

Service Management Forum


14 April 2026

Gary Leach
Interim Head of Service Management, Elexon
Chair

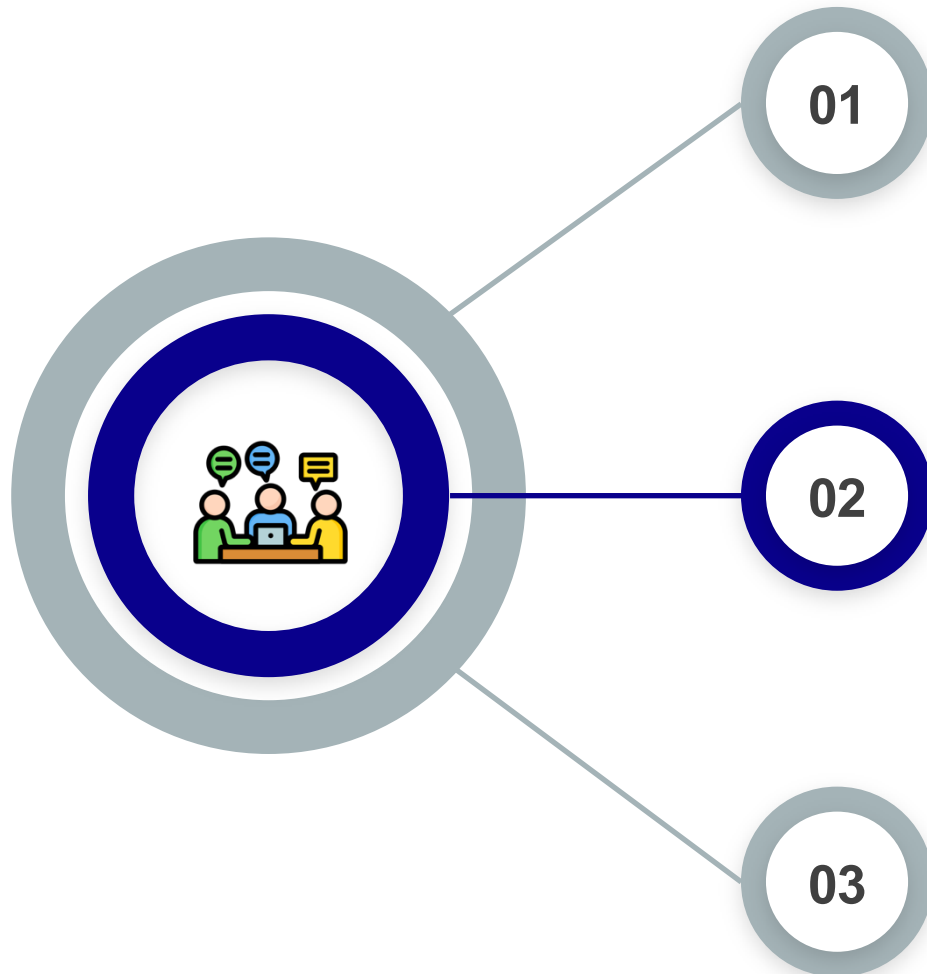


Service Forum - March Agenda

E L E X O N

- 
- 01 [Meeting Purpose & Ways of Working](#)
 - 02 [ELS Phase 3 with updates](#)
 - 03 [IPA Service Arrangements](#)
 - 04 [Continuous Improvement](#)
 - 05 [Reporting and KPIs / Major Incident Review](#)
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Meeting Purpose & Expectations



Meeting Purpose

To share a high-level view of current service performance and upcoming changes and highlight future planned business changes and continuous improvement initiatives.

Objective

Create an open and collaborative forum to shape how we deliver Service Management services for the wider industry.

Review & Improve

The Terms of Reference for the Service Management Forum will continue to be reviewed to ensure that it is fit for purpose.

Ways of Working

Elexon Service Management team are eager to ensure that the Service Management Forum is informative and engaging. We encourage discussion and questions and to make it easier to hear everyone, participants are asked to adhere to the following steps.

1. Please raise your hand to ask questions or write in the chat



2. The Chair will invite people with questions to speak at the appropriate time



3. Please go 'on camera' if you are speaking



4. Wait for others to finish speaking before adding points in a discussion



5. Be respectful and courteous



All Forum sessions will be recorded so they are available to invitees who are unable to attend.

Poll

To ensure these sessions continue to mature and deliver impact, we value your feedback to help us improve in line with your expectations.

You'll shortly see a poll appear on your screen in Teams. We'd greatly appreciate you taking a moment to respond to the questions.

1. Now that the Issues Log is being produced weekly, and recognising, content and access will improve over the coming months, is this meeting your immediate needs?
 - *Yes, Partially, No*
2. If not, please highlight any immediate changes you would like to see?
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 - *Optional Free Text*

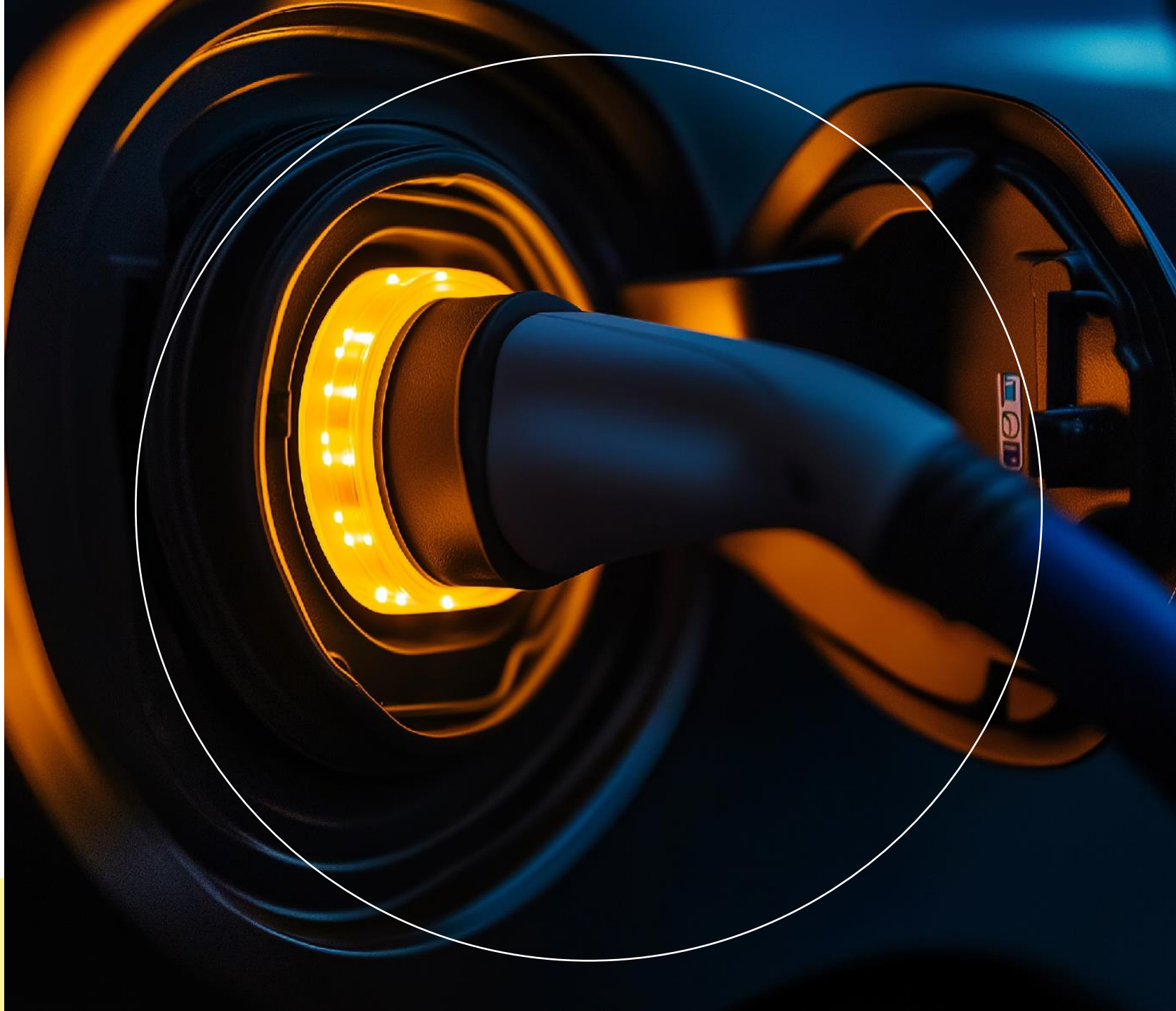
Tell us what's working. Tell us what's not. We're here to improve.

02

IPA Service Arrangements - update

Presenter: **Ian Giles**

ELEXON



IPA Review: Actions Summary

Recommendation: improve the participant-facing support model and self-service experience.

Operational control and governance

- Stronger quality control checks across cases and incident
- More consistent record quality, ownership and closure discipline
- Improved MI and KPI reporting to support governance and decisions

Recommendation: strengthen day-to-day operational control and management visibility.

Continuous improvement and PIRs

- Enhance the Post Incident Review process and outputs
- Ensure PIRs drive corrective and preventive actions
- Put in place a clear mechanism to track PIR actions through to closure

Recommendation: make learning, recurrence prevention and follow-through more robust.

Participant support and guidance

- Improve ticket submission guidance to reduce avoidable demand
- Develop a clearer participant onboarding approach and core support pack
- Improve visibility and control of guidance updates and changes

Recommendation: improve the participant-facing support model and self-service experience.

Future TOM role and accountability

- Clarify Elexon's future role within the TOM
- Define ownership boundaries across Service Management, OSM, Triage and related functions
- Review capacity, cross-party service levels and accountability mechanisms

Recommendation: clarify the long-term operating model, boundaries and accountability framework

Overall, the IPA recommendations centered on stronger operational control, better continuous improvement, improved participant support, and clearer future ownership within the MHHS operating model.

IPA Review: Actions Progress

Overall tracker



- Complete 9
- In progress 12
- Not started 5

All tactical actions are mobilised; strategic actions remain leadership-led.

