

ELEXON

MARKET-WIDE HALF HOURLY SETTLEMENT SERVICE DEFINITION DOCUMENT (SDD)

Document Control

Document Properties

Version	Date	Author	Comments
0.1	01 Mar 2024	Ian Giles	Creation of Document
1.01	25 Mar 2024	Keith Wood	Incorporating Sean Comments. Tracking off
1.02	04 April 2024	Ian Giles	Further comments addressed, additional references and clarity inputted
1.03	06 April 2024	Ian Giles	Comments added by SD for Helix Programme
1.04	10 April 2024	Ian Giles	Comments added from Service Management
1.05	20 April 2024	Ian Giles	Addressed comments from Service Management
1.06	25 April 2024	Ian Giles	Further information added on comments from Service Management
1.07	30 April 2024	Keith Wood	Added Service Catalogue section
1.08	30 April 2024	Keith Wood	Updated flows from comments
1.09	15 th May 2024	Ian Giles	Updated for final internal comments and completed spelling and grammar checks
1.10	9 th July 2024	Ian Giles	Updated to reflect Elexon decided Operational Model
2.0	16 th July 2024	Ian Giles	Updated more details on Elexon Service Portal
2.1	22 nd Aug 2024	Ian Giles	After review with MHHS, uplift Incident Management, Major Incident Management details from LLSD into SDD. Inserted detailed Triage Process
2.2	3 rd Sept 2024	Ian Giles	Amended document from comments sheet sent by MHHS
2.3	4 th Sept 2024	Ian Giles	Aligned LLSD and SDD with SIT Operational
2.4	27 th Sept 2024	Ian Giles	Document edited after comments received from Market Participants / LDS

Documents & References

Ref	Item	Location/Name
1		MHHS-DEL2124 - MHHS Service Management Strategy
2		Elexon Service Design Blueprint – Internal Elexon Document
3		Elexon Service Management Policies – Internal Elexon Document
4		Service User Low Level Service Design

Contents

Document Control.....	2
Document Properties.....	2
Documents & References	2
1 Summary.....	5
1.1 Introduction.....	5
1.2 Service Terminology	5
1.3 Assumptions	5
Elexon Service Portal.....	5
1.4	5
1.4.1 Elexon Portal Page.....	6
1.4.2 Elexon Portal Registration Page	6
1.4.3 Elexon Portal High Level Process Flow	6
1.5 In Scope Core Processes	7
1.6 Out of Scope Processes	8
2 Operating Models	10
2.1 Service Management Strategy	10
2.2 High Level Service Model.....	10
2.3 Table of New Services.....	11
3 Service Desk	13
3.1 Service Desk -Purpose	13
3.2 Service Desk - Scope	13
4 Triage Process	13
4.1 Triage Process – Purpose.....	13
4.2 Triage Process - Scope	13
4.3 Triage Process -Process Inter- Relationships	14
4.4 Triage Process Flow	15
4.5 Triage Process – Process Steps	16
5 Incident Management.....	17
5.1 Incident Management - Purpose.....	17
5.2 Incident Management - Scope	17
5.3 Incident Management -Process Inter- Relationships	17
5.4 Incident Management Process Flow	18
5.5 Incident Management Process Steps	19
6 Major Incident Management.....	21

6.1	Major Incident Management – Purpose	21
6.2	Major Incident Management - Scope.....	22
6.3	Major Incident Management - Process Inter- Relationships.....	22
6.4	Major Incident Management – Process Flow	23
6.5	Major Incident Management – Process Steps.....	23
7	Problem Management	26
7.1	Problem Management - Purpose	26
7.2	Problem Management - Scope.....	27
7.3	Problem Management - Process Inter- Relationships.....	27
7.4	Problem Management – High Level Process Flow	28
8	Service Catalogue Management	29
8.1	Service Catalogue Management – Purpose.....	29
8.2	Service Catalogue Management – Scope	29
8.3	Service Catalogue Management – Process Inter-Relationships.....	30
8.4	Service Catalogue Management – High Level Process Flow	31
9	Request Fulfilment.....	32
9.1	Request Fulfilment – Purpose	32
9.2	Request Fulfilment - Scope.....	32
9.3	Request Fulfilment - Process Inter- Relationships.....	32
9.4	Request Fulfilment – High Level Process Flow	33
10	Change Management.....	34
10.1	Change Management - Purpose.....	34
10.2	Change Management - Scope.....	34
10.3	Change Management - Process Inter- Relationships	34
10.4	Change Management – High Level Process Flow	36
11	Emergency Change Management.....	37
11.1	Emergency Change Management – Purpose	37
11.2	Emergency Change Management – Scope	37
11.3	Emergency Change Management - Process Inter- Relationships.....	38
11.4	Emergency Change Management – High Level Process Flow	38
12	Knowledge Management.....	40
12.1	Knowledge Management - Purpose	40
12.2	Knowledge Management - Scope.....	40
12.3	Knowledge Management - Process Inter- Relationships.....	40

1 Summary

1.1 Introduction

Purpose of the Service Definition document is to provide an overview of the support model in conjunction with the key industry standard ITIL processes that we will have in place to support the Market-Wide Half-Hourly Settlement System Hybrid model referenced in the Service Strategy.

In addition, it provides a high-level view on how new services will be supported by Elexon and our associated Service Partners.

1.2 Service Terminology

Throughout the Service Definition Document, the terms 'Service User' and 'Service Provider' will be used. The below table defines these roles

Category	Subject	For Example
Service User	This is an individual or a company, which utilises the service being provided. 3 rd parties can also raise cases on behalf of the Service Users (e.g. software providers)	LDSO, Recco, Market Participants
Service Provider	This is an external entity or organisation that collaborates with Elexon to provide the Service or who is involved in the resolution of Incidents	Multiple Service Providers including CGI, BJSS, Cognizant, DCC, DIP Service Provider. For resolution of Incidents, this could also include central parties

1.3 Assumptions

Within this document, the following assumptions have been made.

- All queries from Service Users will be raised via the Elexon Service Portal
- No configuration work is expected from Service Users except for accessing the Elexon Service Portal and being able to raise Cases. Service Users will only need to register on the Elexon Service Portal (referenced in section 1.4)
- The Elexon Service Management function and ITIL process have been reviewed and amended to accommodate support for the revised support model.

1.4 Elexon Service Portal

Service User issues and needs will be raised via the Elexon Service Portal. All Service Users will raise a Case in the portal which will then be assigned to the relevant escalation path.

Service Users will need to register an account to be able to raise a Case via the Support Portal.

1.4.1 Elexon Portal Page

Below is an example of the Elexon Portal



1.4.2 Elexon Portal Registration Page

Below is an example of the Portal Registration Page. Once you have registered an account you will receive email confirmation that your account has been configured.

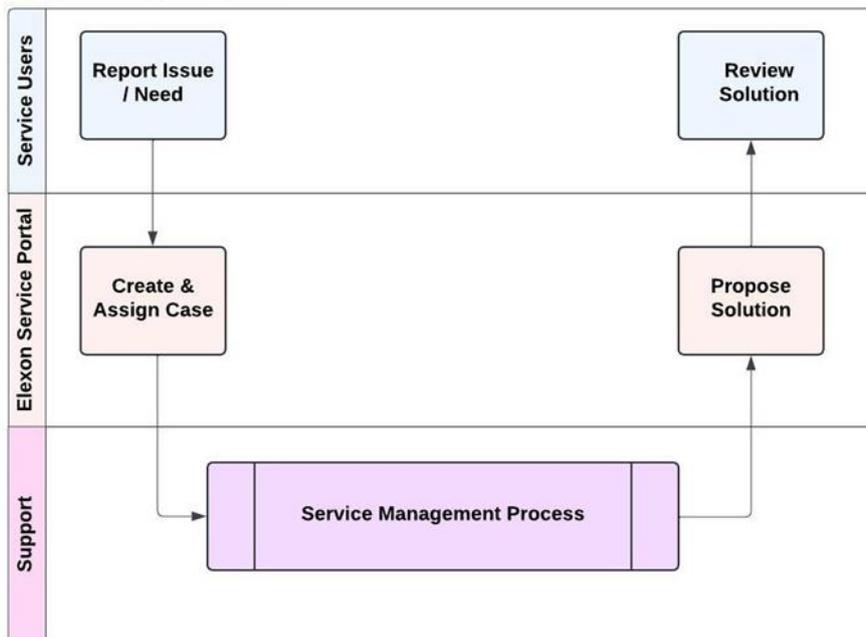
Service Users and 3rd parties acting on behalf of Service Users will be able to register on the portal.

The screenshot shows the "Register an account" page. The page has a dark blue header with the text "Register an account". The registration process is divided into two steps. Step 1 includes fields for "First Name" (Ian Giles), "Last Name" (Giles), and "Email" (ian.giles@elexon.co.uk). There is a "Verification Password" field with a "Get OTP" button and a text box containing "565728". Below the text box, it says "OTP expires in 09 minutes : 00 seconds". Step 2 includes a "Search for Organisation Name or Party ID" field with "ELEXON Ltd" and a dropdown arrow, and a "Party ID" field with "ELEXON". There is a checkbox for "By creating an account you confirm that you have read the Privacy Policy and accept the Terms and Conditions". Below this is a "reCAPTCHA verification" section with a green checkmark and the text "I'm not a robot", and a reCAPTCHA logo with "reCAPTCHA Privacy - Terms" below it. A "Submit" button is located at the bottom right. At the bottom left, there is a link: "Already have an account? Log In".

1.4.3 Elexon Portal High Level Process Flow

Once a case is raised, the flow below details the case management structure in the service portal

Elexon Service Portal



1.5 In Scope Core Processes

The scope of this Service Definition Document is to detail the core ITIL processes, with all in-scope processes and functions being configured within the Elexon Service Portal. These Core Processes will align with interactions with Industry to deliver Service Management functions.

