTN due to translation error	✓ Resolved and sent
7	[P4] D0030 potential issues with LLF 456 and 506 (INC0111813)	➤ Linked to P0239 LENG issue 1 INC0111548	✓ Resolved as per Issue 1 but under observation
8	[P2] Duplication of MHHS MPANs and LLFs in MDS and VAS II Reports for Settlement Dates 22, 23, 24, 25 and 26 October 2025 (INC0111229)	➤ Date / time calculation error in MDS ➤ Design implementation error	✓ Fixed via R25.14.5 patch deployed into production
9	[P2] Data in REP002, 002a, 002b showing in kWh instead of MWh (INC0112294)	➤ Calculation error in VAS ➤ Design implementation error	✓ Fixed via R25.14.6 patch deployed into production 7 November
10	[P3] VAS SF run for S/D 08 Oct 2025 failed due to threshold breaches in ingestion relating to NHH MSID Count and NHH Consumption limits. (INC0110609)	➤ This is NOT an issue. A control threshold exists on VAS runs which needs adjusting regularly as data fluctuates between Settlement days.	✓ Threshold breach was reviewed, Threshold adjusted and VAS run as per process within the same day.
11	[P4] LLF data mapping duplication (INC0111413)	➤ Date / time calculation error in MDS, which required a change in the date format in the data request.	✓ Fixed via R25.14.6 deployed into production 4 November
12	[P4] P354 related business query (INC0111749)	➤ Affects only one party ➤ Still under investigation as customer struggling to access P0287 reports	✓ Service provider and Market Design investigating and supporting participant
13	[P4] LENG MPAN Discrepancy: 3000+ Entries Across LLFs (INC0112282)	➤ Date / time calculation error in MDS	✓ This was part of INC0111229 resolution and fixed via R25.14.5 patch deployed into production
14	[P3] REP-002 has missing data for some DUoS Tariff IDs (INC0112669)	➤ Date / time calculation error in MDS	✓ This was part of INC0111229 resolution and fixed via R25.14.5 patch deployed into production

Settlement Issues

ID:	Issue:	Cause:	Mitigation:
15	[P3] IF-014 received from MDS that included multiple entries for R0 block when participants only expected one 200-character entry (INC0110886)	➤ Not an issue. R0 block working as per Swagger. ➤ 200 characters per entry but in array ➤ Design question over repeat of same entry multiple times	✓ Possible CR under consideration
16	[P4] P354 related business query (CS0015384)	➤ Confirmed P0287 data can only contain MSIDs for which the customer has given its consent.	✓ No action required
17	[P3] DTC – Query on flows associated with MHHS Settlement II Runs (CS0015386)	➤ Participant received TR04 flagged files ➤ This was due to residual test configuration	✓ Confirmed participant should only process files with OPER flag in DTN ✓ Removed test configuration
18	[P3] LDSOs receiving IF-21 for Type W MPANs (CS0015452)	➤ LDSO's will receive reactive power data on IF-021's for connection type W MPANs as there is no connection type restriction in design.	✓ CR to be considered by Participant
19	[P4] P0288 (Run II) missing data (INC0110863)	➤ System working as expected, no data received from HHDA	✓ No action required
20	[P3] Defaulting values in REP002b and REP003 (INC0113213)	➤ Caused by a calculation error in MDS/VAS, which then required a change in DAH to pull through the correct data.	✓ Fix R25.14.6 deployed 7 November to resolve issue.
21	[P4] PUB-022s are all showing as 1.0 unit of electric per HH and file size bigger than expected. (CS0015603)	➤ This is functioning as per design. Default values due to low number of migrated MPANs and lack of data for LSS to calculate. issue will resolve as more MPANs migrate over next three weeks.	✓ No action required

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Service Improvements

Service Management Improvement Plan (1)

ID:	Category	Issues/Gaps	Actions	Target Date/Owner
1	Triage	Multiple triage meetings leading to duplication and inefficiency	✓ Discontinue multiple ad-hoc triage meetings ✓ Reset to a single daily triage meeting attended by a group of designated SMEs, including MHHS Design SMEs & Service Owners to improve efficiency and decision quality	14/11/2025 Ian Giles
		Resolver Group SMEs not sufficiently involved in upfront Triage	✓ Designate key SMEs with relevant expertise ✓ Mandate SME attendance at daily triage session to ensure consistent expert input.	14/11/2025 James Stokes Roger Harris Karen Lavelle
		Alignment of Customer case and incident prioritisation	✓ Utilise additional SME presence at Triage meeting to ensure accurate incident prioritisation at the first instance	14/11/2025 Ian Giles
2	Communication Channels	Multiple update channels causing confusion across the programme	✓ Elexon to add MHHS comms recipients to circulars distribution list ✓ Focus on using only Elexon Service Management & Elexon circulars channels	19/11/2025 Royston Black
3	Communications	Inconsistent timing and content of key communications	✓ Engage expert SMEs to review and support comms content generation ✓ Update LWI and communication ruleset to standardise approach	21/11/2025 Jacks Nunn
4	Major Incident Management	Misalignment of expectations on classification for incidents	✓ Review Governance to ensure alignment on the correct classification and management of incidents (specifically when the Major Incident process is enacted)	21/11/2025 Ian Giles
5	Post Incident Reviews	Opportunity to improve PIR process and timeliness	✓ Streamline PIR process to accelerate reviews and internal lesson sharing ✓ Utilise PIRs as Elexon internal only; where appropriate, present findings on TORWG/TOG	28/11/2025 Gary Leach