Tactical actions

9 complete | 12 in progress



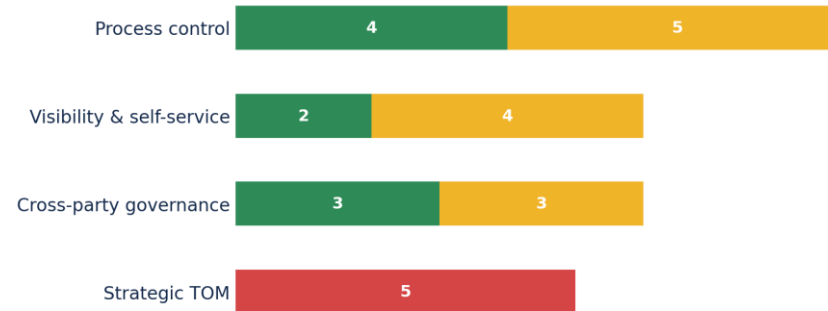
Strategic actions

5 not started



Progress by workstream

● Complete 9 ● In progress 12 ● Not started 5



What has landed

- Weekly industry issues log now in place and issued every Monday
- DIP actions are progressed
- Capacity validation completed and RA7 evidence submitted

Immediate focus

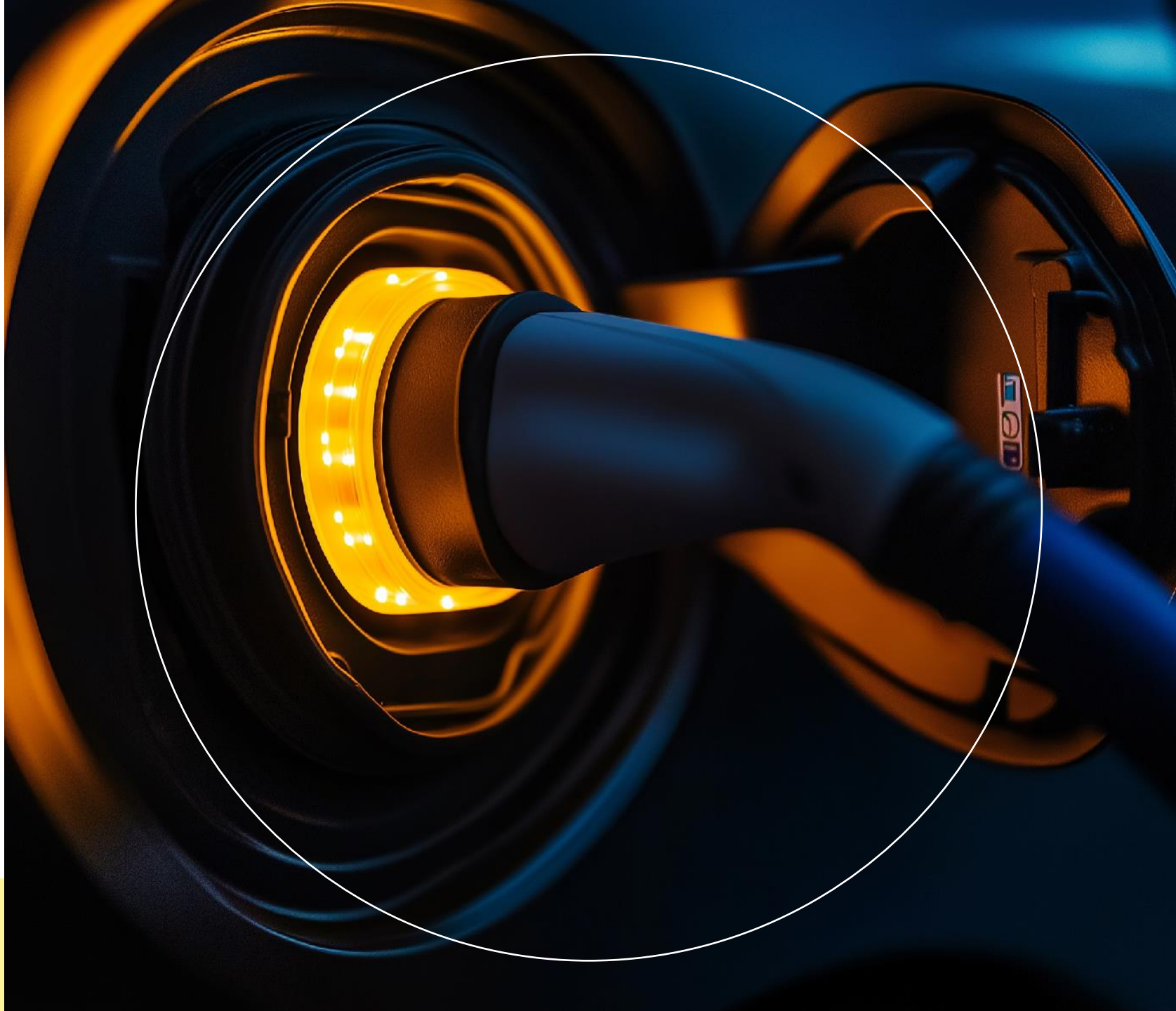
- PIR template and tracker refresh
- Ticket submission guidance and onboarding pack
- Distribution lists, contact register and forward calendar

03

Escalation Routes

Presenter: **Ian Giles**

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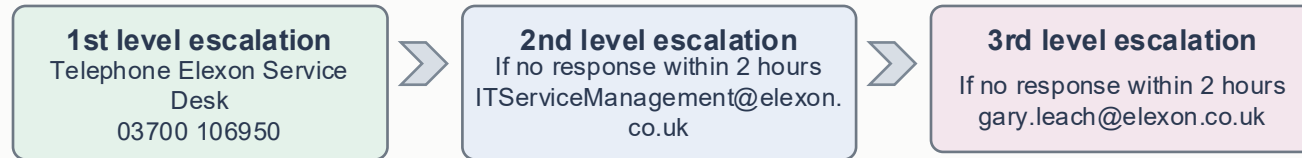


Escalation Routes

When to use the escalation process

Escalate where the case is materially overdue, impact is significant, or resolution is blocked by a supplier / non-Elexon dependency.

Elexon case / incident route



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Use escalation where progress remains blocked or service impact has increased – not as a substitute for normal case updates.

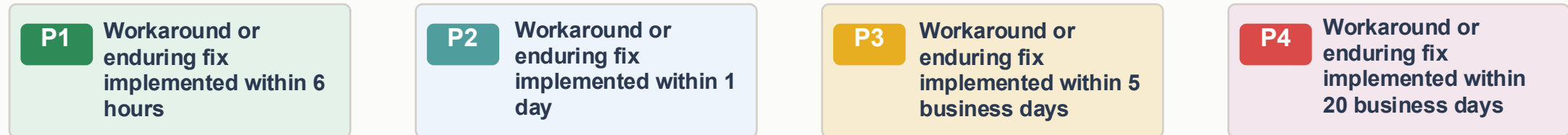
Supplier / non-Elexon route

Use this route where the blocker or failure sits with another market party, supplier or a non-Elexon dependency.

Escalate via Support Portal to Technical Triage for onward routing to the relevant OSM(s)

Used for supplier delay, cross-party non-response or another external delivery blocker. The OSM route supports coordinated intervention without replacing the original case.

Priority response expectations



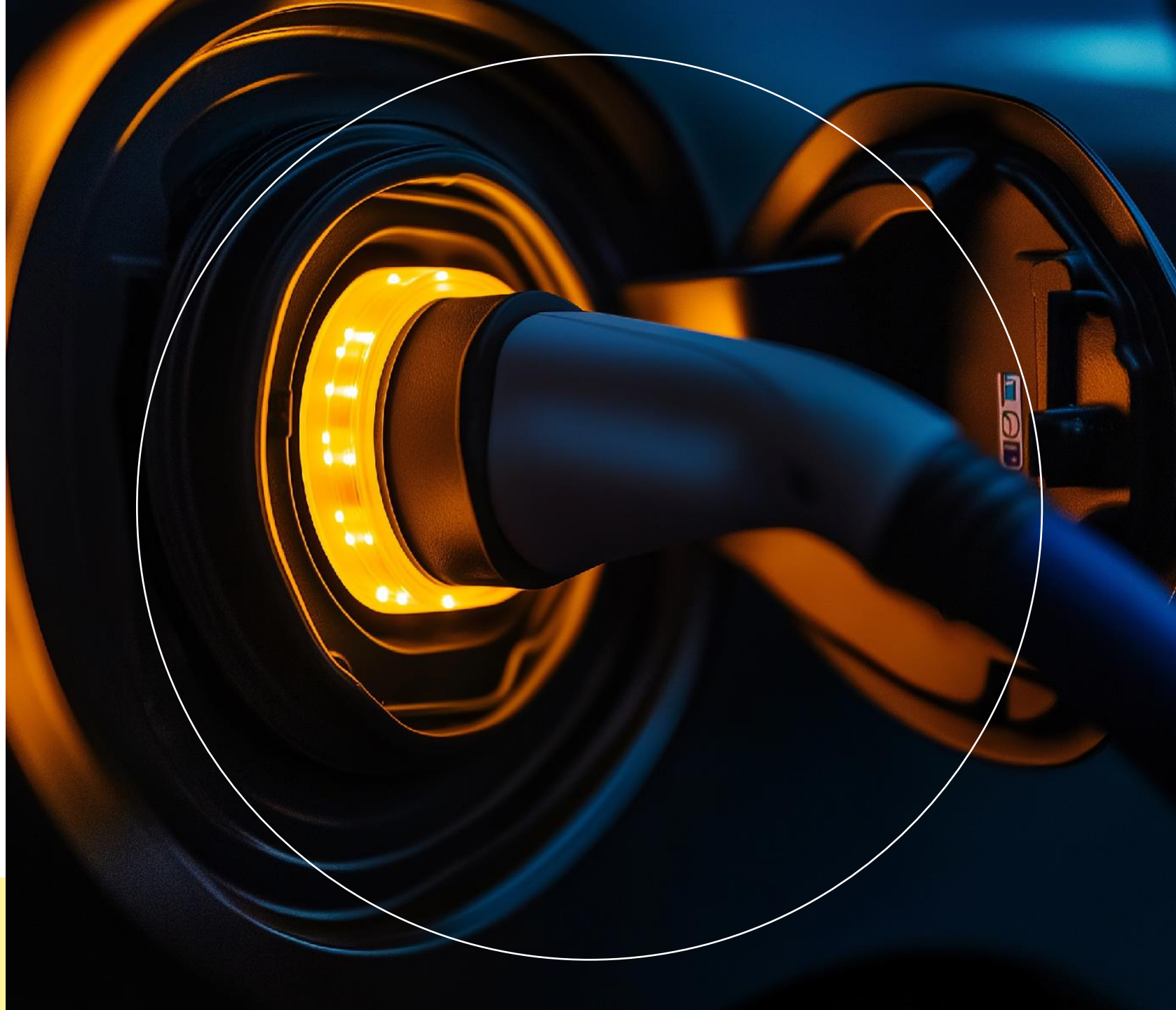
Service levels describe target resolution expectations; escalation should be driven by elapsed time, material impact and clear lack of progress.

03

Continuous Improvement

Presenter: **Joe Andrews**

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Continuous Improvement Plan Overview

We're implementing a new **Continual Service Improvement (CSI)** process to embed a transparent, data-driven, and accountable CSI framework that continuously improves Elexon's services, reduces operational risk, and enhances customer experience.