In the case of Low-Level Service Design (LLSD) documents, focus will be placed on providing detailed support requirements for individual Service Users and Service Partners.

Process / Function	Description
Service Desk	The Service Desk is responsible for: <ul style="list-style-type: none"> • Being the single point of contact • Logs, classifies, and prioritises cases and tickets it receives in relation to Incident Management, Major Incident Management, Problem Management and Service Requests. • Performs initial triage on Incidents and Problems • Assign cases / tickets to the correct resolver groups
Incident Management	Process to record, investigate and resolve service interruptions or outages and minimise the negative impact by restoring normal service to both internal and external operations as quickly as possible
Major Incident Management	Process for dealing with emergencies that impact business critical services and require immediate attention. It aims to reduce downtime and minimise loss of productivity. This process entails recording, investigating, categorising, escalating, and resolving service interruptions or outages that are having a major impact on live services.
Problem Management	Process to identify, record, and manage the cause or potential cause of one or more incidents and prevent or eliminate recurring incidents.
Change Management	Elexon Central Services will have a process to assess, plan, authorise and implement changes to live services in a controlled manner whilst understanding the risks and minimising the impact of change to the supported business and operational communities. It is the expectation that all Service Users / Service Providers will have their own Change Management function which will interact with this process
Request Fulfilment	Process used for the comprehensive management and fulfilment of service requests.
Knowledge Management	Process used to provide supporting knowledge to all other processes when required. Its aim is to gather, analyse, store, and share knowledge that exists across the organisation whilst helping to improve service performance.
Service Catalogue	The Service Catalogue lists all IT services provided to its internal customers and external Service Users.

1.6 Out of Scope Processes

The processes listed are out of scope for this Service Definition Document (SDD) only. This document is to list the core processes under pinning the MHHS solution.

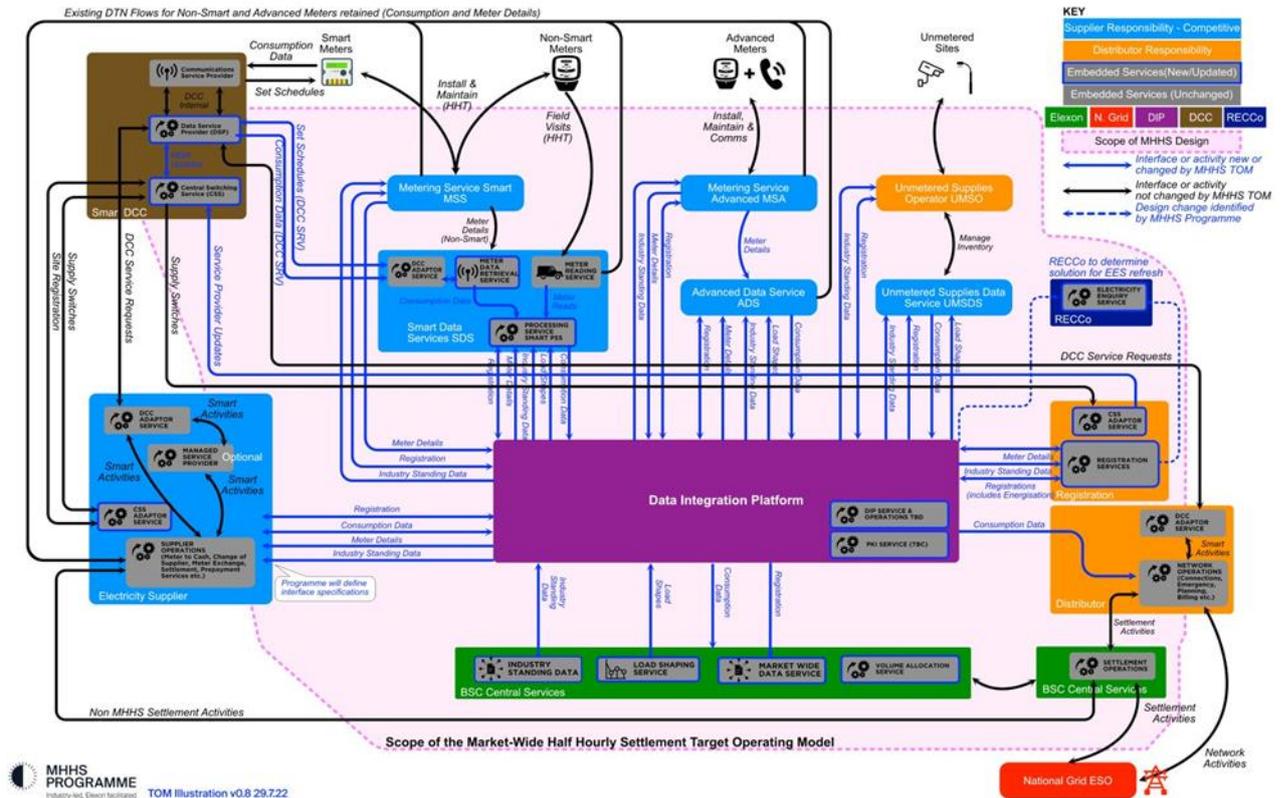
These processes will be documented and defined in the Low-Level Service Design (LLSD)

Process / Function	Description
Capacity Management	This process is responsible for ensuring that IT infrastructure resources are effectively and efficiently utilised to meet both current and future business needs
Release Management	This process designs, plans, tests, and controls the deployment of releases of new services or changes to existing services into the live environment. This process works closely with the change process that communicates planned service outages to the wider community
Continual Service Improvement	CSI aims to improve the quality of services by reviewing past successes and failures. The process focusses on ensuring that IT services are aligned to changing business needs by identifying and implementing incremental service improvements.
Service Level Management	This process agrees, monitors and reviews IT service levels and is key to understanding when activities should be actioned by and when escalation needs to occur.

2 Operating Models

2.1 Service Management Strategy

The below Target Operating Model describes the MMHS Hybrid approach. Elexon Service Management will support the BSC Central Services elements of the below (shaded in green below) and coordinate potential impact to the wider model (Example: Major Incidents)

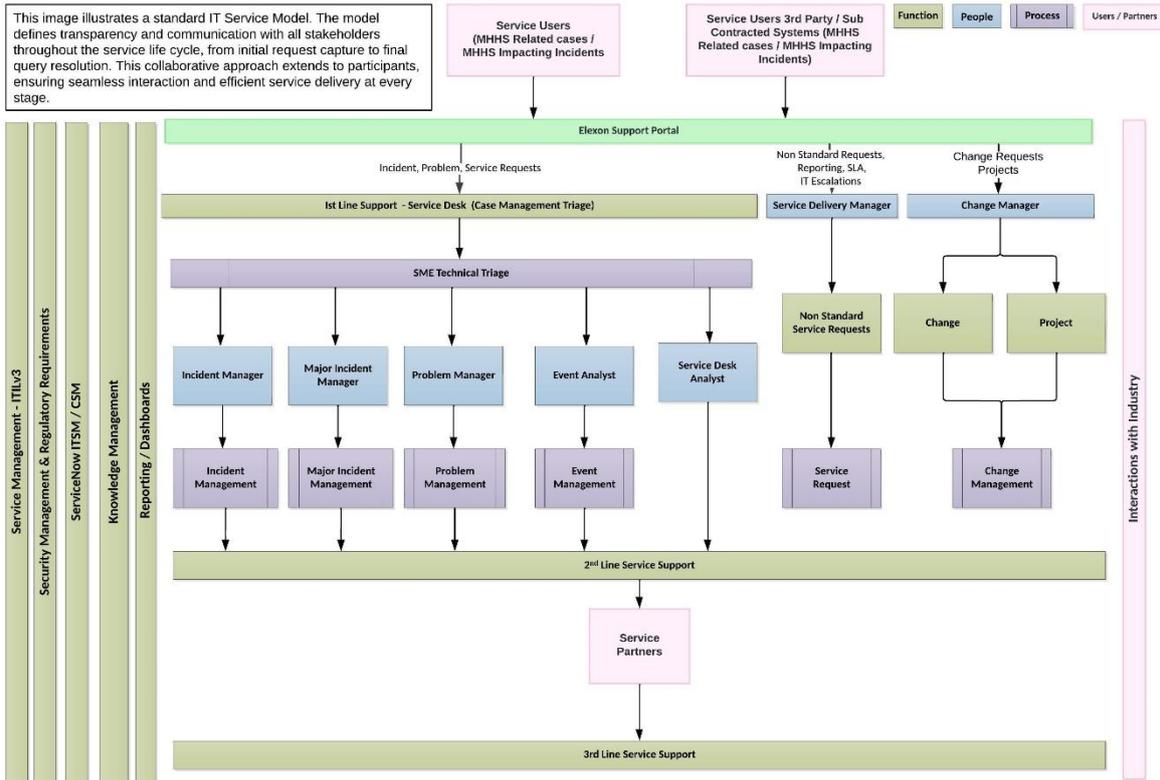


2.2 High Level Service Model

The Elexon Service Portal serves as the entry point into the MMHS Operating Model, where Cases are recorded, triaged, and allocated to the appropriate support team.

Service Users will be able to raise tickets in Elexon’s Service Portal. The high-level service model below depicts the logical representation of the relationships and hierarchy between service support teams and the underlying processes involved when a Case is raised on the portal.

Detailed workflows, scenarios, and resolver groups will be further documented in the Low-Level Service Design



2.3 Table of New Services

Below is a table of the new services being delivered and the relevant Service Partners.

