MHHS PROGRAMME
Industry-led, Elexon facilitated

SI Overarching SIT OPS Service Management Readiness Report
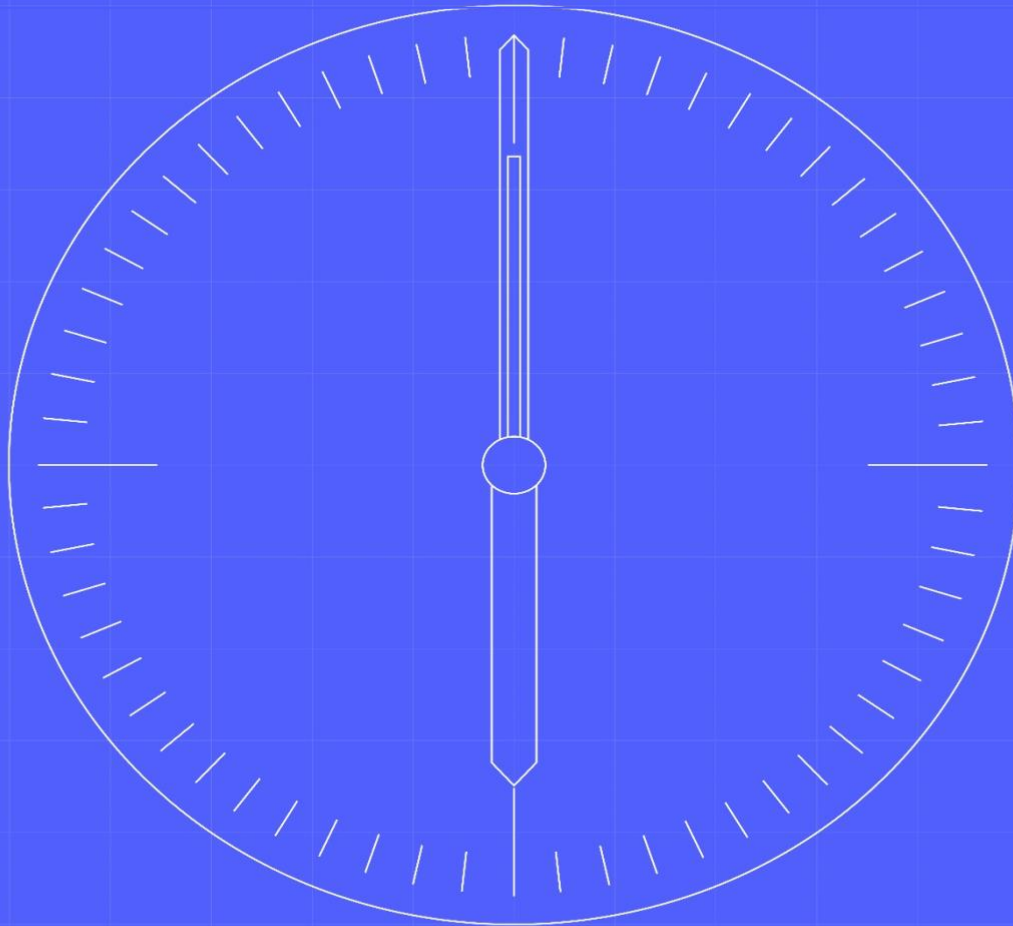
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1 Document Control

1.1 Change Record

Date	Author	Version	Change Detail
08th January 2025	Steve Evans	0.1	Initial report content compiled for SRO/IPA review
11th January 2025	Steve Evans	0.2	Multiple corrections/amendments made on back of 1st SRO review
13th January 2025	Steve Evans	0.3	Based on feedback from PH and AA – Further amendments made.
16th January	Steve Evans	0.5	Final version for review with PH & AA
20th January	Steve Evans	0.6	Fixed formatting issues and update Table
28th January	Steve Evans	0.7	Updated with latest status

1.2 Document Review & Approval

Name	Role	Organisation	Review / Information / Approval / Sign Off
Roger Robar	MHHS SI Programme Test Manager	MHHS LDP SI	Approval
Adrian Ackroyd	MHHS SRO Client Test Programme Manager	MHHS SRO	Approval
Phil Heiton	MHHS SRO SIT Functional Test Lead	MHHS SRO	Review