The purpose is to ensure improvements are **identified, prioritised, and delivered in a controlled, value-driven way.**

1

What: A governed pipeline to identify, prioritise, and deliver service/process improvements.

2

Why Now: Reduce operational risk, eliminate repeat incidents, and improve SLA performance.

3

Scope: All IT services, ITSM processes, internal & supplier interactions, tooling and reporting.

CSI Delivery Overview





Governance & Ownership

Defined RACI across Service Management, internal teams, suppliers, Product Owners and Governance Board

Delivery Timeline

Phase 1 - Design, stakeholder alignment, workshops
Phase 2 - Internal review & RACI finalisation
Phase 3 - Go-Live & BAU transition
Phase 4 - Stabilisation
Phase 5 - Reporting, dashboards & KPI embedding

Current Status / Next Steps

-  Feedback consolidated; ADO board live
-  Scope, reporting, and deep-dive activities in progress
-  Stakeholder comms and Go-Live briefing scheduled
-  Success & measurement review to follow Go-Live

Value Delivered

A modern, high-quality service experience that improves reliability, consistency and day-to-day efficiency
Clear governance and end-to-end visibility, enabling confident oversight and informed decision-making
Seamless collaboration across teams and suppliers, creating a single, aligned way of working
Insight-led prioritisation, ensuring effort and investment are focused where they deliver the greatest value

Key Enablers & Considerations

Engaged SMEs and suppliers, aligned to shared outcomes
Smooth integration with BAU operations, minimizing disruption
Well-defined Go-Live and handover approach, ensuring clarity and confidence
Early process maturity and adoption, embedding the service successfully
Targeted investment (ServiceNow development and test, BA support, supplier capability) to enable long-term benefits

Success Measures

Sustained reduction in avoidable incidents and demand, improving operational stability
Strong SLA and KPI performance, supported by clear ownership and proactive management
Accelerated Continual Service Improvement (CSI), turning insights into action faster
Greater automation and smarter operations, reducing manual effort and driving efficiency
High stakeholder satisfaction, with straightforward evidence of realised value and outcomes

CSI Value, Measures & Risks

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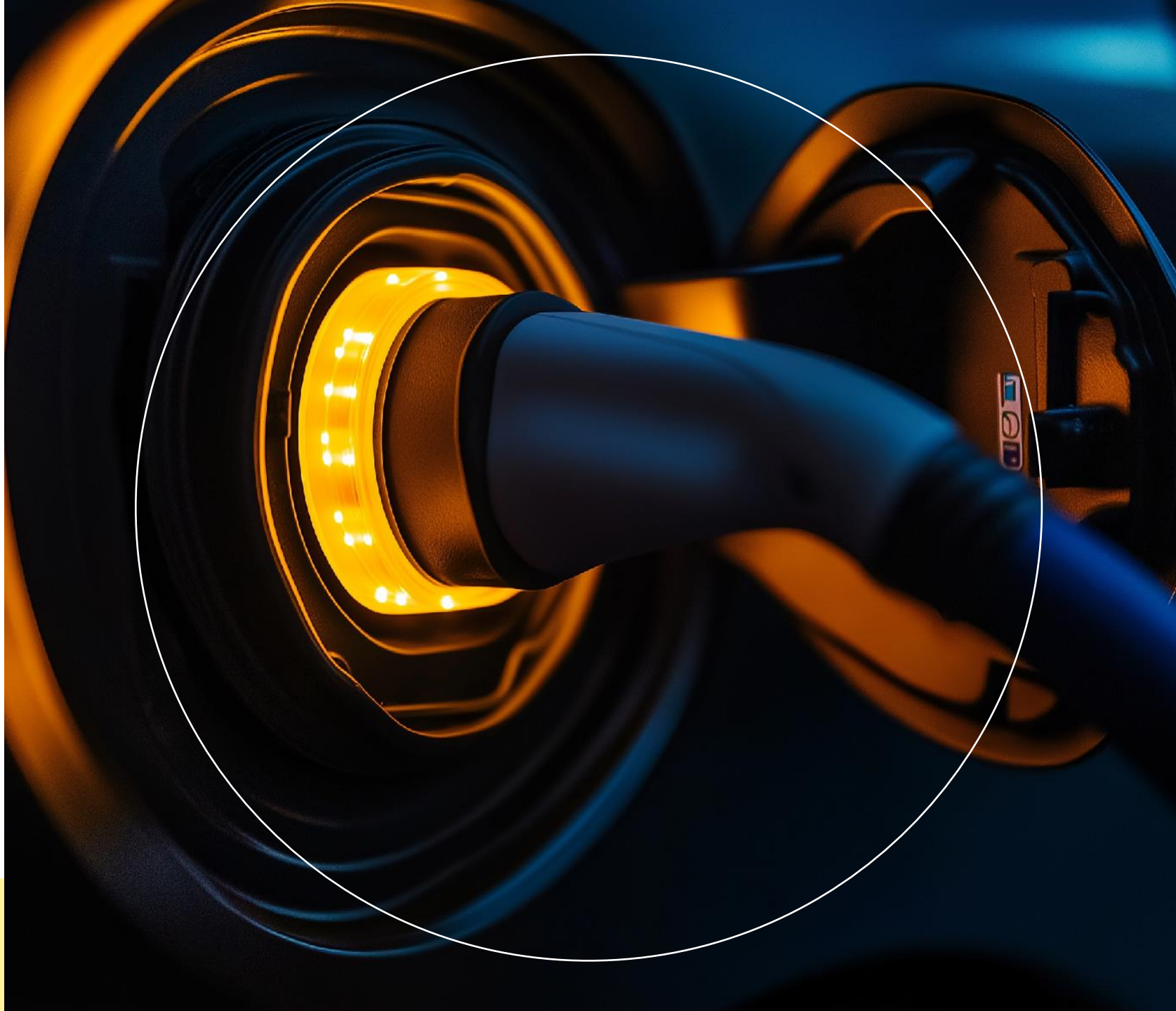
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04

Reporting and KPIs / Major Incidents

Presenter: **Sam Young**

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Introduction

Last month we introduced the plan to mature Metrics, KPIs and Reporting as we move out of Early Life Support phase toward BAU – normal service operations – for MHHS services.

Recap:

- Reviewed metrics and reporting for stakeholder groups
- Agreed next steps to deliver better **stakeholder insights** 'how are we doing'
- Agreed next steps to deliver better **service management CSI** 'what do we need to change'

During March:

- We produced first iterations of new reports:
 - for **participant** facing Service Management Forum
 - for **internal** Service Operations Review
- Service management reporting co-ordination with unified overview to rationalise, and identify gaps

KPI Focus Areas

As not all KPIs and metrics can be delivered at once our initial focus for customer facing reporting is in these areas initially, with Problem metrics being developed also.



Major Incident Management KPIs



Customer Case Management KPIs

Wider improvements and evolution of reporting including Incident Communications is covered in next slides.

Customer Case Management

Case Response: average for all cases trended per month: *

Oct	Nov	Dec	Jan	Feb	Mar
27m	32m	120m	103m	96m	11m

Case Resolution: average for all cases trended per month:

Oct	Nov	Dec	Jan	Feb	Mar
52h 45m	36h 52m	33h 9m	43h 2m	44h 50m	40h 24m

Case Volumes

	Oct	Nov	Dec	Jan	Feb	Mar
Raised	231	163	116	128	138	136
Resolved	225	162	112	103	167	144
Churn	+24	+1	+4	+25	-29	-8
Open at month end	31	54	63	49	62	38

Metric	SLA
P1 Response	15m
P2 Response	30m
P3 Response	30m
P4 Response	30m
P1 Resolution	6h
P2 Resolution	10 business hours
P3 Resolution	50bh
P4 Resolution	200bh

Case Metrics:

- February: 90% responses within 30m with 2% exceeding 2 hours.
- March: no significant outliers so mean metric much improved.
- *Customer Journey Mapping* work started. Will work with Participants to better understand customer experience

Incident Management: respond, resolve

P1 and P2 Incident: mean time to respond

Oct	Nov	Dec	Jan	Feb	Mar
2h 41m	37m	11m	43m	3h 44m	6m**

All incident: mean time to resolve

Oct	Nov	Dec	Jan	Feb	Mar
51h	40h	40h	48h	32h	33h

P1 and P2 Incident: mean time to resolve

Oct	Nov	Dec	Jan	Feb	Mar
12h	12h	9h	6h	13h	5m**

	Oct	Nov	Dec	Jan	Feb	Mar
Raised	68	73	109	66	66	70
Resolved	55	68	105	67	67	83
Churn	+13	+5	+4	-1	-1	-13
Open at month end						18** (now)

Metric	SLA
P1 Response	15m
P2 Response	30m
P3 Response	30m
P4 Response	30m
P1 Resolution	6h
P2 Resolution	10 business hours
P3 Resolution	50bh
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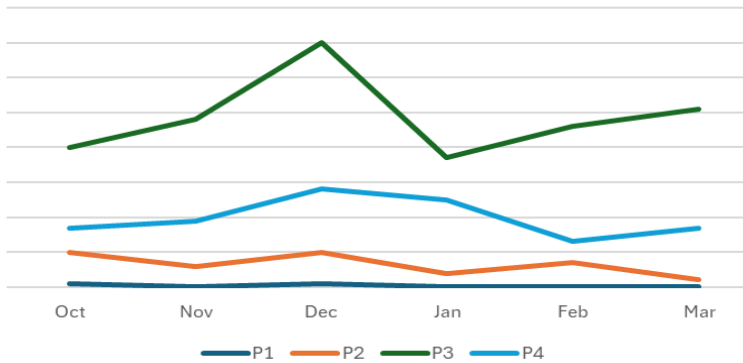
Time to respond CSI item in train to log 'real life' response. as recorded time is often later than actual.

Time to resolve overall is good and trending down

P1/P2 time to resolve (as opposed to volumes) overall trend neutral rather than positive

Incident and Change Operational Metrics

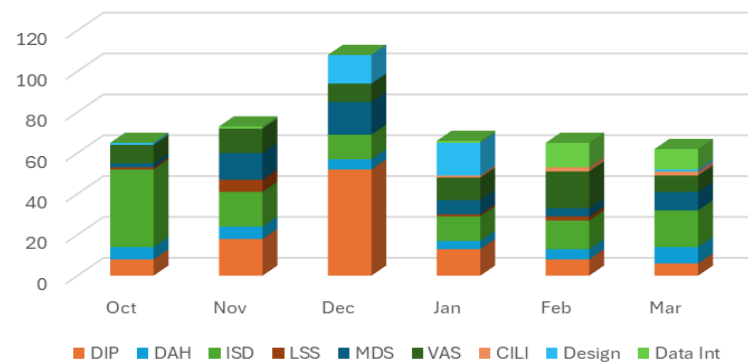
Incidents by Priority 6 Month Trend



Incidents by priority: 6 months

- Incidents overall spiked in December with DIP issues.
- P1 and P2 volume decreasing
- P3 and P4 incidents slight trend up at present.