Name	Description	Service Partner	Information
DIP	Data Integration Platform	DIP Service Provider	Data Integration Platform (DIP) is a technical component of new MHHS architecture. The DIP is a new middleware service to process messages to and from participants using next generation event messaging architecture
LSS	Load Shaping Service	Cognizant	Responsible for the calculation of energy consumption Load Shapes based on actual meter data. Load Shapes are used by new industry data processing services (i.e. Smart Data Services, Advanced Data Service and Unmetered Supplies Data Service) to convert register readings and daily consumption values into Settlement Period-level data. They are also used to estimate in cases where data is unavailable.
MDS	Market Wide Data Service	Cognizant	Responsible for processing Settlement Period-level data from industry data processing services. The MDS calculates Distribution Line Losses for different metering classes and provides aggregations for purposes such as network charging. For Settlement purposes it aggregates data by BM Unit and GSP Group for delivery to the Volume Allocation Service.

VAS	Volume Allocation Service	Cognizant	<p>Responsible for processing Settlement-Period level data provided by the Market-wide Data Service, along with data from the Central Data Collection Agent (CDCA). Using these two data sets, the Volume Allocation Service calculates the Settlement Period-level consumption for each BM Unit as part of daily Volume Allocation Run (VAR).</p> <p>The Volume Allocation Service is also formally responsible for managing Industry Standing Data (ISD), which is provided to other services (both internal and external) for use in their processes. This can be considered an evolution of the existing Market Domain Data (MDD) service.</p>
ISD	Industry Standing Data	CGI	<p>The ISD component will support a new workflow process for managing changes to the data it holds. This process is being automated wherever possible which is an upgrade on the current manual process that MDD contains</p>
OP	Operator Portal	Cognizant	<p>The Operator Portal enables operators to schedule and sequence activities for the new MHHS Settlement processes. It maintains essential standing data not ingested through automated interfaces and provides insights into daily activity, ensuring incoming data files are ingested as expected.</p>
DAH	Data Acquisition Hub	BJSS	<p>The Data Acquisition Hub provides data storage and communication capabilities to the rest of the Helix system.</p> <p>It manages the ingestion of data from external sources, distribution between components of the Helix system, and export of data from the Helix system to external parties.</p> <p>It is responsible for the management, classification, retention and retrieval of all data used by the Helix system.</p>

3 Service Desk

3.1 Service Desk -Purpose

The purpose of the Elexon Service Desk is to act as a single point of contact for BSC Central Services and Data Integration Platform. This includes managing incidents, problems, and change integrations and workflows.

3.2 Service Desk - Scope

The scope of the Service Desk will be as follows:

- Operate as the single point of contact between Elexon and the Service Users utilising the Elexon Service Portal and Case Management
- Manage incidents and service requests, ensuring all relevant comms are handled.
- Capture and record operational incidents, changes, and service requests.
- Responding to user inquiries and resolving basic technical issues such as password resets, software installations, and network connectivity problems

4 Triage Process

4.1 Triage Process – Purpose

The triage process involves efficiently assessing the impact of incidents based on their urgency and severity. Given the complexity of the MHHS TOM and the involvement of multiple stakeholders, incidents will likely need to be evaluated to determine the appropriate resolver group. This assessment will be carried out through the Triage Process.

The triage process is the quickly sorting incidents by how urgent and serious they are. When a case is raised, it's first checked to understand the incident, then sorted and given a priority level. This helps ensure the most critical issues are handled first.

The correct resolver group is assigned to fix the problem, and key people are kept updated. If the issue isn't resolved fast enough, it may be passed to a higher support level. Once fixed, the incident is recorded, resolved and closed once resolution is confirmed.

4.2 Triage Process - Scope

The scope of a triage process involves the rapid assessment, classification, prioritisation, and routing of Incidents and Major Incidents to ensure that the most critical issues are addressed first, minimising disruption to business operations and aligning with service level agreements (SLAs).

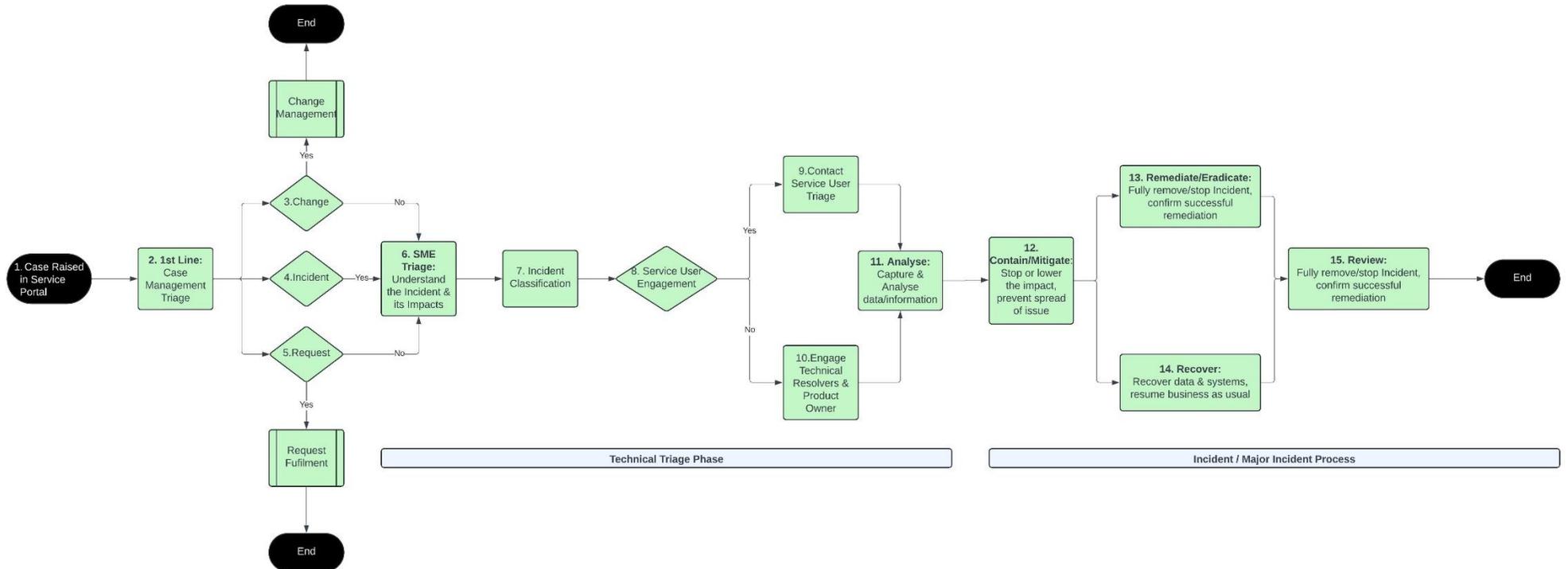
4.3 Triage Process -Process Inter- Relationships

The below table defines the connections and dependencies between the different ITIL processes in relation to Incident Management

Process	Relationships & Dependencies
Incident Management	<ul style="list-style-type: none"> • During the triage process, incidents are classified based on their type (e.g., hardware failure, network issue) and categorized to determine their urgency and impact on the business. • ne their urgency and impact on the business. • Incidents are prioritized based on factors such as the number of affected users, the severity of the impact, and the criticality of the affected service. High-priority incidents are handled first. • Incidents are routed to the appropriate support teams or escalated to higher levels of support if they cannot be resolved at the first level.
Problem Management	<ul style="list-style-type: none"> • Problems (underlying causes of incidents) are identified during triage, and those with the highest impact or recurrence rate are prioritized for further investigation and resolution. • For high-priority problems, temporary solutions (workarounds) may be developed to mitigate the impact on users while a permanent solution is being pursued.
Event Management	<ul style="list-style-type: none"> • In the triage process, events (automatic alerts from monitoring tools) are filtered and correlated to identify incidents or potential problems that require attention. • Events are categorized based on their significance and impact, helping in determining which events need immediate response and which can be handled later.
Service Desk	<ul style="list-style-type: none"> • The service desk plays a key role in triage by logging incoming incidents and performing an initial assessment. This involves gathering information, categorizing the issue, and assigning priority.
Emergency Change Management	<ul style="list-style-type: none"> • During triage, if an incident requires an urgent change (e.g., a patch or configuration update), change management processes assess and prioritize these emergency changes to avoid service disruptions.

4.4 Triage Process Flow

The below process flow is relevant to all Service Users and Service Partners.



4.5 Triage Process – Process Steps

Number	Action	Description
1.	Case Raised in Service Portal	Service Users will raise a case on the Elexon Support Portal
2.	1st Line: Case Management Triage	Each case raised via the Elexon Support Portal is subject to 1 st line triage (within 15 mins of raising case) to reassign to the correct function (Incident, Change, Request)
3.	Change	Case is assigned to Change Management and triage process will end here
4.	Incident	Case is assigned to Incident Management and triage process will move to Step 6
5.	Request	Case is assigned to Request Fulfilment and triage process will end here
6.	Subject Matter Expert Triage: Understand the Incident & its Impacts	If the case is assigned to Incident Management it will then move on to the next level of triage, Subject Matter Expert Triage. This Triage will understand the Incident and its impacts
7.	Incident Classification	<ul style="list-style-type: none"> • Impact Assessment: Evaluate how the incident affects business operations. • Urgency Assessment: Determine how quickly the incident needs to be resolved. • Priority Matrix: <ul style="list-style-type: none"> ○ High Impact & High Urgency: Immediate attention, escalate to Level 2 or 3 support. ○ High Impact & Low Urgency: Scheduled resolution, but with attention. ○ Low Impact & High Urgency: Quick fix, but less impactful. ○ Low Impact & Low Urgency: Defer until higher priority issues are resolved.
8.	Service Users	During Technical Triage it is determined if the Incident can be assigned to Internal Elexon Technical Resolvers or engage Service User technical support teams (LDSO, RECCo, DCC etc)
9.	Contact Service User Triage	If in step 8 requires Service User support interaction, the triage team will contact and apply dual triage of the Incident. Contact method can be via case update triggering an automated email or by contact telephone number.
10.	Engage Technical Resolvers & Product Owner	<p>This involves the appropriate technical experts (resolvers) and the product owner in the incident management process to ensure that the issue is properly addressed.</p> <p>Technical resolvers work on diagnosing and fixing the problem, while the product owner provides input on business priorities and impacts,</p>
11.	Analyse: Capture & Analyse data/information	This step refers to the gathering of relevant details about an incident and then examining that data to understand the nature, impact, and potential root cause of the issue.

