



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

Issue Resolution Group (IRG) Rehearsal Meeting

11/10

Agenda

#	Item	Objective	Type	Lead	Time	Page
1	Welcome			Chair		2
2	IRG Rehearsals	Rehearsals		Andrew Margan (Programme) All (IRG Members)	4:05-4:50 45 mins	3
3	AOB	Any Other Business		Chair/PMO	4:50-5:00 10 mins	10
4	Appendix	IRG Terms of Reference IRG Processes				11

IRG Rehearsals

Rehearsal objectives

Test IRG can be convened and operational at short notice

Ensure Reps get correct expertise to IRG

Ensure members understand IRG remit and can support issue resolution

Approach

From the scenarios the IRG rehearsal will 'edge case' two scenarios in detail; 2) Design Issue and 3) Operational Issue. The remaining scenarios will then be 'talked through', so members of the IRG are prepared.

IRG Rehearsal Scenarios

IRG Scenarios	Summary	IRG Role
1) System defect	A critical party's service provider has a major system defect [design is correct].	Potentially no action for IRG, except to monitor the service provider resolution, offer support and **coordinate industry communications.
2) Design issue (Cross Code)	A design issue leads to a major system defect. [Design is incorrect].	Need relevant IRG members to develop the design solution fix options, for IRG to agree and recommend to SRO solution, a single party and/or multiple parties to implement system solution, and for *code to be updated to reflect the change, and **coordinate industry comms.
3) Operational issue	The is an issue with how Participants operate the new arrangements, example – e.g. suppliers all sending DIP flows at 11pm, which is causing central system constraint. e.g DDOS attack on DIP, or LDSO data centre goes offline	Solution may be to voluntarily or codify a resolution to stagger flow submissions. **Centrally coordinate industry comms.
4) Interpretation issue	The Design/Code is correct, but parties have different interpretation of the same text.	IRG to discuss options and make recommendation to SRO on correct solution and if additional clarity is required, and for *code to be updated to reflect the change. **Centrally coordinate industry comms.
Non-IRG examples		
5) Major storm affecting multiple LDSOs	A storm has knocked out several LDSO networks and customers are off supply.	No potential action for IRG. Expect LDSO BAU management. MCC/MCAG may pick up Migration impacts. IRG only convenes if impacts Programme deliverables.
6) SoLR	A SoLR event impacts a parties migration capability.	No potential action for IRG. MCC/MCAG may pick up Migration impacts.
* The appropriate code change route may be coordinated with code bodies at IRG		
** Industry comms should come from the Programme and may need to be coordinated with central party(s)/code body(s)		
Note – for complex or specific solution development, a subgroup of IRG may need to be set up quickly to return to IRG with solution recommendation(s).		

IRG Rehearsal Edge Case 1 – Cross Code Design Issue

IRG Scenarios	Summary	IRG Role
2) Design issue (Cross Code)	A design issue leads to a major system defect. [Design is incorrect].	Need relevant IRG members to develop the design solution fix options, for IRG to agree and recommend to SRO solution, a single party and/or multiple parties to implement system solution, and for *code to be updated to reflect the change, and **coordinate industry comms.

Issue Steps	
1	Issue identified
2	Service desk ticket raised
3	Allocated to Service provider technical team
4	Defect in Design identified
5	Design gap means issue goes outside of SLAs
6	Issue escalated into Programme
7	Programme receive and triage issue
8	Programme accept issue escalation
9	SRO notified and IRG convened

Issue Steps	
10	PMO send meeting invite
11	IRG convened
12	Issue owner(s) presents issue
13	IRG members explore all solution options
14	IRG members present solution recommendation to SRO
15	SRO makes design decision
16	IRG outcome centrally communicated to PPs
17	Parties update systems to reflect Code/Design update
18	Programme works with Code Bodies/Ofgem to update Code

IRG Rehearsal Edge Case 2 – Operational Issue

IRG Scenarios	Summary	IRG Role
3) Operational issue	<p>The is an issue with how Participants operate the new arrangements, example – e.g. suppliers all sending DIP flows at 11pm, which is causing central system constraint.</p> <p>e.g DDOS attack on DIP, or LDSO data centre goes offline</p>	Solution may be to voluntarily or codify a resolution to stagger flow submissions. **Centrally coordinate industry comms.