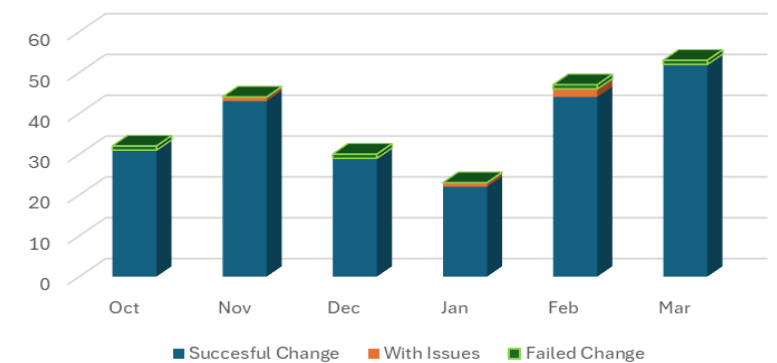
Incident Volume by Service Affected



Incidents by Service: 6 months

- ISD spike in October but now stable
- DIP spike in December but much reduced
- Data Integrity new, absorbing 'Design' incidents
- Other services consistent

Reported Change Volume, Issues, Failures



Change: Successful, Issues, Fails

- Change can cause issues so we work to de-risk this through test and change management.
- Currently a low level of failed change is reported

Major Incident Management: March

Incident	P	MI	Service & Summary	Response	Resolution	MI Portal Banner	MI Email	Industry Circular	PIR Pub
INC0143161 24/02/26	P2	N	DIP Unavailable		26/02/26				PIR 13/03
INC0142039 19/02/26	P2	N	DIP Large File Processing		26/02/26				
INC0139429 06/02/26	P2	Y	MDS MPANs excluded from Settlement (SPQI)		13/02/26				PIR created late

Metric	SLA
P1 Response	15m
P1 Resolution	6h
P2 Response	30m
P2 Resolution	10h
MI Portal Banner	n/a
MI Email	30m
MI Email Update	2h/4h
Industry Circular	n/a
Industry Circular Update	n/a
MI PIR Published	7d

Overview:

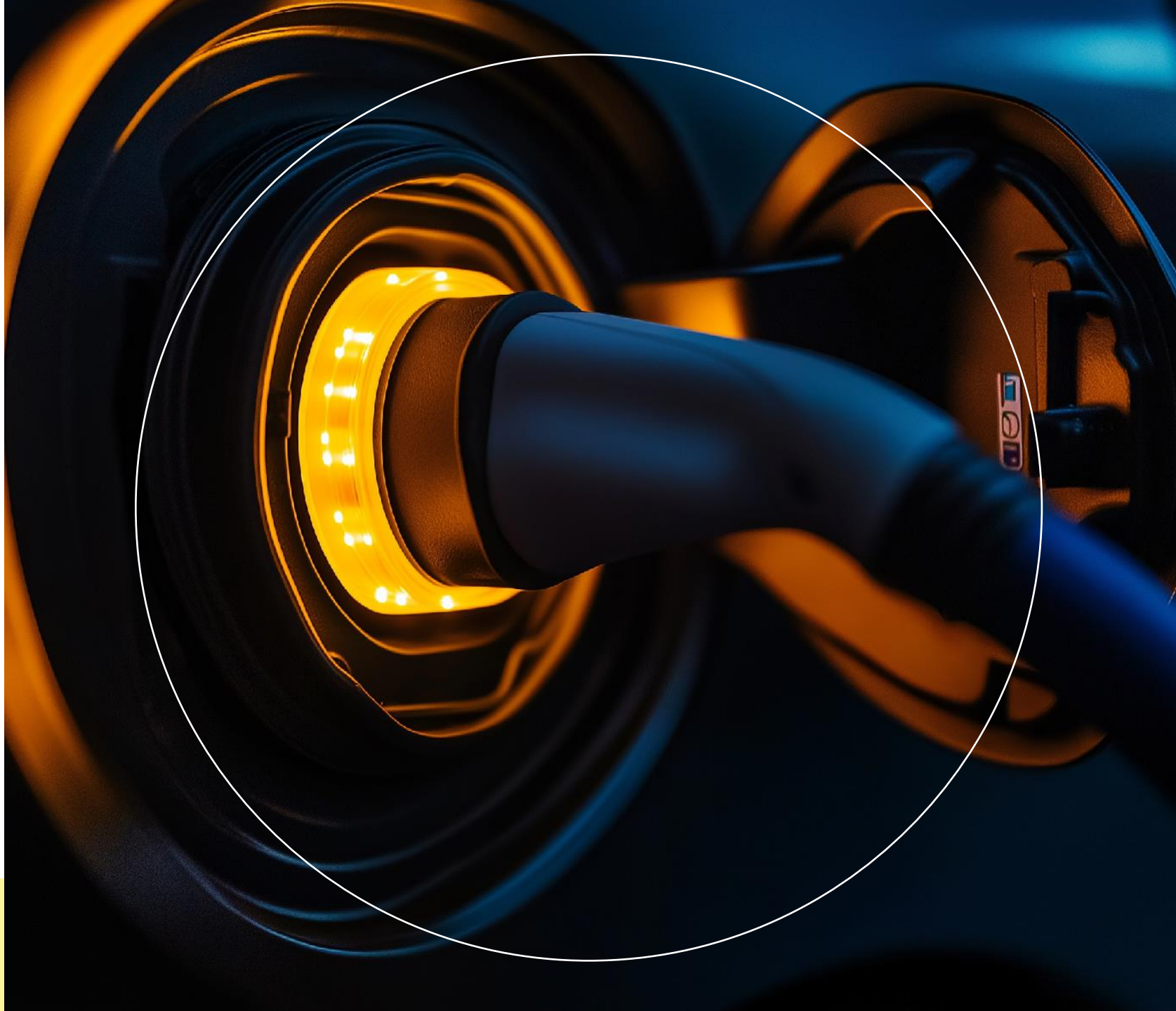
- No MHHS P1 or P2 Incidents during March.
- Two PIRs were late to be created and published. This is recognised as a challenge.
- Dedicated resource now in place and additional support for improvement in IPA actions.

06

Aged Cases March

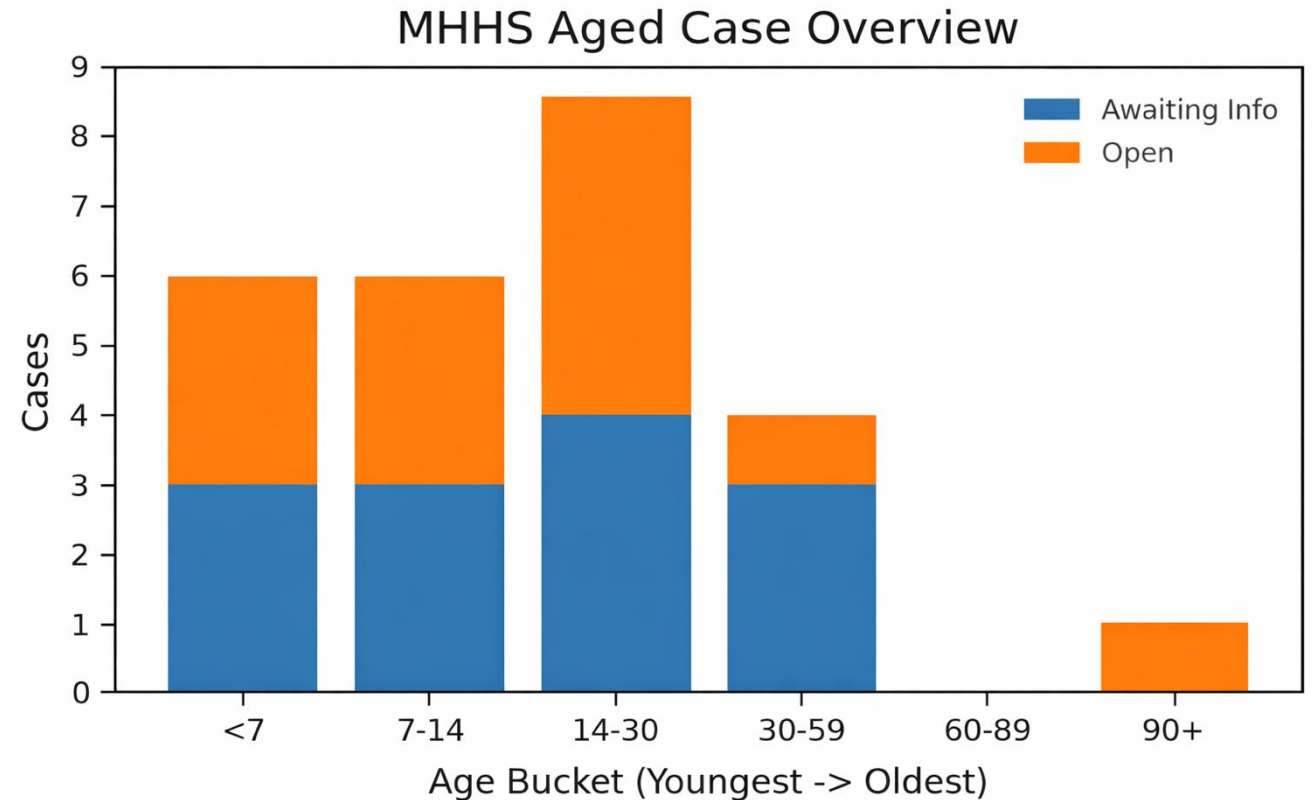
Presenter: **Ian Giles**

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Aged Cases - March

- The current MHHS aged case population is concentrated in cases 30 days old or less.
- The 14–30-day bucket is the main ageing point, with a secondary concentration in newly raised cases under 14 days.
- Cases aged beyond 30 days remain limited and are typically driven by linked incidents, planned changes, or external responses.
- Very long-running open cases are exceptional and generally reflect historic items that still need closure confirmation or reference tracking.



Aged Cases Reasons

The current ageing pattern is driven mainly by controlled dependency management rather than unmanaged queue growth.

Waiting on participant clarification or response

Examples include REP002A/B, NHH AMR and DIP certificate / control queries where further detail or confirmation is needed before the case can be closed.

External supplier or third-party dependency

A number of cases are waiting on participants or other supplier-side action before Elexon can complete the response or confirm closure.

Planned change, fix or guidance still in progress

Some items remain open while a backlog fix, guidance note or planned change is completed and communicated back to participants.

Linked incident, problem or cross-team review

A proportion of cases are being managed through associated incidents, assurance review, service management review, or wider operational coordination.