1.3 Document References

Ref No.	Document/Link	Publisher	Published
REF-01	MHHS-DEL3318- MHHS SIT Operational PR RACI - v1.0	SIT OPS	10th Dec 2024
REF-02	MHHS-DEL852 PIT Guidance v2.8	SI Testing	11TH Dec 2024
REF-03	MHHS-DEL618 MHHS Programme Environment Approach and Plan v3.0	SI Testing	7th June 2024
REF-04	MHHS RAID Log – please contact PMO@mhhsprogramme.co.uk for Raid Log access.	PMO	N/A
REF-05	MHHS-DEL2417 – SIT Operational Test Approach & Plan v1.0	SIT OPS	12th April 2024
REF-06	MHHS-DEL1064 - Placing Reliance Policy	SI Testing	27th April

1.4 Terminology

Term	Description
Various	For terminology, see Programme Glossary on the MHHS portal: Programme Glossary (SharePoint.com)

2 Document Purpose and Guidance

The Market-wide Half Hourly Settlement programme (MHHS), when completed, will contribute to a more cost-effective electricity system, encouraging more flexible use of energy and helping consumers lower their bills.

The objective of the SIT OPS Test stage is to validate the performance of the new MHHS arrangements designed for the Programme by involving volunteers from across the industry and use the new Service Management tool to drive out issues with the functionality or the process.

Whilst Participant readiness responses have been received for SIT Operations for all 3 Themes, **this document will only be used to report specifically against Service Management (Theme 3 Batch 1).** The remaining test themes will be documented under a different SI Overarching SIT OPS Readiness Report to be published at a later date.

Service Management will test the process for Industry service users to raise Incidents against Elexon Managed systems using ServiceNow, that fall under MHHS. Additionally, this will test the process of Triage, Investigation, resolutions, communications, and any formal ceremonies that are required as part of the process. Service Management is a voluntary phase. The Programme has reached out to all testing participants and asked for a number of market roles to be supported for the testing. These Participants are:

- British Gas
- DCC **
- EON/Wheatley
- Octopus/Kraken
- Utilita
- PDA
- Helix
- IMSERV
- BUUK
- SSEN

** Please note that whilst DCC are a participant in Service Management testing, no Readiness report status is required from them for this document, due to their limited involvement in the test phase.

Prior to test commencement, each participant is required to provide a Participant SIT OPS Test Readiness Report as a formal self-declaration of their SIT OPS readiness status in relation to their preparation activities as outlined in section 8.1.5 of [REF-05] MHHS-DEL2417 – SIT Operational Test Approach & Plan v1.0

The objective of the Participant SIT OPS Test Readiness Report is to demonstrate the preparedness of testing efforts for each organisation entering SIT OPS. **Participant readiness responses are against all themes however the scope of this readiness document is to demonstrate the preparedness for Service Management only.** The report will ensure that all necessary components and prerequisites are in place

The report will need to include:

- A completion status of Test participant owned SIT OPS readiness activities which have been specified in the Report itself.

- A statement and supporting evidence against the Test participant owned SIT OPS Entry Criteria, as documented in section 8.2 in [REF-05] MHHS-DEL2417 – SIT Operational Test Approach & Plan v1.0

- Details of any exceptions i.e., readiness tasks, entry criteria, open PIT defects that have not been completed, met, or resolved at the time of writing of the readiness report, and the associated work off plans and dates agreed with the MHHS programme for when these activities are to be completed.

- For Qualifying participants that have adopted the [REF-06] MHHS-DEL1064 - Placing Reliance Policy, evidence will need to be provided that demonstrates their proposal has been accepted by the Programme and that a placing reliance RACI has been agreed with their 3rd Party providers and the MHHS SI

- Any new risks or issues to declare.

- Evidence that the Test participant Readiness Report has been approved and signed by a senior stakeholder authority within the Qualifying participants' organisation, i.e., an approval from a delegated 3rd party provider only will not suffice.