12.	Contain/Mitigate: Stop or lower the impact, prevent spread of the issue	This step means implementing immediate actions to limit the damage caused by an incident, reduce its effect on services, and prevent it from affecting additional systems or users while a permanent solution is being developed.
13.	Remediate/Eradicate: Fully remove/stop Incident, confirm successful remediation	This step means completely resolving the incident by eliminating its root cause and ensuring that the issue is fully addressed, followed by verifying that the solution is effective, and the incident will not recur.
14.	Recover: Recover data & systems, resume business as usual	This step means restoring any lost or affected data and systems to their normal functioning state and ensuring that regular business operations are fully resumed after an incident.
15.	Review: Fully remove/stop Incident, confirm successful remediation	This step means evaluating the incident resolution to ensure the problem has been completely eliminated and verifying that the remediation was successful, preventing recurrence.

5 Incident Management

The Incident Management process defined in this document is aligned to ITIL v3® (2011 Edition)

5.1 Incident Management - Purpose

The purpose of Incident Management is to minimise the negative impact of incidents by restoring normal service as quickly as possible.

An incident is defined as ‘an unplanned interruption to a service or reduction in the quality of a service’.

5.2 Incident Management - Scope

The scope of Incident Management covers the lifecycle of all Incidents from identification, through to resolution and closure.

It includes events, which are communicated directly by Service Users through the Elexon Service Portal or through the proactive monitoring tools that interface into the Service Management Toolset.

This process excludes Major Incidents which is defined in section 6, ‘Major Incident’.

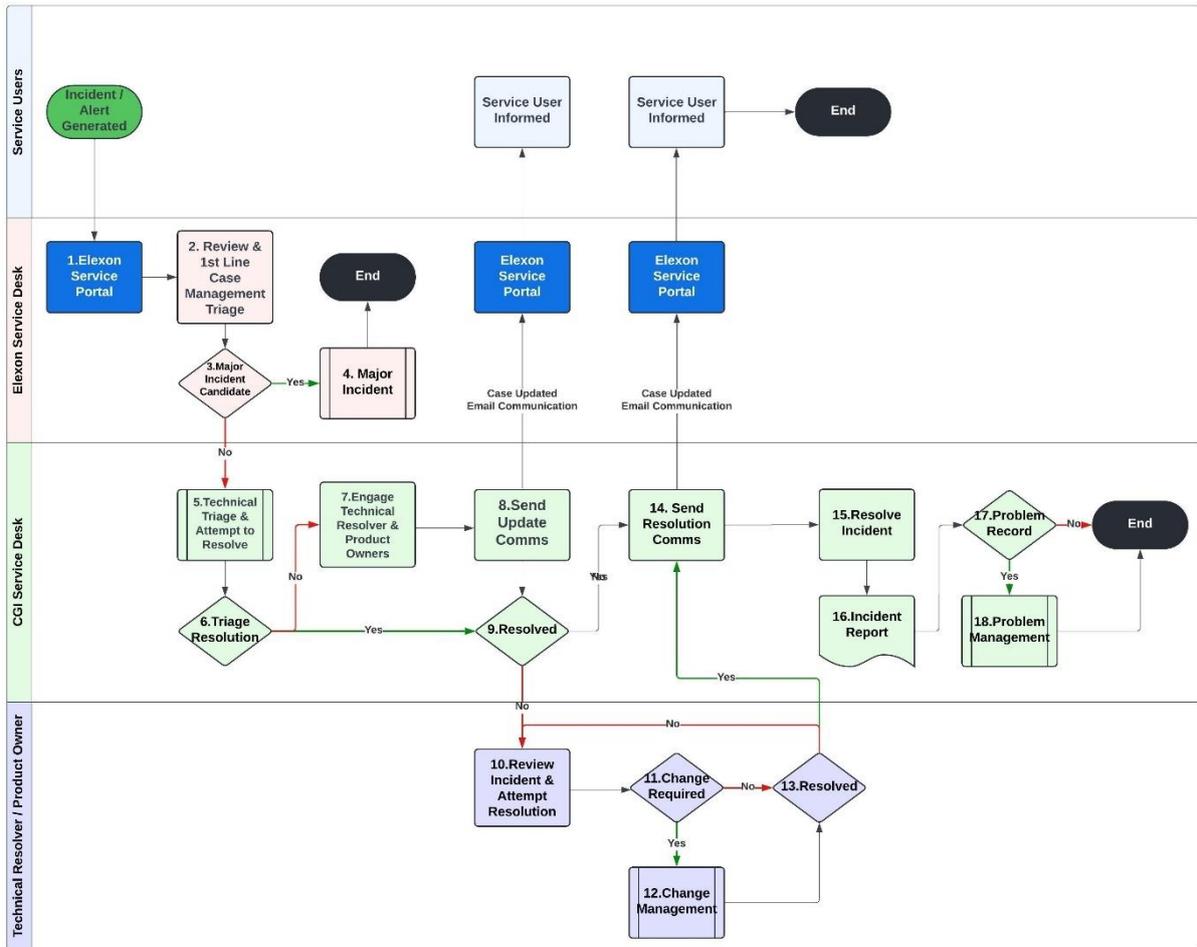
5.3 Incident Management -Process Inter- Relationships

The below table defines the connections and dependencies between the different ITIL processes in relation to Incident Management

Process	Relationships & Dependencies
Change Management	<ul style="list-style-type: none"> • Incident Management works in tandem with Change Management activities such as the implementation of Emergency changes. • Incident Management will manage any incidents that result directly from Change activities.
Problem Management	<ul style="list-style-type: none"> • Incident Management will engage with Problem Management to raise a problem ticket and make available any root cause (RCA) information discovered during Incident investigations. • Problem Management is responsible for reducing the number of Incidents by trend analysis and implementing permanent fixes to remove root cause.
Event management	<ul style="list-style-type: none"> • Monitoring & Event management provides the proactive and reactive inputs into the Incident Management process in the form of event correlation and analysis.

5.4 Incident Management Process Flow

The below process flow is relevant to all Service Users and Service Partners. This a detailed flow with Process steps.



5.5 Incident Management Process Steps

Number	Action	Description
1.	Case Raised in Service Portal	Service Users will raise a case on the Elexon Support Portal
2.	Review & 1st Line Case Management Triage	Each case raised via the Elexon Support Portal is subject to 1 st line triage (within 15 mins of raising case) to reassign to the correct function (Incident, Change, Request)
3.	Major Incident Candidate	A major incident candidate in the incident management flow is an incident that has the potential to cause significant disruption to critical services, requiring immediate evaluation and possible escalation to major incident status for prioritised response and resolution.
4.	Major Incident	If step 3 has been determined as a Major Incident, then the Incident Management flow ends, and the Major Incident Management process is started
5.	Technical Triage & Attempt to Resolve	This Triage will understand the Incident and its impacts and will attempt to apply a technical fix to resolve if possible
6.	Triage Resolution	If the Technical Triage resolves the Incident, then move to step 9

7.	Engage Technical Resolver & Product Owners	If the Technical Triage is unable to resolve the Incident, then it will Engage Technical Resolvers and Product Owners. Technical Resolvers and Product Owners can be internal to Elexon or External Service User as part of the MHHS Target Operating Model
8.	Send Update Comms	Update Comms are issued to the Service Users who has raised the case, this communication will be via the Service Portal, which will also send an email update on the status of the Incident
9.	Resolved	If the Incident at this point is resolved, then move to step 14.
10.	Review Incident & Attempt Resolution	If the Incident is not resolved, then the Technical Resolver will review the Incident to attempt a resolution
11.	Change Required	As part of the Incident resolution, a Change may be required, if not move to step 13.
12.	Change Management	If a Change is required, the flow now moves into the Change Management process flow
13.	Resolved	Once a resolution has been applied (either via a technical solution applied or Change Management process) this step confirms the resolution
14.	Send Resolution Comms	Once resolution has been confirmed, resolution communications is sent via the Service Portal
15.	Resolve Incident	The case that has been raised will then be moved to the resolve status in the ITSM toolset
16.	Incident Report	Post Incident and after the resolution, an Incident report will be created to review the fix and determine if a problem record needs to be created
17.	Problem Record	If as part of the Incident Report a Problem Management ticket needs to be created, if not, the flow ends
18.	Problem Management	If a Problem Management ticket needs to be created, this moves to the Problem Management flow and this process ends

6 Major Incident Management

The Major Incident Management process defined in this document is aligned to ITIL v3® (2011 Edition)

6.1 Major Incident Management – Purpose

The purpose of ITIL Major Incident Management is to handle significant disruptions or Incidents that have a severe impact on Business Operations and requires immediate attention. A major incident could range from but not exclusively to:

- Loss of personal data -data breaches
- Cyber attacks
- Financial loss
- Reputational damage
- Loss of critical service infrastructure
- Anything that is likely to cause serious harm, damage or disruption to services and resources.

Its purpose is to rapidly coordinate with relevant internal and external resources to restore operations to service as normal as soon as possible by removing, repairing, or eliminating the disruption to live operations.

An appropriate major Incident manager will be appointed to manage the major incident through to resolution.

6.2 Major Incident Management - Scope

The scope of ITIL Major Incident Management is to handle significant disruptions or incidents that have a severe impact on business operations and require immediate attention and coordination to restore services to normal operation.