Aged Cases Detail 30+ days - Extract

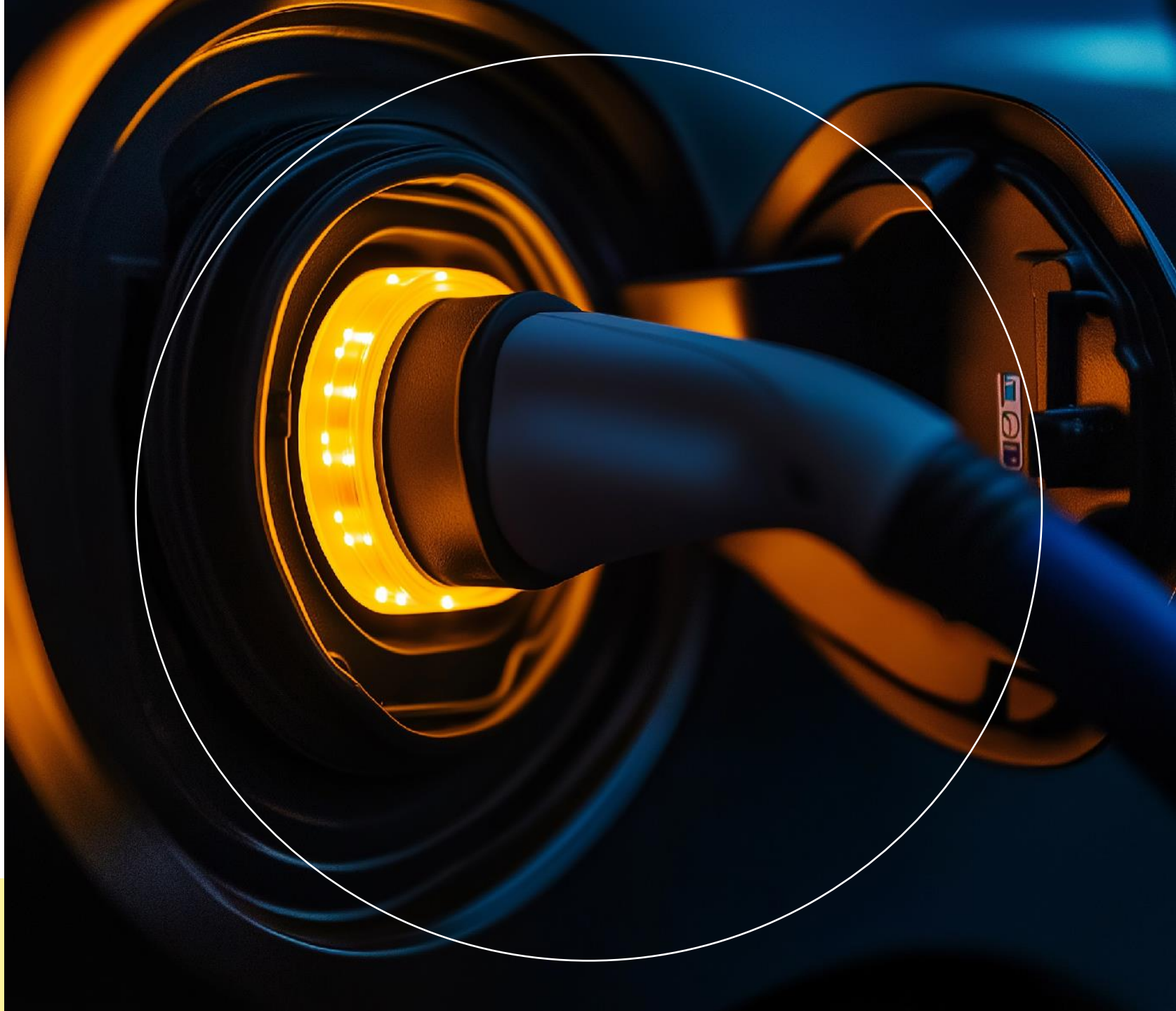
Case Number	Incident Number	MHHS Product	Short Description	Age Days	Age Bucket	State	Priority	Assignment Group	Aged Reason	Aged Reason Detail
CS0016629	INC0126133	MHHS Query	Timings of Migration messages	118	90-119	Open	4 - Low	Elexon - Technical Triage	Awaiting participant / caller response	Case paused while awaiting additional information or confirmation.
CS0017353	INC0139151	MHHS Query	MHHS Loss reads	82	60-89	Awaiting Info	4 - Low	Elexon - Assurance	Awaiting participant / caller response	Case paused while awaiting additional information or confirmation.
CS0017650	INC0136795	DIP	Receipt of IF/PUB002 for secondary MPAN	71	60-89	Resolved	4 - Low	Elexon - Technical Triage	Cross-team / external dependency	Ageing driven by reassignment or dependency on another team or external party.
CS0018574	INC0142678	MHHS Query	Retrospective Data Service Appointments Settlement Risk	40	30-59	Awaiting Info	3 - Moderate	Elexon - Assurance	Awaiting participant / caller response	Case paused while awaiting additional information or confirmation.
CS0018606	INC0144508	DIP	IF-014 incorrect energisation status in MDS	39	30-59	Awaiting Info	3 - Moderate	Elexon - Technical Triage	Awaiting participant / caller response	Case paused while awaiting additional information or confirmation.
CS0018621		ISD	MHHS Query EPG	37	30-59	Resolved	4 - Low	Elexon - Smart Data Prep (SDP) - S&I	Awaiting fix / release / change	Linked to product backlog, release timing, or planned change activity.
CS0018769	INC0145293	DIP	PUB-014 Rejections for Unmetered De- energised MPANs -	34	30-59	Awaiting Info	3 - Moderate	Elexon - Smart Data Prep (SDP) - S&I	Awaiting participant / caller response	Case paused while awaiting additional information or confirmation.
CS0018774	INC0145711	DIP	Issue with validation of REP-002B	33	30-59	Awaiting Info	4 - Low	Elexon - Smart Data Prep (SDP) - S&I	Awaiting participant / caller response	Case paused while awaiting additional information or confirmation.

06

Trend Analysis March

Presenter: **Ian Giles**

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⚙️ Demand Profiles Vary by Service

- **DIP:** mixed but case-leaning; release, portal, certificate and flow-query demand remains prominent
- **ISD:** mixed service profile; guidance and interpretation demand sits alongside API and availability issues
- **DAH:** incident-led and technical; ingestion, retry, scheduling and monitoring issues dominate
- **LSS / MDS / VAS:** lighter March demand, mainly around rollout, historic data, API readiness and downstream usage

Services span from guidance-led to operational / technical

✓ Overall Platform Stability Is Strong

- Low-to-moderate severity dominates across the reviewed March case and incident set
- Issues are mainly being managed through known errors, planned fixes, workarounds, release activity and guidance
- DIP, ISD and DAH all show live operational demand, but not a pattern of uncontrolled platform instability

MHHS in March appears stable and controlled, with no evidence of widespread critical defects.

✓ March Service Stability Remains Controlled

- Across the reviewed products, service support remains active but managed
- Resolution activity is visible across fixes, mitigations, guidance and backlog-led change

The operating model remains controlled even where product demand profiles differ.

🔍 Resolution Patterns Show Controlled Operations

- Across March, issues were generally handled through fixes, mitigations, release activity and directed guidance rather than prolonged unmanaged disruption

Controlled operations remain visible across the MHHS product set.

↗️ Knowledge vs Technical Demand Split

- Knowledge-driven services: DIP and ISD
 - **Driven by:** guidance, documentation, release interpretation, flow understanding and data usage questions
- Technical / operational services: DAH, with lighter technical demand also visible across LSS / MDS / VAS
 - **Driven by:** ingestion fixes, schedule changes, monitoring, data corrections and operational adjustments

All reviewed services show controlled operating models, with fixes, validation and guidance all playing a part.

05 Q&A / Discussion

Presenter: **Jack Freestone**

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Q&A / Discussion

A collaborative space to capture insights and feedback, ensuring these sessions continue to evolve and deliver value.

In this section, we will cover the following...

- Review and address questions raised by participants in the chat.
- Discuss and respond to questions raised verbally during the session.

Alternatively, please feel free to reach out to our Service Desk inbox, should you have any questions following the call.

itservicemanagement@elxon.co.uk



Poll

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 - *Optional Free Text*

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2026 Dates for your diary....

Upcoming Service Management Forum Dates:

