

MHHS Issue Resolution Group (IRG) Headline Report

Issue date: 29/10/2025

Meeting number	IRG 1	Venue	Virtual – MS Teams
Date and time	28 October 2025 15:00-14:00	Classification	Public

Actions

Area	Action Ref	Action	Owner	Due Date
ISD Issues Pre M11	IRG1-01	Elexon 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	Elexon	03/11/25
	IRG1-02	Elexon to confirm the timeline for the release and management of the IT Service Management PIR and lessons learned from the ISD major incident	Elexon	03/11/25
	IRG1-03	Programme to schedule an IRG follow-up and communicate out timelines to IRG members, following receipt of Elexon's PIR action plan and follow the distribution of the PIR	Programme	04/11/25

Decisions

Area	Decision Ref	Description	Rationale
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Key Discussion Items

Area	Discussion
ISD Issues Pre M11	The Chair opened the meeting announcing that the IRG has been called following a recommendation from PSG as part of the M11 decision to ensure issue resolution was complete, all learning, actions and potential improvements have been investigated from the ISD major incident,

and industry are provided with confidence that it will not be a reoccurring issue. They noted that they wanted use today's IRG to work through the scope of the investigation, agree actions and timelines with Elexon.

IT Service Management Post Incident Review

Elexon confirmed they have initiated an IT Service Management PIR exercise that will include collaboration and review with industry PPs and MHHS colleagues. They provided an overview of the key areas of the PIR scope and added that they are looking to send out a draft report at the end of the week which in turn will be shared more broadly next week.

- 1.1 The Chair queried if there is a consideration for more interaction with industry PPs in the event of another major incident. Elexon confirmed they're keen to receive feedback from industry PPs to understand their perspective on issues and whether there are any gaps in the current communication process and understand if any updates need to be made to the channels to ensure the right level of engagement through a major incident.
- 1.2 The Programme highlighted that although it is important to reflect on how Elexon responded to the major incident, there is still a need to investigate the root cause of the issue that doesn't look to be outlined in the scope of the PIR. Elexon confirmed that the intention of the IT Service Management PIR is to review the ISD incident and related Service Management more broadly and that broader root cause analysis will come through their business operations review activities.

Business Operations Review

Elexon confirmed that in addition to the IT Service Management PIR, they will be initiating a business operations review commencing 3 November 2025 and provided an overview of the following categories this will cover.

- 1.3 The Chair highlighted there were instances of previously resolved defects reappearing in subsequent releases, noting the requirement for release/configuration management and quality control to be included within the scope of the PIR. In addition, the Chair also queried if there are plans for enhancing alert management, noting the instances when PPs alerted the Programme of errors. Elexon confirmed they will ensure this is captured within the scope.
- 1.4 **ACTION** – Elexon 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 (**IRG1-01**)
- 1.5 The Supplier Representative stated they were disappointed in the level of communication that was provided during the major incident, noting that they expected a higher level of engagement from a Service Management perspective. Elexon sought clarification on the type of engagement the representative was referring to. The Supplier Representative confirmed they expected more frequent communication on the incident, citing that Elexon didn't provide an update on the incident until 11am on the Tuesday before M11, when the release was due to occur at 12.15am.
 - Ofgem highlighted the purpose of an IRG and noted that they should not be stood up to look back on issues retrospectively and should be dealt through the appropriate governance forums. They also added that the scope of the IT Service Management PIR should have already been set out in the baselined Service Management approach with the appropriate governance around it so that all parties are aware of their respective roles and what to expect should an incident arise. They stated that they're keen to understand how these measures will be addressed going forward and how they will become standardised.