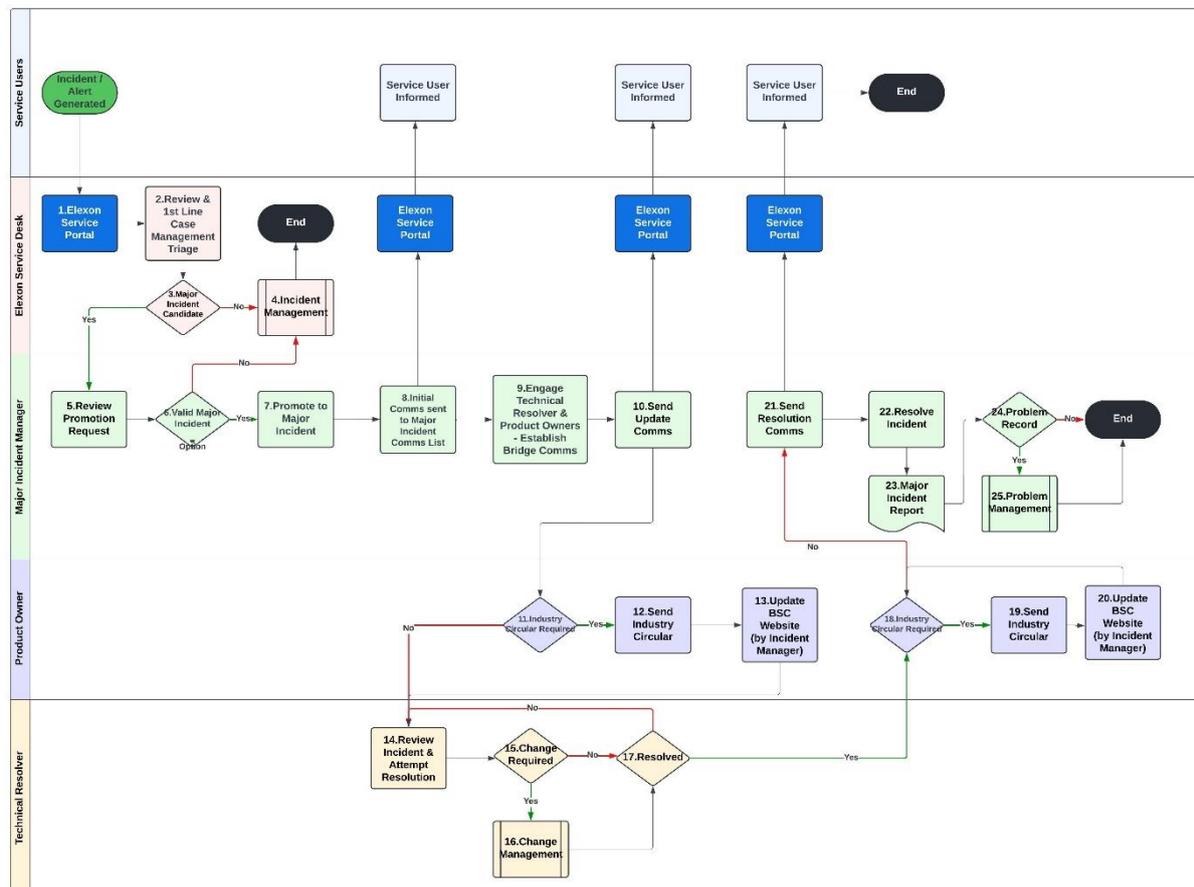
6.3 Major Incident Management - Process Inter- Relationships

The below table defines the connections and dependencies between the different ITIL processes in relation to Major Incident Management

Process	Relationships & Dependencies
Incident Management	<ul style="list-style-type: none">• Major Incident Management is closely linked to Incident Management.• While Incident Management handles all incidents, Major Incident Management focuses specifically on significant disruptions with a severe impact on business operations.• Major incidents may be initially identified and managed within the Incident Management process before being escalated to Major Incident Management
Problem Management	<ul style="list-style-type: none">• Problem Management investigates the underlying causes of major incidents to prevent recurrence.• Major Incident Management may identify trends or recurring issues that require further investigation by Problem Management
Change Management	<ul style="list-style-type: none">• Major Incident Management interacts with Change Management when implementing emergency changes to resolve major incidents.• Emergency changes may be required to restore service as a matter of urgency due to impact on the business and operations. Major Incident Management ensures that these changes are properly authorised, tested, and implemented.

6.4 Major Incident Management – Process Flow

The below process flow is relevant to all Service Users and Service Partners. This a detailed flow with Process steps. Major Incident scenarios are included in the Low-Level Service Design.



6.5 Major Incident Management – Process Steps

Number	Action	Description
1.	Elexon Service Portal	Service Users will raise a case on the Elexon Support Portal
2.	Review & 1st Line Case Management Triage	Each case raised via the Elexon Support Portal is subject to 1st line triage (within 15 mins of raising case) to reassign to the correct function (Incident, Change, Request)
3.	Major Incident Candidate	A major incident candidate in the Major Incident Management flow is an incident that has the potential to cause significant disruption to critical services, requiring immediate evaluation and possible escalation to major incident status for prioritised response and resolution.
4.	Incident Management	If step 3 has been determined as an Incident only, then the Major Incident Management flow ends. If this is classified as a Major Incident, then the flow continues to Step 5
5.	Review Promotion Request	Once the Incident has been determined as a Major Incident, the Major Incident Manager will then review the promotion request

6.	Valid Major Incident	After the Major Incident has been reviewed it will be determined if this is a valid Major Incident, if so, move to step 7. If not, this will move to the Incident Management flow and this flow ends
7.	Promote to Major Incident	Once all validity checks have been completed, this will then be promoted to a Major Incident
8.	Initial Comms sent to Major Incident Comms List	Communications will be sent using the Major Incident Communications List
9.	Engage Technical Resolver & Product Owners - Establish Bridge Comms	If the Technical Triage is unable to resolve the Incident, then it will Engage Technical Resolvers and Product Owners. Technical Resolvers and Product Owners can be internal to Elexon or External Service User (or Service User 3 rd party) as part of the MHHS Target Operating Model. Bridge Communications will be established
10.	Send Update Comms	Update Comms are issued those who have raised the case, this communication will be via the Service Portal and standard incident update email, which will also send an email update on the status of the Incident to the Major Incident Communications list
11.	Industry Circular Required	This step determines is an Industry Circular is required as part of the communications. If not move to step 14.
12.	Send Industry Circular	An Industry Circular is sent
13.	Update BSC Website (by Incident Manager)	The BSC Website will be updated by the Major Incident Management detailing the Major Incident
14.	Review Incident & Attempt Resolution	The Technical Resolver will review the Incident to attempt a resolution
15.	Change Required	As part of the Major Incident resolution, a Change may be required, if not move to step 17.
16.	Change Management	If a Change is required, the flow now moves into the Change Management process flow
17.	Resolved	Once a resolution has been applied (either via a technical solution applied or Change Management process) this step confirms the resolution
18.	Industry Circular Required	This step determines is an Industry Circular is required as part of the communications. If not move to step 21.
19.	Send Industry Circular	An Industry Circular is sent
20.	Update BSC Website (by Incident Manager)	The BSC Website will be updated by the Major Incident Management detailing the Major Incident resolution
21.	Send Resolution Comms	Once resolution has been confirmed, resolution communications is sent via the Service Portal
22.	Resolve Incident	The case that has been raised will then be moved to the resolve status in the ITSM toolset
23.	Major Incident Report	Post Major Incident and after the resolution, a Major Incident report will be created to review the fix and determine if a problem record needs to be created
24.	Problem Record	If as part of the Major Incident Report a Problem Management ticket needs to be created, if not, the flow ends

25.	Problem Management	If a Problem Management ticket needs to be created, this moves to the Problem Management flow and this process ends
-----	--------------------	---

7 Problem Management

The Problem Management process defined in this document is aligned to ITIL v3® (2011 Edition)

7.1 Problem Management - Purpose

The purpose of ITIL Problem Management is to identify the root cause of recurring incidents within the IT infrastructure and services, with the aim of preventing their recurrence and minimising their impact on business operations.

Below are the objectives of Problem Management:

- Proactive Approach to identifying and resolving recurring incidents.
- Root Cause Analysis to finding workarounds or permanent fixes to recurring incidents
- Collaboration and Communication with stakeholders
- Continuous Improvement to enhance IT services.
- Integrate with other processes to agree & implement fixes and workarounds.
- Document and share resolutions to problems.
- Manage and mitigate risks to IT services.

7.2 Problem Management - Scope

The scope of Problem Management encompasses identifying, analysing, and resolving underlying issues within the IT infrastructure or MHHS services to prevent recurrence.