14th April

12th May

9th June

14th July

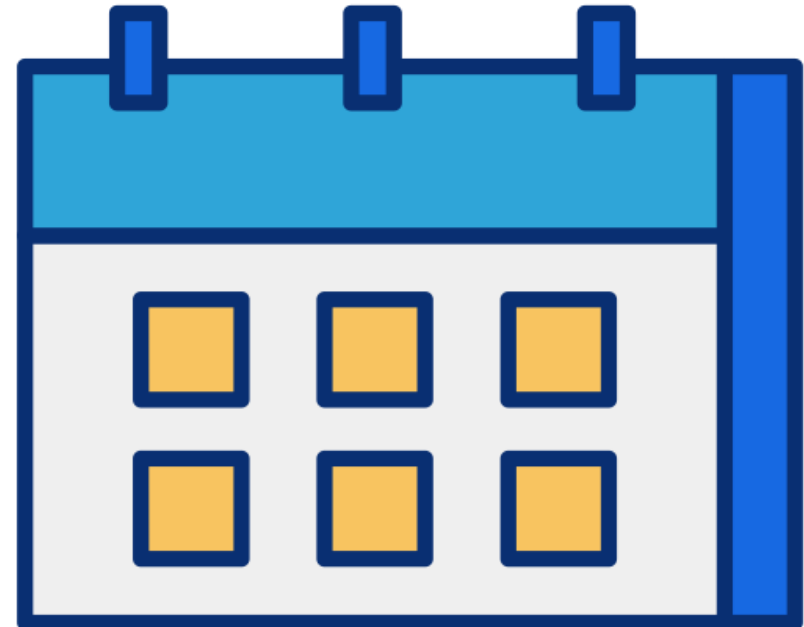
11th August

08th September

13th October

10th November

08th December



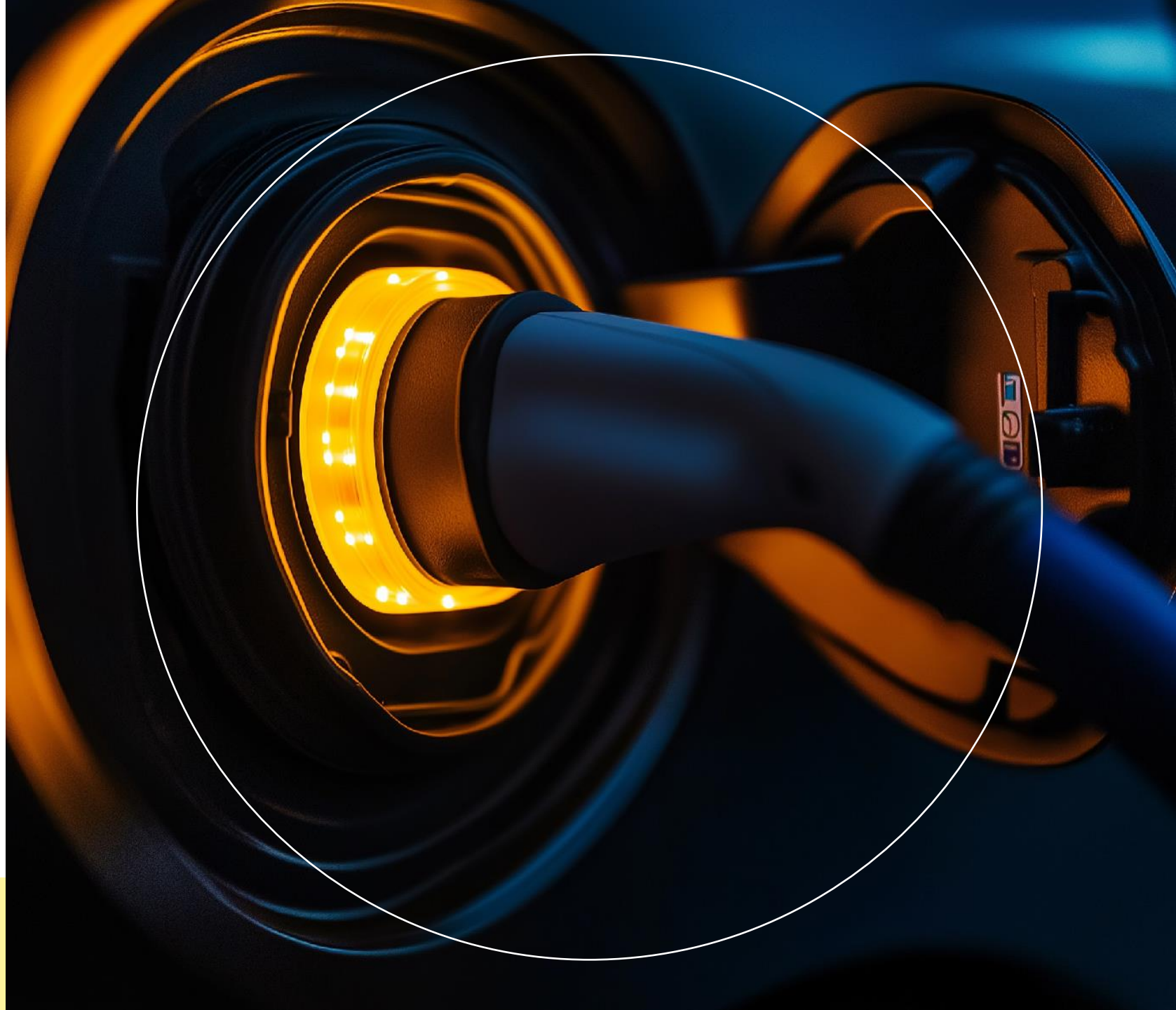
Actions

#	Action	Owner	Date Raised	Status	Update
SMF-7	Review the operating model for Elexon, specifically regarding how we work together as a community. Elexon have a role to play in coordinating incidents from across the community and this needs reviewed.	Ian Giles	13/01/2026	Propose Close	Completed– This forms part of the IPA recommendation and will be tracked there
SMF-13	Service Management to share the current Continuous Improvement backlog. Joe will provide an overview of the existing items and those planned for delivery and present this update at the April Forum.	Joe Andrews	10/03/2026	Open	
SMF-14	An issue with the DIP large file process was identified in the morning; however, customers were not notified until 4pm the same day. There is a need to ensure customers are informed sooner when issues are identified. Service Manager Sam Young will review the current customer notification SLAs and recommend improvements for earlier communications.	Sam Young	10/03/2026	Open	Version II: Carried out review of all incident communications channels and confirmed expected best practice for each. The overview does present opportunities for improvement and defining this work will be the next step.
SMF-15	Provide metrics on Open tickets at next month's forum	Sam Young	10/03/2026	Propose Close	Open incident data now being tracked. Created, resolved and 'churn' rate also added.
SMF-16	Improve and mature the Customer Case Management slide in the Forum by including case volumes alongside average case response times, providing clearer visibility into workload and response performance.	Sam Young	10/03/2026	Propose Close	Case volumes and 'churn rate' now added
SMF-17	April Forum presentation to include data on aged cases (30+ days) and case closure volumes	Ian Giles	10/03/2026	Propose Close	Completed – Has been included in this deck
SMF-18	Review and improve the SLA notifications, Patricia raised a ticket in ServiceNow but received a response instructing her to submit the issue via email, Service Management to ensure users are consistently directed to raise issues through ServiceNow in line with the correct support process.	Ian Giles	10/03/2026	Propose Close	Completed – This case was reviewed with Technical Triage and further Work Instructions have been put in place to address

Thank you

06

Appendix

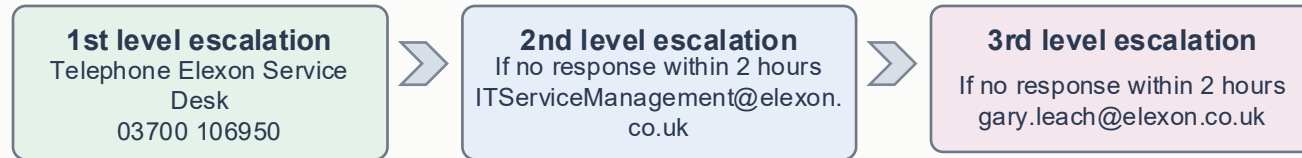


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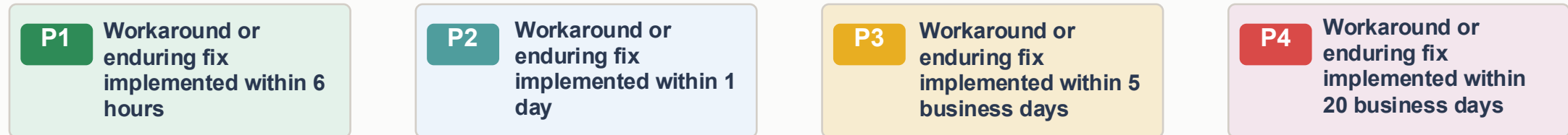
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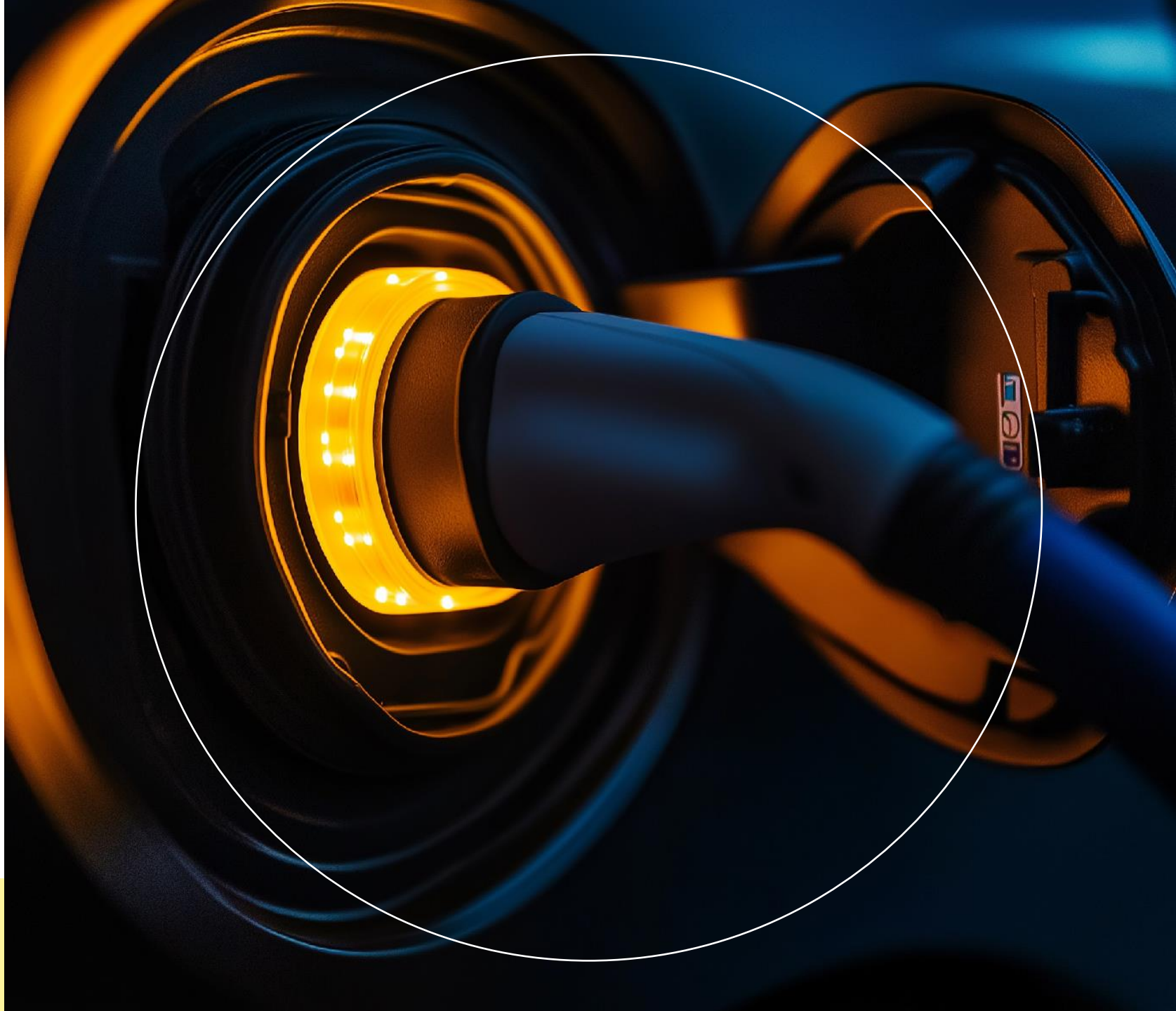
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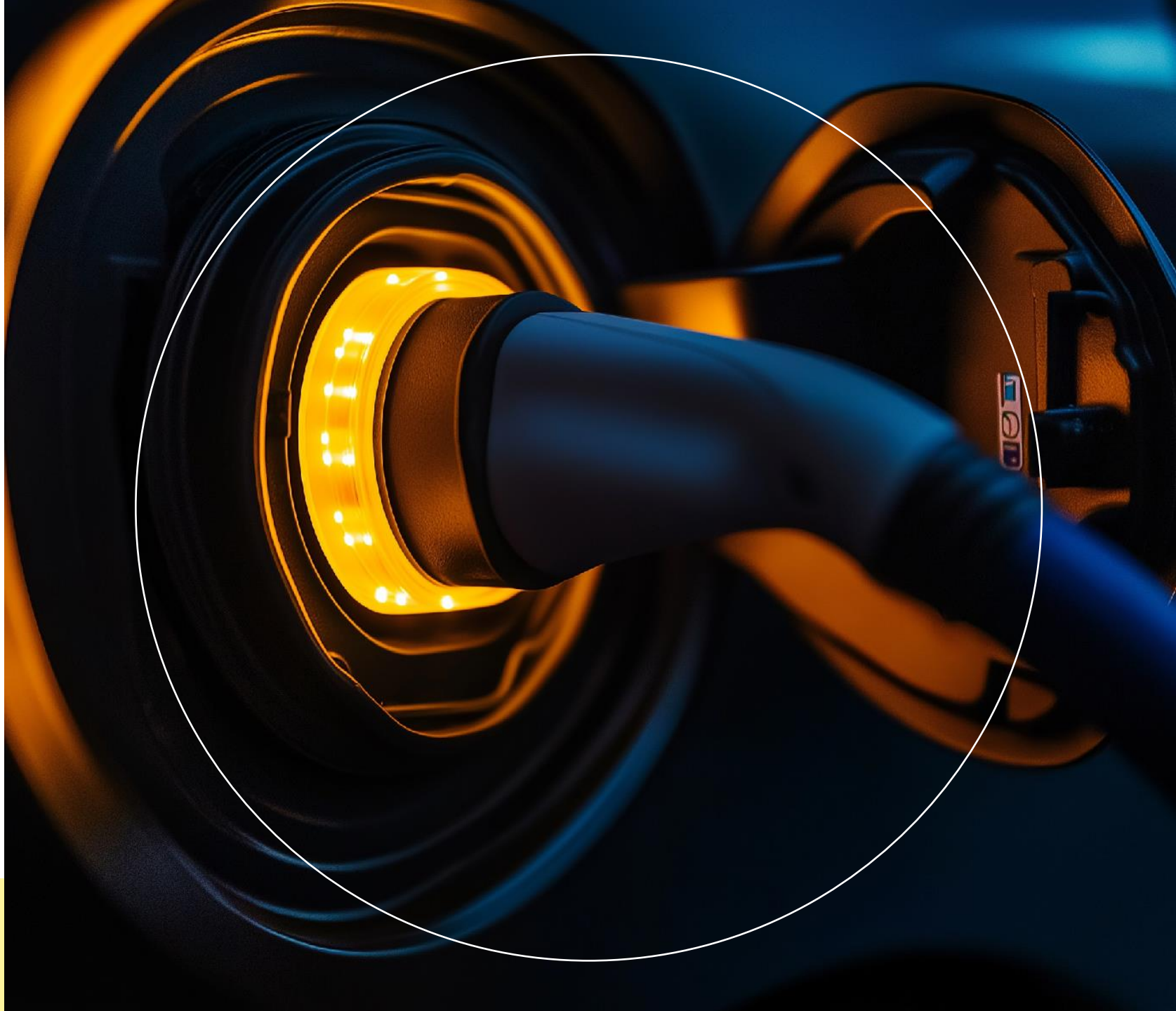