Individual organisations' Participant SIT OPS Test Readiness Report provide the formal input into this report, which aggregates the readiness position of all participants in addition to the SI owned readiness activities and entry criteria (as specified in section 8.2 of [REF-05] MHHS-DEL2417 – SIT Operational Test Approach & Plan v1.0 and to document any risks, issues or exceptions and associated work off plans that impact the planned SIT OPS Service Management start date. The status and recommendations in this report will feed into a MHHS programme governance decision via SITAG on whether to proceed with SIT OPS Service Management Test execution.

3   SIT OPS Service Management Readiness Status

3.1   Readiness Status Guidance

The tables in section 3.2 & 3.3 provide the readiness status of the Service Management Participants. This includes key criteria, dates & work off plans. This is tailored to Service Management.

The Overall Status Table tracks the readiness of 6 key items. These are:

1.   PIT Operational Testing artefacts readiness

    o   PIT Approach and Plan

    o   PIT Requirements to Test Traceability Matrix

    o   PIT Test Scenarios

    o   Final PIT Completion Report

    o   PIT Execution

    o   PIT Completion Status

2.   Environment

    o   Service Management Testing does not utilise the SIT-B Environment. System-based testing will be restricted to central Service Management systems provision (i.e. ServiceNow and email for communications). ServiceNow will be ready when fully configured with pre-registrations of participants completed. Distribution lists for email communication will be configured in advance. Though this is not a 'environment' in the classic sense this is what will be tracked here.

3.   Data

    o   This item is normally used to track the MPAN-related data load to SIT-B. MPAN data is not required for Service Management and is therefore marked as not applicable in subsequent tables.

4.   ADO New User created

    o   Participants will be allocated ADO users to allows execution of testing & defects.

5.   Readiness Declaration

    o   Participants self-declaration of readiness to support delivery of SIT OPS Testing

6.   SIT Operations Test Entry Criteria

    o   Overall readiness assessment for all testing participants in Theme 3 Batch1 assessed based on completion of Work Off Items.

3.2 SIT OPS Service Management Readiness Status – Central Parties

SIT OPS Central / Core Party Status
Overall Readiness Date Planned – 28/01/2024

Overall Status

Central Party	PIT	Env (ServiceNow)	Data	ADO (New Users)	SIT OPS Entry Criteria	Test Participant Readiness Declaration	Planned Completion Date (Latest Date 27/01/25)
DIP	Not Received	Not Received	N/A	Not Received	Not Received	Not Received	N/A
HELIX	Complete	Green	N/A	Amber	Complete	B	24/01/2025
BUUK (LDSO)	Complete	Green	N/A	Green	Complete	A	24/01/2025
BUUK (UMSO)	Complete	Green	N/A	Green	Complete	A	24/01/2025
SSEN	Complete	Amber	N/A	Green	Amber	B	24/01/2025

Declarations
A - Ready
B - Ready Subject to Work Off Plan
C - Not Ready

Work Off Plan (for all Amber / Red activities in tables above)

ID	Status Date	Area Path	Description	RAG	Owner	Resolution Date	Resolution Path
1	08/01/2025	Readiness Report	No Report received from DIP		DIP	27/01/2025	DIP have agreed with Programme to deliver their PIT at a later date. Email sent to Avanade to confirm their participant readiness.
2	09/01/2025	Entry Criteria	Only 1 user has access out of team		Helix	27/01/2025	Monitor with Helix and confirm all Helix team have access to SMI/ADO.
3	09/01/2025	Entry Criteria	PIT Evidence submitted but PIT SI assurance team, req further clarifications.		Helix	27/01/2025	Work-off plan agreed between MHHS and Helix
4	17/01/2025	Entry Criteria	TORWG have endorsed SOM for test only		Helix	Go Live	SOM document update required before go Live.
5	17/01/2025	Env (ServiceNow)	SSEN have Pre-Registered but are unable to log onto ServiceNow		SSEN	27/01/2025	Meeting held with SSEN, and work around agreed to Issue raised. Await confirmation of successful Pre-Reg..