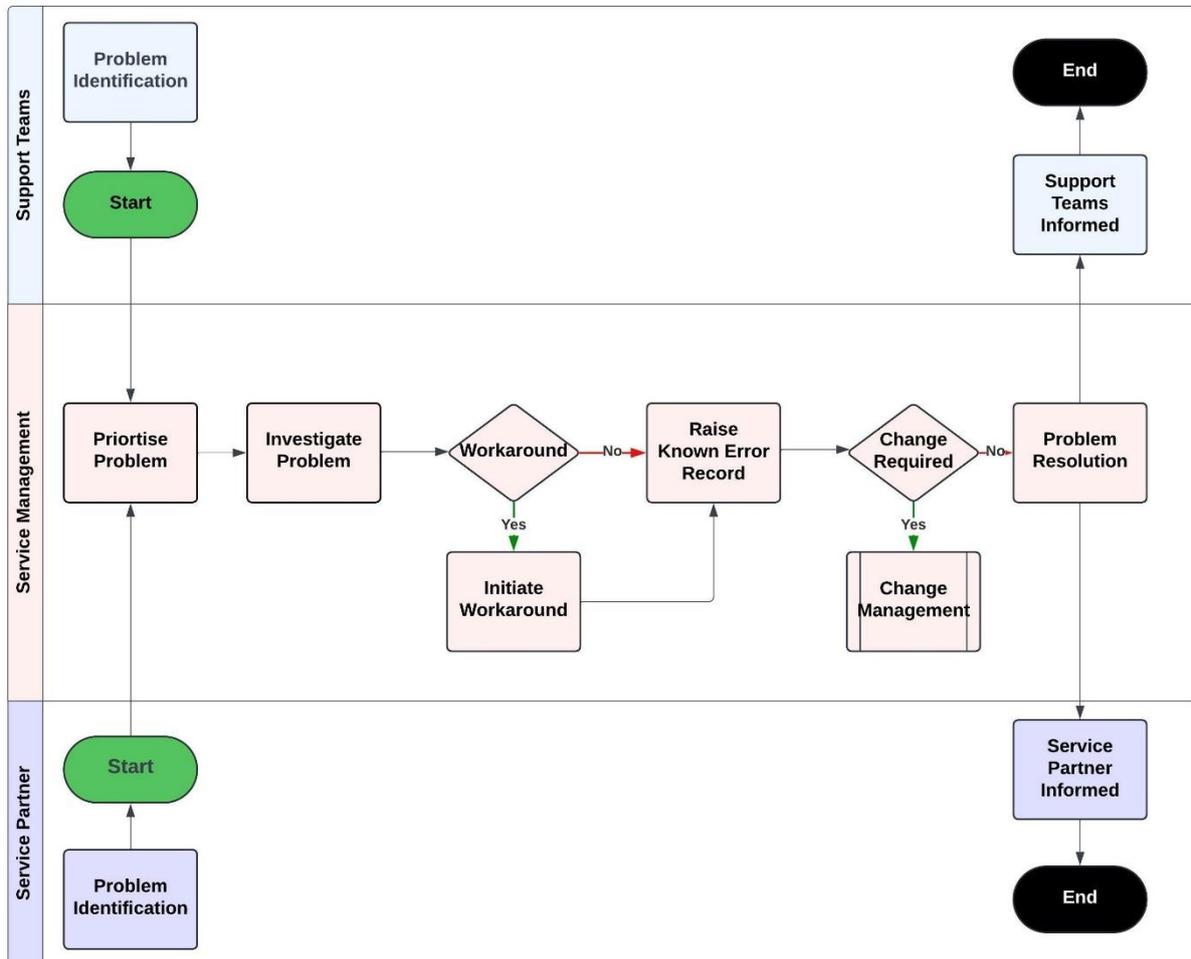
7.3 Problem Management - Process Inter- Relationships

The below table defines the connections and dependencies between the different ITIL processes in relation to Problem Management

Process	Relationships & Dependencies
Incident Management / Major Incident Management	<ul style="list-style-type: none">• Problem Management aims to identify and address the root cause of incidents to prevent their recurrence.• Incident Management may identify patterns or trends that suggest underlying problems, prompting the involvement of Problem Management for further investigation and resolution.
Change Management	<ul style="list-style-type: none">• Problem Management may identify problems that require changes to be implemented as part of the resolution process.• Change Management evaluates, approves, and coordinates the implementation of these changes to minimise the risk of disruption and ensure that they are aligned with business objectives.
Knowledge Management	<ul style="list-style-type: none">• Provides a repository for storing and sharing information related to the root causes of problems and their solutions.• Knowledge Management documents known errors, workarounds, and resolutions, enabling Problem Management to leverage past experiences and expedite future, related problems.• Problem Management contributes to Knowledge Management by providing information that can be used to update and improve the knowledge base.

7.4 Problem Management – High Level Process Flow

The below process flow is relevant to all Service Users and Service Partners. This is a high-level view on how the Problem Management process will flow. A detailed process flow will be documented in the Low-Level Service Design



8 Service Catalogue Management

The Service Catalogue Management process defined in this document is aligned to ITIL v3® (2011 Edition)

8.1 Service Catalogue Management – Purpose

Service Catalogue Management ensures that all stakeholders refer to a single source of truth, about services and service offerings. It also helps to provide all stakeholders with relevant views on services and service offerings. Ensuring that there is alignment between stakeholders needs and their level of required access.

The Service Catalogue is applicable to Elexon Services and not external parties.

The objectives of Service Catalogue Management are listed below:

- Ensure all users in the organisation are made aware of and can easily request all services offered.
- Provide a consistent and repeatable process for requesting services.
- Ensure that users' expectations are clearly set and continually met, keeping high customer satisfaction levels.
- Ensure that all new services can quickly be offered in the catalog as soon as they become available.

8.2 Service Catalogue Management – Scope

The scope of Service Catalogue Management is the management of available services across the lifecycle of the MHHS services.

This includes:

- The creation of the service catalogue and its classifications
- Maintenance of the service catalogue
- Creation of individual offered services and the fulfilment mechanism for each.
- Modifying and retiring existing services

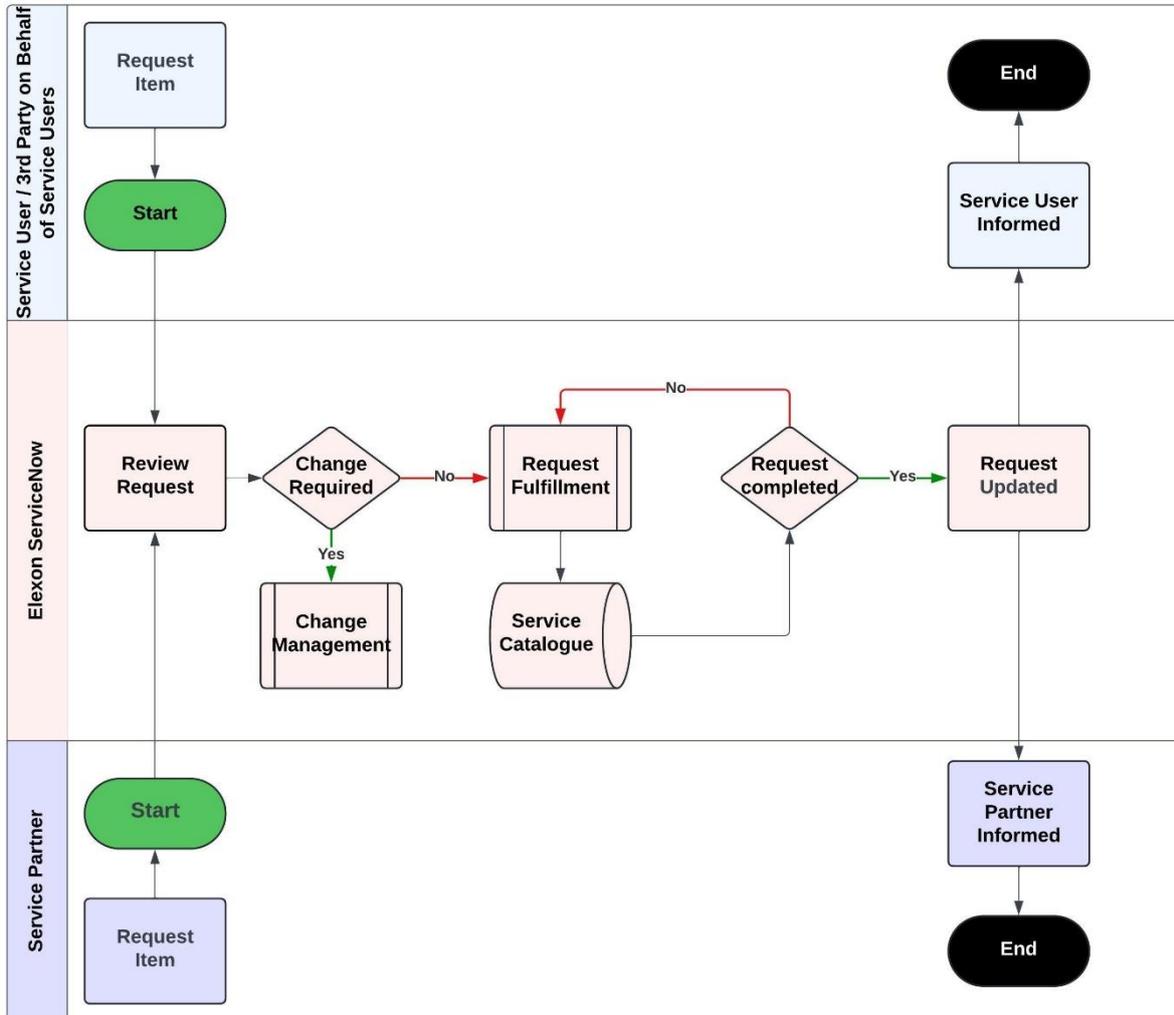
8.3 Service Catalogue Management – Process Inter-Relationships

The below table defines the connections and dependencies between the different ITIL processes in relation to Service Catalogue Management

Process	Relationships & Dependencies
Incident Management	Service requests may come in via the Service Desk and may be initially managed through the Incident Management process before being identified as a service request. Service requests can be created directly from incidents in the Service Operations Workspace.
Change Management	Standard changes are stored as templates within the Service Catalog. These templates are used to create new standard changes with pre-populated content.
Customer Service Management	End users may wish to perform common requests within the service catalog.
Configuration & Asset Management	Information about attributes of assets and configuration items may be used in various catalog items that initiate service requests. Updates to certain asset and configuration item attributes (for example, software license counts) may be triggered from a service request.
Service Level Management	Service Level Management defines the fulfilment targets several types of service requests.