01

ELS Phase 3 with updates

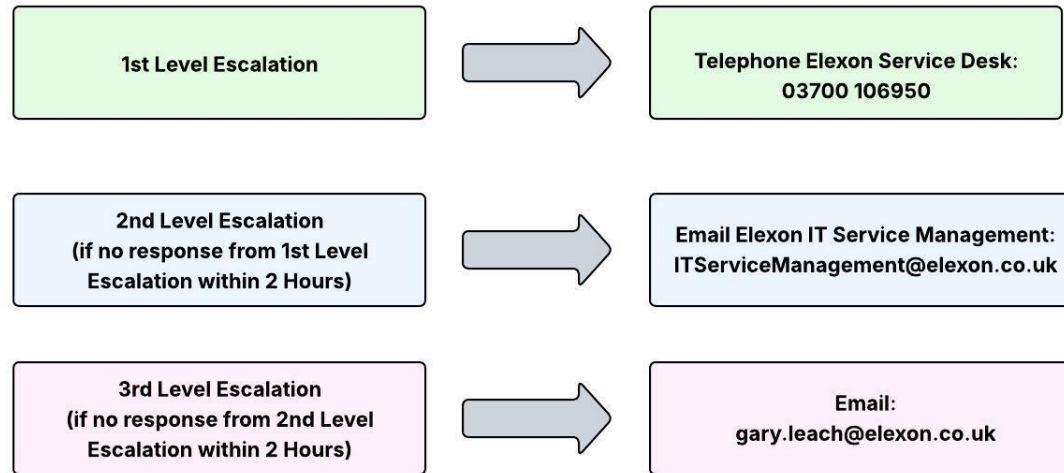
Presenter: **Ian Giles & Gary Leach**

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Elexon Escalation Process (Core Business Hours)

The escalation process should only be followed when a case raised with Elexon has either exceeded the SLA or is causing significant impact — whether industry-wide or within a specific organisation.



Priority	Description
P1	For Priority Level 1 Incident, a work around or enduring fix is tested and implemented within 6 hours
P2	For Priority Level 2 Incident, a work around or enduring fix is tested and implemented within 1 Day
P3	For Priority Level 3 Incident, a work around or enduring fix is tested and implemented 5 Business Days
P4	For Priority Level 4 Incident, a work around or enduring fix is tested and implemented within 20 Business Days

Poll feedback from March...

	How simple is it to raise a case?	Please provide some context for your rating (whether positive or negative)	Do these monthly sessions provide the right level of insight and value?	How can we make these sessions more valuable and effective for you?
Anonymous User 1	3 = Meets Expectations		Yes	
Anonymous User 2	3 = Meets Expectations		Yes	
Anonymous User 3	3 = Meets Expectations	Process is straightforward	Partially	Further visibility of Elexon process when case is "being investigated". Often get this response for weeks with no actual update
Anonymous User 4	5 = Excellent	Easy to login and log a ticket, have not had any issues so far	Yes	
Anonymous User 5	3 = Meets Expectations	this is as we would expect	Partially	I think that the areas covered today are a move towards providing the information that we fel would support all parties in tracking and monitoring

Industry Issue Tracker Process Review

Industry Issues Report – Executive Summary

We are introducing a new **Industry Issues Report** to strengthen transparency, accelerate issue resolution, and provide a single, consistent view of all open industry matters. This report brings together the key information required by senior stakeholders to understand current challenges, assess impact, and ensure that clear ownership and forward actions are in place.

The report will provide:

- A consolidated view of **all open issues**, including impact, severity, and age
- Clear visibility of **root cause**, interim mitigations, and long-term solution plans
- A structured record of **actions, owners, and timelines** to support accountability
- Insightful commentary highlighting trends, emerging risks, and required decisions

An **MVP tracker** has been created to capture essential data in a consistent and repeatable format. This initial version will be shared with industry participants for feedback to ensure alignment with operational needs and expectations.

Over the coming weeks, we will:

- Refine the **issue submission form** to enhance quality and usability
- Introduce **greater insight and automation** to reduce manual effort
- Incorporate stakeholder feedback to shape future iterations
- Begin embedding this reporting as a **BAU activity**, delivered as frequently as operational capacity allows

Outcome:

A more transparent, data-driven, and collaborative approach to managing industry issues, enabling quicker resolution, stronger root-cause understanding, and long-term improvement across the ecosystem.

Industry Issues Tracker – MVP

Issue ID	Issue Summary	Service / System	Root Cause (Known / Suspected)	Impact Assessment Status	Supplier Count Impacted	Distributor Count Impacted	Affected Settlement Messages	Settlement Impact	Current Status	Action Underway	Resolution Description	Resolution Status	Dependencies	Parties Responsible for Resolution	Will Next Settlement Run Resolve?
1	Message schema validation failures	DIP	Participant message format errors	In Progress	Multiple	Multiple	Dflows	Rejections causing processing delays	Known behaviour	Schema validation guidance issued	Participants updating message structures	In Progress	Participant configuration	Suppliers / Participants	Yes
2	Visibility of message processing status	DIP	Limited processing visibility	In Progress	Multiple	Multiple	Dflows / PUB	Participants unsure if messages processed	Under analysis	Guidance on checking ACKs/logs	Considered visibility enhancements	Planned	Platform monitoring	Elexon / Platform provider	No
3	Guidance on message submission process		User understanding / documentation	Confirmed	Multiple	Multiple	Dflows	Incorrect submission approaches	Known behaviour	Guidance provided	Improved documentation	Planned	Documentation updates	Elexon	Yes
4	Settlement output interpretation queries	ISD	Complex reporting interpretation	In Progress	Individual	Individual	REPs	Misinterpretation of outputs	Under analysis	Interpretation guidance provided	Enhanced reporting documentation	Planned	Reporting documentation	Elexon / Participants	No
5	Catalogue / schema version confusion	Platform	Version management awareness	Confirmed	Multiple	Multiple	IF / PUB	Use of outdated schemas	Known behaviour	Advised to use latest catalogue	Better version visibility	Planned	Catalogue publication	Elexon	Yes
6	Unexpected platform behaviour queries	DIP / ISD	Misinterpreting expected behaviour	In Progress	Multiple	Multiple	Various	Expected behaviour perceived as errors	Under analysis	Clarifying expected behaviour	Improved knowledge base	Planned	Documentation improvements	Elexon	No
7	Data reconciliation discrepancies	ISD	Participant data comparison differences	In Progress	Individual	Individual	REPs	Differences vs internal data	Under investigation	Reviewing reconciliation logic	Updated reconciliation guidance	Planned	Reconciliation logic	Participants / Elexon	No