Figure 1: SIT OPS Service Management Readiness Status – Central Parties

**DCC are participating in Service Management Testing by submitting an email in 1 test case, therefore will not be asked to submit PIT evidence. They will be asked to confirm by email that they can support testing by submitting this email and being available to support any Resolver Groups, CABs or eCABs that they may be called upon to participate

3.3 SIT OPS Service Management Readiness Status – Other Participants

SIT OPS Status Other Participants
Overall Readiness Date Planned – 28/01/2025

Role	Party	PIT	Env (Service Now)	Data	ADO (New Users)	SIT OPS Entry Criteria	Test Participant Readiness Declaration	Planned Completion Date (Latest date 27/01/25)
Supplier	EON	Complete	Green	N/A	Green	Complete	A	17/01/2025
Supplier	BG(ENSEK)	Complete	Green	N/A	Green	Complete	A	24/01/2025
Supplier	Utilita	Green	Green	N/A	Green	Green	B	29/01/2025
SDS	Octopus/Kraken	Complete	Green	N/A	Green	Complete	A	17/01/2025
SDS	IMServ	Green	Green	N/A	Green	Green	B	24/01/2025
ADS	Octopus/Kraken	Complete	Green	N/A	Green	Complete	A	17/01/2025
ADS	IMServ	Green	Green	N/A	Green	Green	B	24/01/2025
MSS	Octopus/Kraken	Complete	Green	N/A	Green	Complete	A	17/01/2025
MSS	EON/Wheatley	Complete	Green	N/A	Green	Complete	A	14/01/2025
MSA	Octopus/Kraken	Complete	Green	N/A	Green	Complete	A	17/01/2025
MSA	EON/Wheatley	Complete	Green	N/A	Green	Complete	A	14/01/2025
UMSDS	PDA	Complete	Green	N/A	Green	Complete	A	17/01/2025

Declarations
A - Ready
B Ready Subject to Work Off Plan
C - Not Ready

Work Off Plan (For Amber/Red activities in tables above)

ID	Status Date	Area Path	Description	RAG	Owner	Resolution Date	Resolution Path
1	12/01/25	SIT Entry Criteria	Utilita confirmed they could not agree to enter SIT OPS testing, due to outstanding issues on Data, Environment and Code.		Utilita	27/01//2025	Utilita have now given conditional Readiness to proceed on understanding the issues with Data and code & Environment are resolved in time for Theme 1,2 and 3.2 test entry. These issues do not impact Theme 3 B1.
2	20/01/25	PIT	Further clarification req on PIT Completion report		Utilita	29/01/2025	Revised Test Completion Report received and under assurance review. .
3	22/01/25	PIT	IMSERV test evidence/PIT Completion report.		IMSERV	28/03/2025	Revised PIT Test Completion report received 23/01. Work-off plan agreed. Additional query sent to IMSERV re BCDR documentation. Confirmed this will not impact Service Management Entry or Test.

Figure 2: SIT OPS Service Management Readiness Status – Other Participants

Please note there are additional Test Entry requirements required from Helix to support SIT OPS overall Entry criteria. These are outlined below and categorised into broad areas of a Target Operating Model -

Key Elements required from Helix to support SITOPS Test Entry	Action/Comment
Systems	Service Now - Await confirmation all Participants have pre-registered and have access to ServiceNow
Processes (As defined in Service Operating Manual)	Endorsed by TORWG as fit for purpose for SIT Ops (noting not ready for Go-Live - work off plan added to state that SOM requires to be updated for Go-Live).
Governance	Awaiting confirmation from Helix that the Resolver Groups, CAB and eCAB are ready to be engaged and that the DIP Service Provider has been engaged.
Resource	Awaiting confirmation of the operational people being ready to participate in SIT Ops in the roles defined in the Test Cases with the requisite MHHS knowledge.

Figure 3: Helix Test Entry to support SITOPS

4   Placing Reliance

The MHHS programme has reviewed the Placing Reliance proposal submissions provided by the concerned Qualifying MHHS participants for SIT OPS, in order to determine if there were any material impacts to those previous submissions which is being applied within SIT Operations. The assessment concluded that there were no material impacts to those prior submissions, and the Proposals remained valid.

5 SI SIT OPS Entry Criteria Status

Please note these are the milestones for the whole SIT Ops phase. For the purposes of this document exceptions will be **assessed considering the Service Management scope**. These exceptions should align to sections 3.2 & 3.3.