8.4 Service Catalogue Management – High Level Process Flow

This is a high-level view on how the Service Catalogue Management process will flow. A detailed process flow will be documented in the Low-Level Service Design



9 Request Fulfilment

The Request Fulfilment process defined in this document is aligned to ITIL v3® (2011 Edition)

9.1 Request Fulfilment – Purpose

The purpose of the Request Fulfilment process is to:

- Efficiently handle service requests from Service Users.
- Provide an open and transparent update on the status of Service Requests
- Carry out an agreed level of service for request management.
- Look to continually improve the Service Request Management process, providing improved overall satisfaction.

Throughout the entirety of the process, the requestor of the catalogue item is kept informed about the status of their request.

9.2 Request Fulfilment - Scope

The scope of ITIL request fulfilment covers everything related to handling and responding to requests from Service Users. These request types will be defined in the individual Low Level Service Designs.

This includes tasks like receiving requests, organising them, deciding which ones to address first, keeping track of progress, and making sure requests are resolved quickly and correctly.

9.3 Request Fulfilment - Process Inter- Relationships

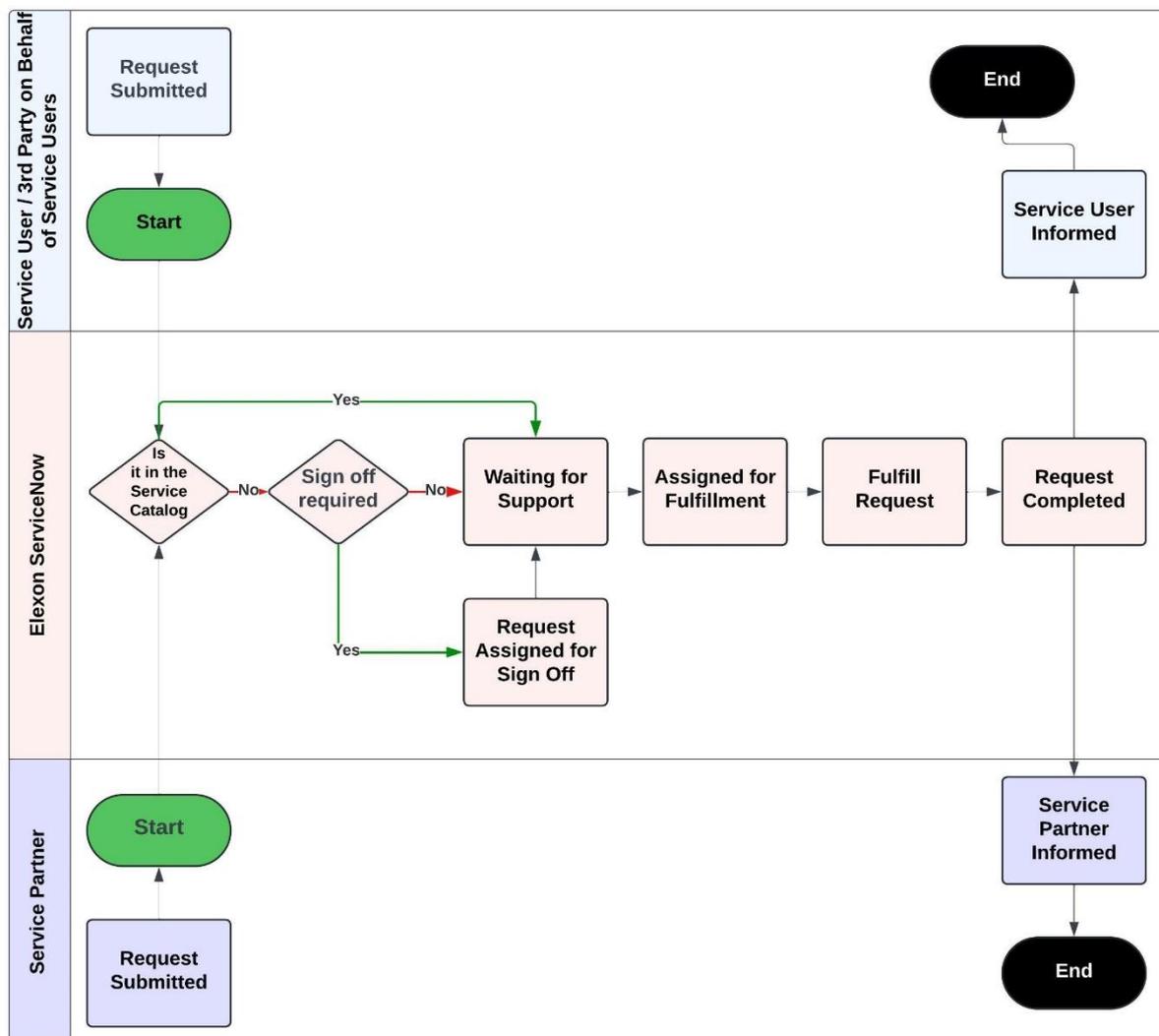
The below table defines the connections and dependencies between the different ITIL processes in relation to Service Request Management

Process	Relationships & Dependencies
Incident Management	<ul style="list-style-type: none">• When a user submits a request that turns out to be related to an ongoing incident, incident management processes might be triggered to resolve the issue.
Change Management	<ul style="list-style-type: none">• Request fulfilment may require changes to be implemented in the IT environment.• These changes need to be managed through the change management process to ensure they are properly assessed, authorised, and implemented without causing disruption to services.
Knowledge Management	<ul style="list-style-type: none">• The service catalogue provides all the services that Elexon provides in supporting the MHHS program, along with their descriptions, availability, and pricing.

Process	Relationships & Dependencies
	<ul style="list-style-type: none"> Request Fulfilment is reliant on the Elexon Service Catalogue to ensure that Service Users have a clear understanding of what services are available from Elexon and how to request them via Elexon ServiceNow

9.4 Request Fulfilment – High Level Process Flow

The below process flow is relevant to all Service Users and Service Partners. A detailed process flow will be documented in the Low-Level Service Design



10 Change Management

The Change Management process defined in this document is aligned to ITIL v3® (2011 Edition)

10.1 Change Management - Purpose

The purpose of ITIL Change Management is to assess, plan, authorise and implement changes to live services in a controlled manner whilst understanding the risks and minimising the impact of change to MHHS services.

Change management may involve changes to service levels, service level agreements (SLAs), operational procedures or organisational structures that affect how MHHS services are delivered and supported. The objectives of Change Management are:

- Standardisation
- Risk Management
- Authorisation
- Change Control
- Communication and Collaboration
- Continuous Improvement
- Support Business Objectives
- Improve IT Service Quality and Stability

10.2 Change Management - Scope

The Change Management scope will encompass all changes of the MHHS Target Operating Model. The intention is to minimise the potential impact on BAU and ensure the delivery of live services with minimal disruption. This includes changes to hardware, software, documentation, facilities, and any other components supporting MHHS services.

Change management covers planned changes, such as the addition of new services, service enhancements, software upgrades and infrastructure enhancements. As well as unplanned changes – such as emergency fixes or workarounds.

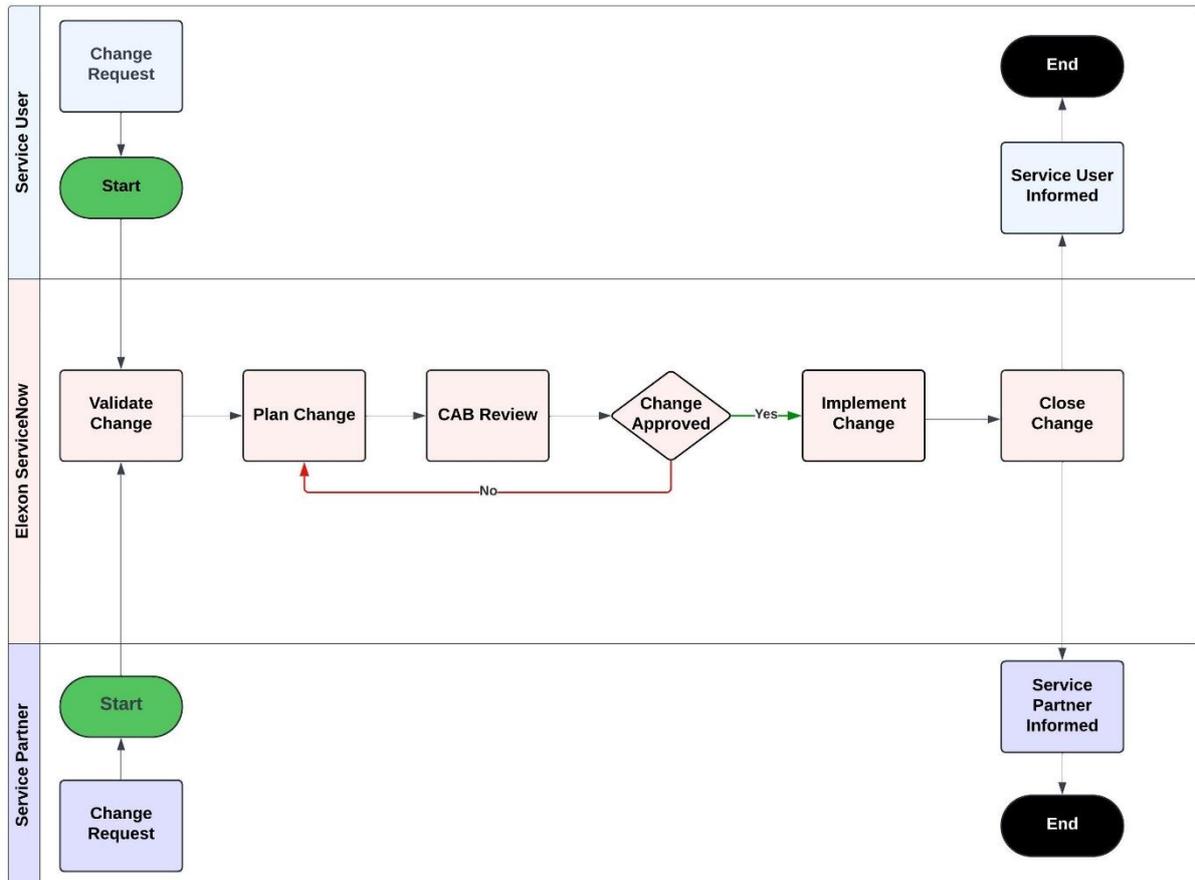
10.3 Change Management - Process Inter- Relationships

The below table defines the connections and dependencies between the different ITIL processes in relation to Change Management

Process	Relationships & Dependencies
Incident Management	<ul style="list-style-type: none"> • Change management often intersects with incident management when changes are proposed in response to incidents. • For example, if a critical incident occurs, change management may need to expedite the assessment and approval of emergency changes to resolve the incident promptly.
Problem Management	<ul style="list-style-type: none"> • Change management collaborates closely with problem management to address underlying root causes of recurring incidents or problems. • Problem management may identify trends or patterns that necessitate changes to prevent future incidents, and change management ensures that these changes are properly evaluated and implemented.
Release Management	<ul style="list-style-type: none"> • Change management collaborates closely with release and deployment management to plan, coordinate, and schedule changes into production environments. • Change management depends on release and deployment management to ensure that changes are properly packaged, tested, and deployed into production environments according to the approved schedule and procedures.