8	Certificate expiry / TLS issues	Platform	Certificate lifecycle management	Confirmed	Individual	Individual	N/A	Connection failures	Resolved	Renewal guidance issued	Certificates renewed	Complete	Certificate processes	Participants	Yes
9	MFA access issues	Platform	User access configuration	Confirmed	Individual	Individual	N/A	Users unable to access systems	Resolved	Access reset guidance provided	MFA reset	Complete	Identity management	Participants / Elexon	Yes
10	Case status tracking queries	Service Management	Visibility gap	Confirmed	Multiple	Multiple	N/A	Limited visibility of case progress	Known behaviour	Service desk updates	Improved status visibility in portal	Planned	ServiceNow enhancements	Elexon	No
11	Message processing delays (peak periods)	DIP	Throughput under load	In Progress	Multiple	Multiple	Dflows	Temporary processing delays	Under investigation	Monitoring platform performance	Platform optimisation	Planned	Platform capacity	Platform provider	No
12	Incorrect message structure submissions	DIP	Participant system configuration	Confirmed	Multiple	Multiple	Dflows	Validation failures	Known behaviour	Guidance provided	Participant fixes ongoing	In Progress	Integration systems	Suppliers	Yes
13	Incorrect endpoint configuration	Platform	Wrong endpoint usage	Confirmed	Individual	Individual	IF	Failed connectivity	Resolved	Correct endpoint guidance issued	Endpoint correction	Complete	Participant configuration	Participants	Yes
14	Data ingestion anomalies	MDS	Ingestion validation issues	In Progress	Multiple	Multiple	PUB / REP	Record rejections	Under investigation	Reviewing validation rules	Adjustment to ingestion rules	Planned	Validation logic	Platform provider	No
15	Onboarding queries	Platform	Onboarding process understanding	Confirmed	Multiple	Multiple	Various	Support needed during onboarding	Known behaviour	Support provided	Improved documentation	Planned	Onboarding materials	Elexon	Yes

Progress against MHHSP ELS Exit Recommendations

#	MHHSP Recommendation	Response & Actions	Owner	Due	Latest Progress Update
1	<ul style="list-style-type: none"> TOG continues to run weekly for remainder of migration period (until M15) Service Management Forum continues to run monthly until end of migration period 	<ul style="list-style-type: none"> TOG will meet weekly. TOG will incorporate regular industry touchpoints to refine the ToR including duration and cadence according to industry need. Service Management Forum will continue to run monthly, and future monthly sessions have now been diarised. 	<p>KL/RH</p> <p>GL</p>	Compete	<p>Complete</p> <p>Complete – Service Management Forums have been diarised up until December 26.</p>
2	<ul style="list-style-type: none"> Same reporting as is currently provided to TORWG is shared with the Programme & Industry on weekly basis. Same analysis is undertaken by the reporting party to identify where remedial actions should be taken when performance dips - Completed 	<ul style="list-style-type: none"> Elexon will continue to produce and deliver performance metrics, incident updates, analysis, and continuous improvement progress through established governance forums. Reporting will be refined and matured over time, with direct engagement with industry to ensure it increasingly reflects user experience. Trend Analysis is not being prepared and presented in SM Forum 	VSL/ GL	Complete	<p>Complete - An updated reporting approach, incorporating this feedback, will be presented at the Service Management Forum on 10 March.</p>
3	<ul style="list-style-type: none"> DIP Manager to review arrangements for DIP Rules monitoring and the process for providing supporting guidance Post review, define the process for performance issue escalation to individuals and the MCC where failure to adhere to DIP rules could impact migration delivery plan <p>Improvements to be embedded ahead of onboarding additional parties to DIP in Wave 1</p>	<ul style="list-style-type: none"> DIP Manager has monitoring capability to identify participants not aligning to DIP Rules and the DIP Performance Assurance Framework will be live from April 2026. DIP Manager has committed to DCAB to share Performance Assurance approach and timelines at March DCAB, incl Risk Register, Risk Op plan against rules of DSD003 DIP Manager commits to advising and sharing the Performance Assurance Framework and agree on escalation pathways/controls with Code Bodies Assurance capabilities. Focus topic to describe the framework, escalation pathways and controls will be scheduled at a future TOG meeting (post Code Body alignment). 	JS		<p>As per the DIP assurance strategy, the DIP Managers risk documentation for the 2026/27 Performance Assurance Operating Period will be consulted on in March and operating the 2025/26 DIP manager Risk Operating Plan until 1st April.</p> <p>The DIP Manager is working with Code Bodies Qualification teams to advise of participants operating with risk for DIP Non-Functional Requirements.</p> <p>Any party in production not adherent to DIP rules is being contacted by the DIP Manager.. The DIP Manager will escalate to relevant code body Assurance areas. DIP Manager is focused on operating a level ¾ tracker to assist.</p>
4	<ul style="list-style-type: none"> Reconsider, address, and communicate Controls to ensure incident resolution and exception handling take place in timely manner (as part of Cross-Party Service Design ahead of Wave 1 qualification in April) – Ongoing - IPA Ensure parties have clarity on responsibilities across Industry including who is responsible for incident progression once raised – Ongoing - IPA Include guidance on what parties are expected to 	<ul style="list-style-type: none"> Existing CPSD controls are being reviewed and re-communicated, alongside a review of internal processes to ensure they effectively support these controls. Consideration needs to be made if any additional cross industry controls are required Clear, end-to-end responsibility for incident ownership and progression will be defined and communicated across all industry parties once an incident is raised. This has been documented in the CPSD Approach Guidance has been issued via the CPSD Approach and Runbook with additional clarification currently under review 	31/03/2026	<p>Complete</p> <p>31.3.26 (dependant on IPA)</p>	<ul style="list-style-type: none"> ✓ All existing CPSD controls have now been re-validated. ✓ CPSD Approach and Internal Process have been shared with IPA for review ✓ New ServiceNow categories have been added to reflect CPSD ✓ New Priority (P5) has been implemented for CPSD • Awaiting IPA feedback for further action to be taken

Progress against MHHSP ELS Exit Recommendations

#	MHHSP Recommendation	Response & Actions	Owner	Due	Latest Progress Update
5	<ul style="list-style-type: none"> Ensure controls in place to prioritise incidents correctly (ensuring parties have opportunity to recommend priority) - Complete Process to delineate service requests from incidents. Resource/SME in place to ensure timely resolution - Complete Make clear the escalation route that parties can follow if they feel the response is not appropriate/ query not dealt with in timely manner - Complete Proposed changes to be agreed with Industry and clearly documented in SM documentation - Ongoing 	<ul style="list-style-type: none"> Controls are in place to ensure incidents are prioritised correctly with the Technical Triage function A clear process is in place to distinguish service requests from incidents, ensuring correct classification and handling, this is detailed in the Operations Manual A clear and documented escalation route has been communicated and will be presented at SM Forum on 10 February. Proposed changes will be agreed with Industry via the Service Management Forum and clearly documented within Service Management documentation. 	GL	<p>Complete</p> <p>Complete</p> <p>31.3.26</p>	<ul style="list-style-type: none"> ✓ Technical Triage (TT) continues to own initial impact assessment and priority. ✓ Parties are explicitly invited to recommend priority at case submission, within the free text box of the case for TT to review during impact assessment • Version v3.0 due in 31st March 26 will further re-enforce the classification between Incidents and Service Requests
6	<ul style="list-style-type: none"> Issues with the MHHS TOM should continue to be raised and tracked via the Service Desk with regards to BSC processes - Complete Consider how issues which may not be considered major incidents but impact multiple participants should be communicated out to the wider industry and managed thereafter Complete These open incidents, including detail on who is leading the resolution, should be visible to all impacted parties Complete Increased transparency and reporting of issues and fixes that would historically have been internal to parties is required. This should also include incidents that are raised on other service desks which could impact multiple parties and codes Ongoing Incidents spanning multiple codes should be addressed as part of the Cross-Party Service Design improvements. Joint guidance should be produced to ensure that participants know which organisation they should raise issues into - Ongoing 	<ul style="list-style-type: none"> This is agreed in the CPSD approach where Elexon will handle Incident actions but will not be subject to SLA Technical Triage will identify and manage issues impacting multiple participants and coordinate wider industry communications where MI thresholds are not met. Improvements to Incident and Case updates and quality is currently under review. We will report progress and improvement plans into the Service Management Forum and the TOG. Roles and Responsibilities workshops have been held internally Improved ways of working for Technical Triage have been implemented 	GL	31.3.26 (dependant on IPA Review Release)	<ul style="list-style-type: none"> • All MHHS TOM-related issues continue to be logged and tracked via Technical Triage (TT) • A validation process within TT confirms correct categorisation and routing before onward progression. • Cross-checks are now in place to identify patterns where similar issues are raised. • Visibility improvements are being developed to give more transparency on outstanding cases / incidents
7	<ul style="list-style-type: none"> Continue to document improvement activities and track and discuss with Industry through the monthly Service Management Forum - Ongoing Seek industry feedback and prioritise proposed improvement activities - Ongoing Present an update on outstanding/recently resolved closed problem records - Ongoing 	<ul style="list-style-type: none"> All Continuous Improvements will be presented and tracked in the Service Management Forum Industry feedback will be collated within the Service Management Forum Problem Management updates will be presented in the Service Management Forum Phase 1 Continual Improvements have been completed. Phase 2 Improvements from Industry and Programme Feedback ongoing Problem Management ways of working has been improved and new Problem Manager is joining March 26 	GL	31.3.26 (dependant on IPA Review Release)	<ul style="list-style-type: none"> • A structured Continual Improvement (CI) process is being developed and will be tracked through the Service Management Forum • Industry feedback is now formally logged, categorised, and mapped via the Improvement Process • Problem Management Process is currently being improved to include Active Problems and trend themes, Root cause progress, linkage to recurring incidents

Progress against MHHSP ELS Exit Recommendations

#	MHHSP Recommendation	Response & Actions	Owner	Latest Progress Update
• 8	<ul style="list-style-type: none"> DIP change and release management process to be reviewed and baselined asap Implement more structured release approach, where upcoming DIP changes are communicated in advance DIP users should be consulted to assess best time for DIP changes to be made This should be addressed ahead of more DIP users being onboarded in April 	<ul style="list-style-type: none"> DIP Manager has agreed processes through working groups and alignment with other code bodies. DIP Manager has amended approach to sharing forward schedule of change. DIP Manager has taken action to ensure pre and post change comms are issued. DCAB will be advised on DIP changes and releases notes issued 20 days ahead. 	<ul style="list-style-type: none"> JS 	<ul style="list-style-type: none"> Change process is baselined. Version updates may occur from 5th March working group. Timetable for splitting out artefacts has been agreed with working group members. Forward scheule of change on DIP website. Effective and operational release notes are in practice, consultation with MCC prior to planning outages is operationally effective. Agreement to issue a comms when deployment is finished. And agreement to issue further comms 10 days post change to confirm outcome are ready to prove (12th March next planned rls).
• 9	<ul style="list-style-type: none"> Keep log of all comms that have been sent via all channels in readily available location Implement a process to enable parties to check which comms they are signed up to receive Include straightforward guidance on how to sign up for different types of comms, along with the purpose for each comms channel, in the TOG pack on a regular basis 	<ul style="list-style-type: none"> Requirements being gathered for communications improvement requests and will be reviewed with Elexon comms team for feasibility assessment.. Elexon Comms team to report into TOG on delivery plan. Reconfirmation of the comms sign up process to be communicated in TOG on 6th February and at regular cadence moving forward 	<ul style="list-style-type: none"> RB 	<ul style="list-style-type: none"> Handover of this to Elexon comms team is planned. Requirements being refined with high level actions later in this pack. Potential technical solution to second and third actions in review.