SIT OPS SI Entry Criteria Status

#	Entry Criteria	Status / RAG (Met, Partially Met, In Progress, Not Started)	Notes / Exception & Work Off	Forecast Date	Assurance Sign Off Status	Evidence
1	SIT OPS Test Approach and Plan Approved	Met			SRO Approval	SITAG Approval
2	SIT OPS Test Data Approach and Plan Approved	Met			SRO Approval	SITAG Approval
3	SIT OPS Test Scenarios Approved	Met			SRO Approval	SITAG Approval
4	SIT OPS Test Cases Approved	Met			SRO Approval	SITAG Approval
5	SIT Requirements Traceability Matrix Approved	Met	SRO Review complete. To be shared with Code Bodies.	w/c 27/01/25	SRO Approval	
6	SIT OPS execution schedule is agreed	Met	Test schedule distributed to all participants in advance of SIT Working group.			
7	SIT OPS – Test Cases to be mapped to Voluntary Participants	Met	Participant mapping included in Test Schedule (See Above).			
8	SIT OPS Test Ordering Published	Met	See Line 6 & 7.			
9	Test data has been allocated to participants	Met	No data required for Theme 3 B1 testing		N/A	
10	Test Management Tool has been set up, including participant access, tests loaded and assigned to participant instances	In Progress	Will be using same instance of ADO as normal which users already have access.. Test cases upload to ADO, completed. 2 instance of Participant not being able to access ServiceNow. Tickets have been raised to investigate.	w/c 27/01/25		
11	SIT PP pairing confirmed	N/A	Pairing is used in Cohorts and OPS will not be following cohort structure so not req for Th3 B1.		N/A	
12	Defect Management Process in place and ready	Met	Confirmed no change/amendments req to existing Defect Process. Changes to ADO Defect fields to support OPS Testing already made and present in ADO.			
13	Environment Management process in place and ready	Met	Existing environment management process will apply for SIT-B. All SIT PPs already onboarded and operating in SIT-B for SIT F settlements testing			
14	Release Management Process in place and ready	Met	This will follow existing Programme release management process employed for previous phases.			
15	All Participants have access to ServiceNow	In Progress	Pre-Registration activity captured on Test Entry criteria and will be done prior to execution. Participants have now begun Pre-registration activities.	w/c 27/01/25		
16	Test governance is in place and ready	Met	This will adhere to existing governance structures for previous phases.			
17	Creation and approval of SIT OPS DITL pack	Met	SRO review of DITL in Progress			
18	Test meetings have been set up	In Progress	Will use existing Defect Meetings for Defects. Meeting to be issued for daily AM Meeting in time for Testing start.	w/c 27/01/25		
19	Test reporting is in place and ready	In Progress	Details on the nature/cadence of reporting for OPS SIT phase will be outlined in the DITL pack	w/c 27/01/25		

Table 1: SI SIT OPS Entry Criteria Status (as of 28-01-25 at 17:00)

6 SIT OPS Preparation – Milestones, Statuses & Work-off Plans

6.1 SIT OPS Preparation – Milestones, Statuses & Work-off Plans

Please note these are the milestones for the whole SIT Ops phase. For the purposes of this document exceptions will be assessed in light of the Service Management scope. These exceptions should align to sections 3.2 & 3.3.

SIT OPS Preparation: Milestones, statuses & work-off plans (as of 28th January)