10.4 Change Management – High Level Process Flow

The below process flow is relevant to all Service Users and Service Partners. A detailed process flow will be documented in the Low-Level Service Design



11 Emergency Change Management

The Emergency Change Management process defined in this document is aligned to ITIL v3® (2011 Edition)

11.1 Emergency Change Management – Purpose

ITIL Emergency Change Management works in conjunction with but separate from the ITIL Major Incident Management process.

The purpose of an Emergency Change is to address unforeseen and urgent issues that require immediate action to prevent or mitigate significant business impact, such as severe service disruptions or security breaches. These changes are implemented outside the normal change management process due to their critical nature.

Key objectives of an Emergency Change include:

- **Rapid Response:** To quickly restore service functionality or prevent a major incident.
- **Minimize Impact:** To limit the potential damage to the business or service caused by the unforeseen issue.
- **Ensure Control:** Despite the urgency, to ensure that the change is properly authorized, logged, and reviewed to minimize risks and prevent errors.
- **Post-Implementation Review:** After the emergency change is implemented, it is reviewed to understand the cause, assess the effectiveness of the response, and identify any process improvements.

This process is vital for maintaining service continuity and protecting MHHS technology services from significant disruptions or losses

11.2 Emergency Change Management – Scope

The scope of Emergency Change Management is to make sure all changes to BSC Central Services and Data Integration Platform that are going to have an imminent or current effect on live services are reviewed, approved, scheduled, and delivered into live operations with minimal disruption.

Emergency Change Management covers both enforced and unplanned changes. Which consists of the addition of new services, service enhancements, software upgrades, infrastructure enhancements and the reversal of previous changes.

There may be occasions when a major incident is resolved without an emergency change record being raised. In these cases, change actions and activities are captured in the associated major incident record. Once the major incident has been resolved, a retrospective change management record is raised to help ensure reporting continuity.

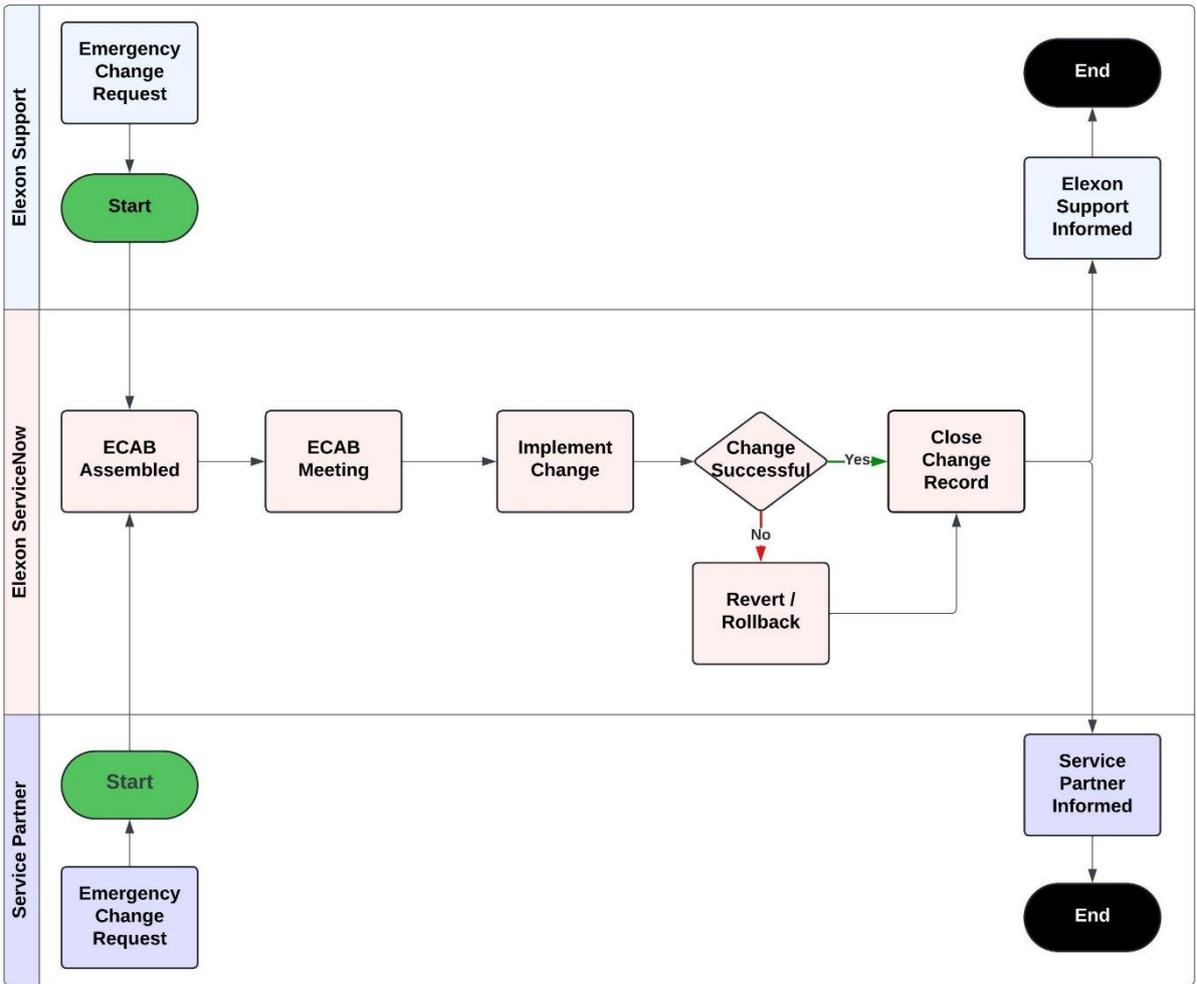
11.3 Emergency Change Management - Process Inter- Relationships

The below table defines the connections and dependencies between the different ITIL processes in relation to Emergency Change Management

Process	Relationships & Dependencies
Major Incident Management	<ul style="list-style-type: none">• Emergency Change Management intersects with Major Incident Management when emergency changes are proposed in response to major incidents.• For example, if a critical incident occurs, emergency change management will need to expedite the assessment and approval of emergency changes to resolve the incident.
Release Management	<ul style="list-style-type: none">• The emergency change process will interact with Release Management when an urgent change needs to be deployed quickly to address a critical situation.
Problem Management	<ul style="list-style-type: none">• Emergency Change Management collaborates with problem management to address the underlying root causes of recurring major incidents.• Problem management may identify trends or patterns that necessitate emergency changes to prevent imminent incidents, and emergency change management ensures that these changes are rapidly evaluated and implemented.

11.4 Emergency Change Management – High Level Process Flow

The below process flow is relevant to all Service Users and Service Providers. A more detailed flow will be documented in the Low-Level Service Design



12

12 Knowledge Management

The Knowledge Management process defined in this document is aligned to ITIL v3® (2011 Edition).

12.1 Knowledge Management - Purpose

The purpose of Knowledge Management is to ensure valuable knowledge and information is captured, stored, and made available to all MHHS service providers.

The objectives of Knowledge Management are below:

- Capturing knowledge about services
- Sharing and Distributing knowledge
- Utilising and applying knowledge to the services.
- Maintaining and improving knowledge of the services
- Governing and controlling knowledge to ensure it stays relevant.

12.2 Knowledge Management - Scope

The scope of Knowledge Management is the management of valuable knowledge and information across the lifecycle of the MHHS services.

It involves creating and maintaining knowledge repositories, establishing processes for knowledge sharing and dissemination, facilitating knowledge utilisation and application, ensuring the accuracy and relevance of knowledge assets.

12.3 Knowledge Management - Process Inter- Relationships

The below table defines the connections and dependencies between the different ITIL processes in relation to Knowledge Management

Process	Relationships & Dependencies
Incident Management	<ul style="list-style-type: none"> • Knowledge Management supports Incident Management by providing a repository of known errors, workarounds, and solutions. • When incidents occur, Incident Management can reference this knowledge base to expedite incident resolution and minimise service downtime
Change Management	<ul style="list-style-type: none"> • Knowledge Management assists Change Management by providing insights into the potential impact of proposed changes on technology services and infrastructure. • By accessing the knowledge base, Change Management can assess past changes, lessons learned, and best practices to make informed decisions and mitigate risks associated with change implementations.
Problem Management	<ul style="list-style-type: none"> • Knowledge Management collaborates with Problem Management to document root causes of incidents and problems, along with corresponding solutions. • By sharing this knowledge, Problem Management can identify recurring issues, address underlying causes, and implement preventive measures to reduce the likelihood of future incidents.