Issue Steps	
1	Issue identified
2	Service desk ticket raised
3	Allocated to technical team
4	Operational issue identified
5	Issue not resolved within SLAs
6	Issue escalated into Programme
7	Programme receive and triage issue
8	Programme accept issue escalation
9	SRO notified and IRG convened

Issue Steps	
10	PMO send meeting invite
11	IRG convened
12	Issue owner presents issue
13	IRG members explore all solution options
14	IRG members present solutions inc pro/cons and solution recommendation to SRO
15	SRO makes decision
16	PMO centrally communicate update to PPs
17	Impacted parties make system/process changes
18	If required, Programme to work with Code Bodies and Ofgem to update Code

IRG Rehearsal 'Talk Through'

IRG Scenarios	Summary	IRG Role
1) System defect	A critical party's service provider has a major system defect [design is correct].	Potentially no action for IRG, except to monitor the service provider resolution, offer support and **coordinate industry communications.

Issue Steps	
1	Issue identified
2	Service desk ticket raised
3	Allocated to technical team
4	Issue investigated
5	Issue not resolved within SLAs
6	Issue escalated into Programme
7	Programme receive and triage issue
8	Programme accept issue escalation
9	SRO notified and IRG convened

Issue Steps	
10	PMO send meeting invite
11	IRG convened
12	Issue owner presents issue (soln unknown)
13	IRG members contribute to solution options (Solution not known)
14	IRG present solutions pro/cons and recommendation to SRO
15	SRO approves recommendation solution option
16	IRG outcome centrally communicated to PPs
17	Programme/IRG monitor progress
18	Issue owner delivers agreed solution
19	IRG reconvenes if issue/solution not resolved within planned timescales

IRG Rehearsal 'Talk Through'

IRG Scenarios	Summary	IRG Role
4) Interpretation issue	The Design/Code is correct, but parties have different interpretation of the same text.	IRG to discuss options and make recommendation to SRO on correct solution and if additional clarity is required, and for *code to be updated to reflect the change. **Centrally coordinate industry comms.

Issue Steps	
1	Issue identified
2	Service desk ticket raised
3	Allocated to technical team
4	Parties discuss design understanding
5	Design/Code interpretation identified
6	Issue not resolved within SLAs
7	Issue escalated into Programme
8	Programme receive and triage issue
9	Programme accept issue escalation

Issue Steps	
10	SRO notified and IRG convened
11	PMO send meeting invite
12	IRG convened
13	Issue owner presents issue
14	IRG members explore all solution options
15	IRG members present solutions inc pro/cons to SRO
16	SRO makes operational improvement decision
17	PMO centrally communicate update to PPs
18	Impacted parties make changes
19	If required, Programme to work with Code Bodies and Ofgem to update Code

Non-IRG examples		
5) Major storm affecting multiple LDSOs	A storm has knocked out several LDSO networks and customers are off supply.	No potential action for IRG. Expect LDSO BAU management. MCC/MCAG may pick up Migration impacts. IRG only convenes if impacts Programme deliverables.
6) SoLR	A SoLR event impacts a parties migration capability.	No potential action for IRG. MCC/MCAG may pick up Migration impacts.

The scenarios above should be managed through BAU processes and therefore not come to IRG. If there is an impact to migration, this may be managed by the MCC/MCAG in the first instance.

We note that should the BAU process not manage or resolve the issue, and the issue has a significant impact on Programme deliverables, there may be exceptional circumstances the issue goes to IRG.

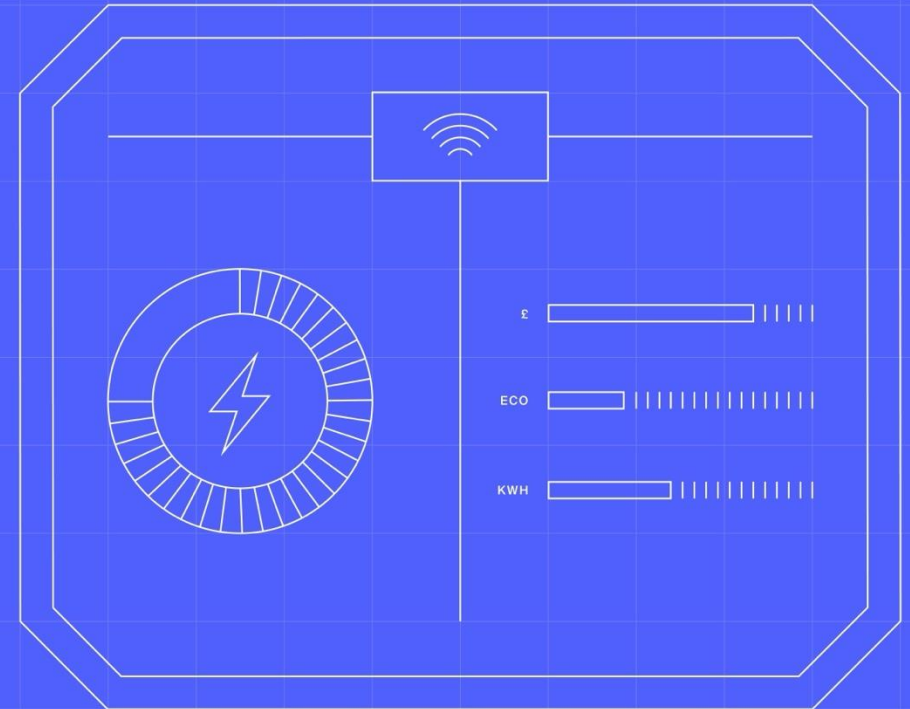
We welcome IRG’s thoughts/discussion.