Service Management Improvement Plan (2)

ID:	Category	Issues/Gaps	Actions	Target Date/Owner
6	Case & Incident Lifecycle Management	E2E incident control requires strengthening of the team	✓ Recruit additional resources to support Product Owners and provide full lifecycle coverage for effective incident management.	19/12/2025 Gary Leach
7	ISD 24/7 Support	Within Business Hours ISD support model delaying publication in the event of an incident	✓ ISD Service support has been reviewed, considering the business criticality of the Standing Data and the associated costs of 24/7 support. ✓ First step: gain alignment and consensus of the impact of moving the core business processes during business hours to negate the need for 24/7 support	19/12/2025 Karen Lavelle

Appendix: Service Continuous Improvement Activities

Service Management Continuous Improvement Plan

ID:	Category	Action	Description	Owner	Target Date
1	Incident Response Improvement	Status Accuracy	Reinforce correct use of On Hold status, introduce new "On Hold Reason" codes to reflect valid waiting states (e.g. Third-Party, Awaiting Info).	Ian Giles – Service Management	12/11/25 (Completed)
2	Incident Response Improvement	Breach Visibility	Include Breach and Near Breach reports as part of daily Hypercare calls and weekly dashboards.	Sam Young – HyperCare, Service Management Scott Fraser – Service Management	14/11/25 (Completed)
3	Process Control	Root Cause Tracking	All closed P1s and P2s and above must include an RCA summary or be linked to a Problem Record. All P3s will be reviewed for potential Problem Record	Andrew Shelley – Problem Management Eleni Layley – Service Management	28/11/25
4	Process Control	ELS KPI Tracking	Maintain daily monitoring of P2/P3 backlog and performance during Hypercare with focus on SLA restoration.	Sam Young – Hypercare, Service Management	14/11/25 (Completed)
5	SLA Alignment	Add "Continual Improvement" Assignment Category	Create a new assignment group/category in ServiceNow for Continual Improvement items - not subject to SLA timers.	Ian Giles – Service Management Nick Haigh - ServiceNow	19/11/25
6	SLA Alignment	Restrict Internal P1/P2 Creation	Prevent internal users from directly creating P1 or P2 incidents. Only Technical Triage or Service Manager can classify and activate a P1/P2.	Ian Giles – Service Management Nick Haigh - ServiceNow	19/11/25
7	SLA Alignment	Distinguish Response vs Assignment Metrics	Reconfigure ServiceNow reporting to clearly separate Response to Customer from Assignment Reaction Time.	Ian Giles – Service Management Nick Haigh - ServiceNow	19/11/25
8	Process Control	Exceptions Reporting Dashboard	Track mis match between Case and Corresponding Incident 'state', 'priority'. Track when Incident updated in last 30 mins where there is a corresponding Case (to ensure regular Case/Participant updates).	Scott Fraser – Service Management	19/11/25

Service Management Continuous Improvement Plan

ID:	Category	Action	Description	Owner	Target Date
9	Process Control	Continual Improvement Workstream	Launch internal Continual Improvement queue for non-incident service enhancements or cross-team process changes, not subject to SLA.	Ian Giles – Service Management Nick Haigh - ServiceNow	19/11/25
10	Major Incident Governance	MI Escalation Logic	If MI confirmed, either start the P1 clock on the same ticket or create and link a new P1 incident for accurate SLA measurement.	Ian Giles – Service Management Nick Haigh - ServiceNow	28/11/25
11	Major Incident Governance	Update MI Policy / Process	Include new determination and escalation logic, communication flow, and ServiceNow linkage process.	Eleni Layley – Service Management	28/11/25
12	Incident Response Improvement	Education & Policy	Publish updated Incident Policy Document clarifying when to raise a new incident, SLA start/stop rules, and response/resolution expectations.	Eleni Layley – Service Management	28/11/25
13	Incident Response Improvement	Training	Conduct refresh sessions across Elexon and Supplier response teams on Response vs Resolution metrics and correct SLA management behaviour.	Mark Scott – Service Management	28/11/25