	○ Elexon highlighted that they were squeezed by the tight M11 timelines which meant that they had to work through some processes more quickly than usual, noting that they will try to embed it as a reliable, operational process moving forward. They also added that there is a newness to the process as the systems have only been live for a month and therefore expect there to be some teething issues. They confirmed that they welcome the lessons learned review and want to improve, however, don't intend to revert or change all of the work put into their existing service capability, instead they wish to work on strengthening what is already in place going forwards.
1.6	The Chair acknowledged that in an ideal situation, an IRG should only convene if all the Service Management and BAU process have been exhausted and there is an impact on the Programme. However, they highlighted that the issues faced with ISD were considerable and almost impacted live operations at the ISD Go-Live, noting it was apparent that serious action was required to be taken to ensure there's no further failures of a similar nature. They added that there is no intention to misuse IRG in anyway but highlighted the need to facilitate a focused set of sessions to ensure that all outstanding issues were resolved, issues of the Service Management processes that should already be in place are improved and don't impact migration in the future. • An industry PP (Technical Resource) echoed the point made on the lack of engagement received by Elexon at the time of the major incident, noting the importance of improving the current process to ensure a similar issue doesn't occur in the future as PPs are now underway with delivery. They also highlighted that they experienced issues with the right people receiving the circulars even when they were signed up to receive them and added that the Elexon website isn't up to date with the correct schedule for the ISD.
1.7	The Programme responded to the point made by Elexon by stating that M11 was not a squeeze on operational processes, highlighting that the issues were with the operational processes executing to operational timescales with an ISD Go-Live 5 WDs after ISD publication. In this instance, the ISD Go-Live coincided with the M11 date, but it was issues with delivering ISD within operational timelines that was the issue, not any suggested artificial squeezing of the process to meet M11. They added that the ISD calendar requires the ISD to be published every two weeks which has a potential significant impact on LDSOs and their ability to process new and legacy MPANs, highlighting that it is a risk that needs to be monitored going forward. Elexon stated that the volume of change they expected to see during this publication was higher than usual. ○ The Chair noted that the ISD failing was part of a collective of failures and highlighted the need for all the supporting processes to work alongside the ISD publication. The Programme added that it's important to disassociate M11 from the publication of the ISD and highlighted that it's important to get to the root cause of the issue as the M11 date did not drive the issues experienced with ISD.
1.8	The Chair queried if Elexon are intending to reach out to industry PPs to receive their views as part of the IT Service Management PIR or if it's intended to be an internal exercise. Elexon confirmed that they are hoping to internally sequence the events from a Service Management perspective that resulted in the major incident as part of the IT Service Management PIR and then feed in the insights from industry as part of a wider lessons learned exercise. Elexon confirmed they will publish the IT Service Management PIR early next week noting challenges with half term constraints, and will commence discussion on the business operations review next week once more of the team are back from holiday. The Chair confirmed they'd like some confidence on the next operational release of the next ISD. Elexon confirmed they will focus on a clear statement of mitigating actions and activities for the publication of the next ISD on 14 November 2025.
1.9	The Chair stated that they would like to receive a timeline to agree dates for the PIR and associated activities. Elexon noted that they are unable to confirm a date for when it will be shared but will work to ensure it released as early as possible next week. The Chair

	asked Elexon to take an action to confirm the timeline for the release and management of the IT Service Management PIR and also highlighted the need to reconvene another IRG after the PIR publication and before the next ISD publication on 14 November 2025 to provide industry with confidence that the root causes have been identified and addressed. ▪ ACTION – Elexon to confirm the timeline for the release and management of the IT Service Management PIR and lessons learned from the ISD major incident (IRG1-02) ▪ ACTION – Programme to schedule an IRG follow-up and communicate out timelines to IRG members, following receipt of Elexon's PIR action plan and to follow the distribution of the PIR (IRG1-03) ○ The RECCo Representative queried if it could be outlined in the meeting invite for the next IRG that it is not a live issue to support internal prioritisation. The Programme highlighted that TORWG would also be an appropriate forum to playback the lessons learned from the ISD major incident as most parties, particularly the LDSOs were impacted.
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Attendees

Chair

Industry Representatives

Graham Wood
Adrian Page
Jonny Moore
Robert Golding
Sean Dryden Woods
Mark Bourne
Simon Harrison
Rachel Prosser
David Yeoman
Jenny Rawlinson

Technical Resources

Chris Lenihan
Richard Warham
Katy Binch
Lisa Chimejczuk
Patricia Parker
Seth Chapman
Eileen McKenna
Kerry Ann O'Neill
Leo Brown
Ellie Crawford

MHHS

Andrew Margan
Lewis McKenzie
Katie Dyson
Paul Pettitt
Jason Brogden
John Wiggins
Mike Fensome
Matthew McKeon
Kevin Spencer
Miriam Ellis
Steven Bradford

Smitha Pichrikat

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

C&C
St Clements
C&C
ESG
ESG
Callisto
C&C
SPEN
DCC
E.ON NEXT

Code Lead
PPC Lead
Governance Secretariat
Design Lead
Industry SME
Industry SME
Senior Business Analyst
Senior Market Architect
Senior Market Architect
Business Analyst
Design Analyst

Apologies

Andrew Wallace
Sam Young
Francesca Drew
Harriet Truss
Glenn Sheern
Hazel Cotman
Robert Short
Ian Smith
Stuart Scott

RECCo Representative
Elexon Representative
PPC Support
Gemserv
Gemserv
C&C
Design team
Assurance and integration lead
Industry SME

Other Attendees

Jenny Boothe
Andy MacFaul
Richard Shilton
Renata Yussupova
Steve Mullins
John Abbott
Gary Leach
Nicola Turner

Ofgem
Ofgem
IPA
IPA
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