Actions/Questions



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

Appendix



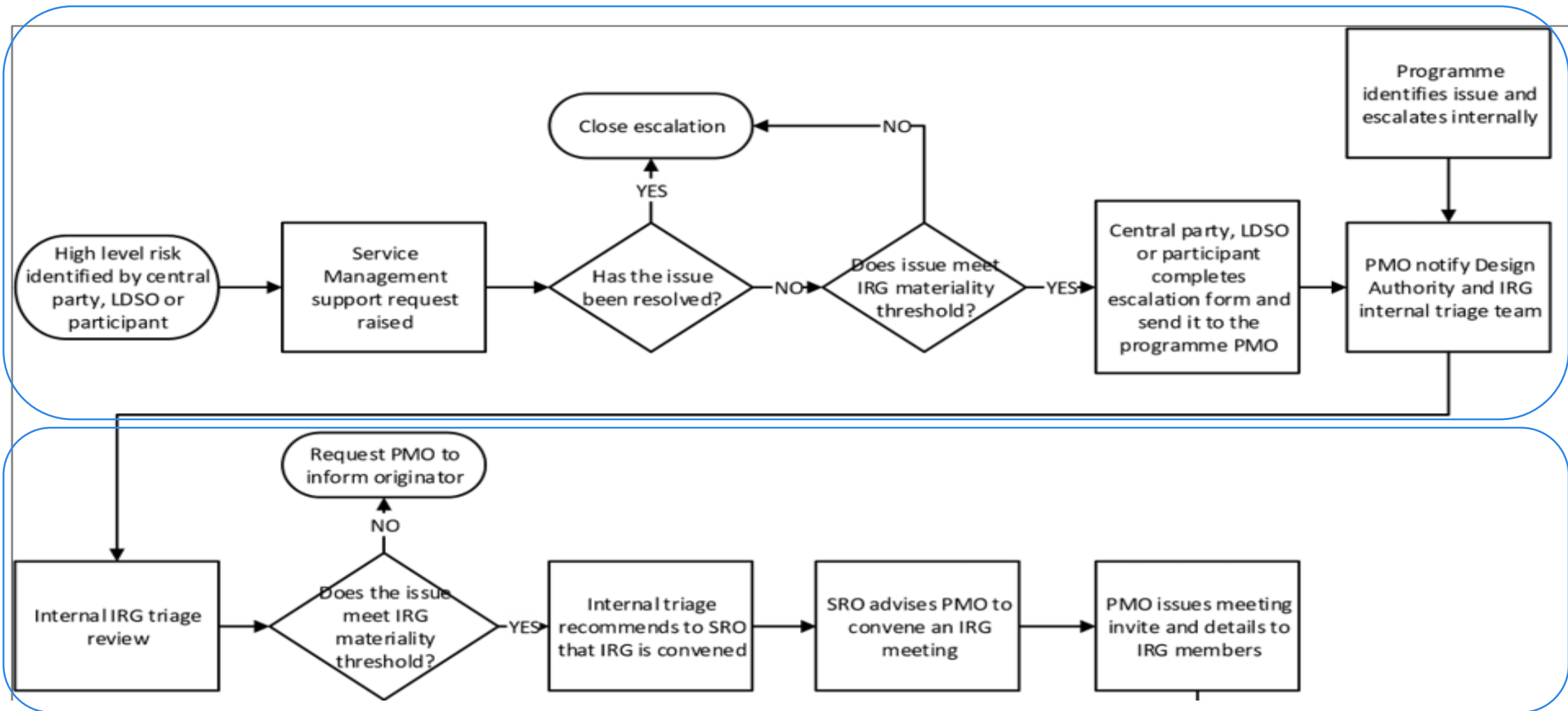
IRG [Terms of Reference](#) (reminder)

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

