

MHHS Issue Resolution Group (IRG) Dress Rehearsal Headline Report

Issue date: 12/09/2025

Meeting number	IRG 0.1	Venue	Virtual – MS Teams
Date and time	11 September 2025 16:00-17:00	Classification	Public

Actions

Area	Action Ref	Action	Owner	Due Date
Welcome	IRG0.1-01	Programme to add in a representative from Smart DCC to the IRG membership	Programme (Andrew Margan)	26/09/25
	IRG0.1-02	Programme to add step into IRG process to send early communication to members with additional detail of issues that may be brought to the IRG.	Programme (Andrew Margan)	26/09/25

Decisions

Area	Decision Ref	Description	Rationale
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Key Discussion Items

Area	Discussion
Welcome	<p>A key objective of the dress rehearsal was to test whether the IRG could be convened at short notice and achieve attendance from each constituency. A successful roll call was conducted with representatives from each constituency in attendance.</p> <p>ACTION: The RECCo rep proposed adding a representative from Smart DCC as an additional IRG member. Programme took an action to reach out to Smart DCC (ACTION IRG0.1-01)</p> <p>ACTION: The iDNO rep proposed adding in a further step to the IRG process. This step involves sending communication(s) to members about potential IRG issues prior to a formal decision to mobilise an IRG. This communication should include as much detail as is available about the issue. This would put members on alert, increasing the likelihood of member availability at short notice, provide an opportunity to</p>

	<p>review the issue prior to the IRG and an opportunity to ensure appropriate technical resources are invited to the IRG. Programme took an action to amend the IRG process accordingly (ACTION IRG0.1-02).</p> <p>Following a query from the Elexon Rep, Programme clarified that prior to a form being submitted regarding an issue for consideration, the Programme would be aware and understand any issues as they would first pass through BAU service management processes before being escalated to the IRG. Programme reiterated that the IRG is a last resort and/or the backstop for issue resolution.</p>
Dress Rehearsal Scenarios	<p>Programme outlined the objectives of the dress rehearsal:</p> <ul style="list-style-type: none"> • To test the IRG can be convened at short notice • Ensure reps have the correct expertise • Ensure members understand the IRG remit and can support issues • Address several edge case scenarios in detail <p>The Programme raised two edge case scenarios 'Cross Code Design Issue; and 'Operational Issue'. The Programme and members ran through the various steps to be taken through each of the scenarios. More detail can be found in the slides.</p> <p>Programme also outlined several sample scenarios that would not be considered by the IRG and should instead be managed through BAU processes; 'Major Storm affecting multiple LDSOs' and 'A SoLR event impacts a party's migration capability'. More detail can be found in the meeting slides.</p> <p>There were several key comments taken from the discussions which are provided here:</p> <ul style="list-style-type: none"> • RECCo rep noted that service management processes cannot be relied on to capture every issue, particularly where there are no associated SLAs. • The need for a sub-group should be considered at the triage stage, with recommendations taken to IRG if a sub-group is needed, but IRG remains the ultimate decision-making body. • It was confirmed that constituency reps can invite additional appropriate subject matter experts into IRG sessions where relevant. IRG decisions must be unambiguous and clearly documented so they can be directly translated into system and code changes without risk of misinterpretation. • Following an Elexon query, Programme clarified that the IRG is a final backstop, convened if issues cannot be resolved within service management (including the Internal Elexon Gold Team as referenced)
AOB	<p>There were no further comments or questions.</p>

Date of next meeting: IRG is ad hoc

Attendees

Chair

Industry Representatives

Graham Wood
Adrian Page
Andrew Wallace
Jonny Moore
Robert Golding
Sean Dryden Woods
Mark Bourne
Sam Young
Simon Harrison
Rachel Prosser

Technical Resources

Harriet Truss
Glenn Sheern
Chris Lenihan
Richard Warham
Hazel Cotman
Katy Binch
Lisa Chimejczuk

MHHS

Andrew Margan
Lewis McKenzie
Francesca Drew
Philip McCann
Paul Pettitt
Robert Short
John Wiggins
Ian Smith
Mike Fensome
Stuart Scott
Matthew McKeon
Kevin Spencer
Miriam Ellis

Other Attendees

Apologies

Smitha Pichrikat

Supplier Representative
Supplier Representative
RECCo Representative
RECCo Representative
DIP Manager
DIP Manager
Elexon Representative
Elexon Representative
Supplier Agent Representative
DNO Representative

Gemserv
Gemserv
C&C
St Clements
C&C
C&C
ESG

Code Lead
PPC Lead
PPC Support
Governance Lead
Design Lead
Design team
Industry SME
Assurance and integration lead
Senior Business Analyst
Industry SME
Senior Market Architect
Senior Market Architect
Business Analyst

Jenny Boothe
Andy MacFaul
Richard Shilton
Steve Mullins

Ofgem
Ofgem
IPA
IPA