Milestone ID	Milestone Title	Baseline Date	Forecast Date	Responsible	RAG	Commentary including any expected work-off
T3-TE-0029	SIT OPS Testing OPS Approach & Plan Approved			SI OPS	Met	
T3-TE-0113	SIT OPS Testing Data OPS Approach & Plan Approved			SI Data	Met	
T3-TE-0117	SIT OPS Test Scenarios & OPS Cases Approved (Theme 1)			SI OPS	Met	
T3-TE-0118	SIT OPS Test Scenarios & OPS Cases Approved (Theme 2) with Work Off			SI OPS	Met	
T3-TE-0119	SIT OPS Test Scenarios & OPS Cases Approved (Theme 3) with Work Off			SI OPS	Met	
T3-DB-0159	All PIT OPS Approach & Plans submitted to Programme for assurance			PPs	Met	Milestone marked complete as one participant reached agreement with Programme to conduct Operational PIT, after the SIT Phase.
T3-DB-0160	All PIT OPS approach and plans MHHS Reviews Completed	21/11/24		SI OPS	Met	
T3-DB-0161	All PIT OPS RTTMs submitted to Programme for assurance			PPs	Met	Milestone marked complete as one participant reached agreement with Programme to conduct Operational PIT, after the SIT Phase
T3-DB-0162	All PIT OPS RTTMs MHHS Reviews Complete	29/11/24		SI OPS	Met	
T3-DB-0163	All PIT OPS scenarios submitted to Programme for assurance			SI OPS	Met	Milestone marked complete as one participant reached agreement with Programme to conduct Operational PIT, after the SIT Phase
T3-DB-0164	All PIT OPS Test scenarios MHHS Reviews completed	29/11/24		SI OPS	Met	
T3-DB-0165	All PIT OPS Completion Reports Submitted to Programme for Assurance	29/11/24	29/01/25	PPs	In Prog	All docs submitted, awaiting 1 revised version which is due early this week.
T3-DB-0169	All PIT OPS Completion Reports MHHS Review Completed	20/12/24	29/01/25	SI OPS	In Prog	Assurance review complete for all new and revised deliverables. Awaiting 1 revised version which is due early this week.
T3-TE-0750	SIT OPS Testing Preparation Complete	29/01/25	29/01/25	SI OPS	In Prog	Testin Prep activities continue, but on track for to complete before execution on 03/02/25.

Table 2: SIT OPS Milestones (as of 28-01-25 at 17:00)

7 Risks & Issues

Risks and issues key to informing the recommendation, along with clear mitigation plans, are captured below:

	Risk	Mitigation	Owner
1	TORWG endorsed the Service Operating Manual as fit for purpose for the start of SIT Operations testing, with the understanding that further development and maturity will be required before Go-Live. The Programme notes that there are likely to be issues found in testing that will require updates to the Service Operating Manual.	The document will continue to be refined, and progress will be reported regularly. It is expected that incremental updates will be provided monthly to TORWG.	Helix
2	With the late mobilisation of people to be allocated to SIT Operations testing, there is a risk that there is not the requisite level of MHHS knowledge and process familiarity to execute Service Management processes.	Provision of augmented test cases and Helix roles by test case from the Programme Support available through testing, but need to capture where any issues are observed in testing so that they can be addressed in readiness for Go-Live arrangements 2 unscripted tests are planned to test knowledge and processes outside the controlled and defined test cases	Helix
3	There is a risk that wider Resolver Groups, CAB and eCAB are not established/ ready for any cross-industry impacting issues	Details for SIT participants available to Service Management DIP issue Test Cases should exercise wider industry involvement as a DIP failure is likely to require coordination across multiple parties to resolve	Helix

4	There is a risk that the window for testing is not long enough if retests are required	More complex Major Incident Tests are scheduled first to flush out issues early We are not dependent on technical SIT/UIT environments therefore there is flexibility in the test schedule and the opportunity for retests with the participation of PPs.	SIT Operations
5	Utilita initially did not agree to enter SIT Operations due to concerns around Date/Env	Utilita now caveated their decision and mail received from Utilita with acceptance. This is contingent on resolution of their concerns for Theme 1,2 and 3.2	SIT Operations
6	No Readiness support received from DIP	DIP Have agreed with Programme to deliver their PIT Assurance at a later date.	SIT Operations

For all other the RAID log Risks, see [Ref04]

8 SI SIT OPS Readiness Recommendation

Based on the content of this report at the time of writing, considering Central Party forecast readiness **the MHHSP recommendation is to proceed with starting SIT OPS Service Management execution as planned**, subject to the agreement of the outstanding Work-Off Plan items as highlighted in Section 3.2 and 3.3. **This recommendation was endorsed by the SIT Working Group in advance of the SIT Working Group.**

This recommendation is based on; (a) it is beneficial to test and uncover Service Management defects as early as possible and (b) that the Service Management execution plan demonstrates that the testing can be delivered on time on the basis of a set of reasonable assumptions).

The recommendation avoids delay to the start of SIT OPS and avoids later exposure of Defects, which would otherwise introduce risk to the completion of SIT OPS according to the MVC timelines in the programme plan.