ELEXON

SERVICE MANAGEMENT OPERATIONAL READINESS TEST (ORT) APPROACH

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Document Control

Change Record

Version	Date	Author(s)	Comments
0.3	19/02/2025	Helix Service Management Team	Initial Draft
0.4	02/04/2025	Helix Service Management Team	Updated post internal review
0.5	25/04/2025	Helix Service Management Team	Updated for consultation
1.0	22/07/2025	Helix Service Management Team	Final Version – added test cases as Appendix

Reviewers

Reviewer	Role
Various	Elexon Helix Service Management Team
Various	LDP
Various	SRO

References

Ref	Item	Location/Name

1. Introduction

This section covers the purpose and content of the document.

1.1 Purpose

This document sets out the testing framework, objectives, approach and scope of the Operational Readiness Testing (ORT) for Service Management within the Market-wide Half-Hourly Settlement (MHHS) Target Operating Model (TOM). The purpose of this document is to:

- Define the ORT scope, as well as the test management and assurance activities necessary to demonstrate that the Service Management model is ready for live service under the new MHHS TOM.
- Identify the activities and responsibilities of both Elexon and external parties required to successfully complete ORT.
- Provide a high-level schedule of activities to implement ORT in accordance with the MHHSP Implementation plan.

The purpose is to establish a structured approach to validate that escalation workflows and collaborative service management processes are ready for live operations. It is predicated on the testing done within the SIT Operational Service test phase which covered a full range of ITIL processes required to perform IT Service Management across the MHHS TOM.

The SIT Operational Service test phase encountered a set of P2 defects which must be re-tested to close out the phase, these re-tests will be conducted within Operational Readiness Testing.

The key issue identified within the phase was the need for service issues (Major Incident, Incident, Problem) that could arise where Participants responsible for supporting the core of the MHHS TOM need to work together. When this occurs the Cross-Party Service Desk design (See Elexon Service Management CPSD Approach document) will be followed. The majority of the tests within this phase test this design out more thoroughly.

A high level view of the test scenarios is included in the appendix of this document. Essentially Participants responsible for core MHHS TOM service (incl RECCo, DCC, DNOs, iDNOS) will need to conduct a Major Incident Test, an Incident test and a Problem test in collaboration with Elexon. We are proposing running this test phase in June 2025, commencing 2nd June. Definition of the detail test scripts will take place during April 2025, these will tailor the CPSD design to specific Participants Service Desks and service teams.

The document is intended to be read by the following groups:

- SRO Function (SRO)
- Lead Delivery Partner (LDP)
- Elexon
- External Service Users

1.2 Reviewers and Approvals

Updates to this document will undergo initial review by the Helix Service Management team. A draft will then be published for consultation. An updated document, taking into account consultation comments, will be presented to the System Integration Testing Working Group (SITWG) with a request for approval at System Integration Testing Advisory Group (SITAG).

Following SITAG approval, approval will be sought from Elexon Exec. The approved version of this document will then be published on the MHHS Programme Portal.

The version history and summary of the changes made are recorded in the Change Record.

1.3 Document Change Control

The Elexon Helix Service Management team are responsible for maintaining this document. Each new version supersedes the previous version in its entirety.

Any subsequent versions of the document will be subject to appropriate governance in line with the updates being made.

2 Objectives

It is the objective of Operational Readiness Testing to:

- Ensure that cross-party service management processes are fully operational and aligned with business requirements.
- Validate that major incident, incident, and problem workflows across multiple service desks function according to the Cross Party Service Desk design.
- Provide assurance to stakeholders that operational risks associated with multi-party service management are mitigated before the service transition.
- Retest any P1/P2 SIT defects and test failures from SIT Operational Theme 1 Batch 3.

3 Scope

This section sets out what is considered in scope for Operational Readiness Testing.

3.1 In Scope

ORT compliments the testing which has already been carried out in SIT Operational and therefore focuses on testing additional processes/functionality as well as retesting the failed SIT test cases. The core scope covers:

- Cross Party Major Incident Coordination – Test the process for identifying, declaring and managing Major Incidents requiring response from multiple resolver groups.
- Cross Party Incident handling – End to end coordination, response, escalation and resolution for Incidents across multiple service desks.
- Problem Management- Ensure that repeated or significant incidents are correctly associated with Problem Records and escalated to the relevant root cause analysis owners
- Re-Testing of P2 defects carried over from Theme 3 Batch 1 SIT Testing (Service Management)

3.2 Participants

The anticipated scope of participants is:

- Elexon Helix Service Management Team – Supporting execution of test cases
- Elexon Service Providers – Supporting execution of test cases for Elexon service desk interactions
- Market Participants – Supporting execution of test cases for external service desk interactions
- ORT Test Team – Planning, execution and reporting of testing
- MHHS Programme – Assurance and oversight

3.3 Out of Scope

The following items are out of the scope of Operational Readiness Testing:

- Testing of ServiceNow has been completed internally covering:
  - Business Continuity and Disaster Recovery – ServiceNow failover testing
  - Service Level Management – SLAs and OLAs
  - Pen and Security Testing
- Change and Release Management – eCAB process tested internally within Elexon
- Security and Compliance Testing of Third Party systems
- Any SIT Operational Tests which were completely passed

4. Test Approach

This section sets out the way that testing will be structured to achieve its objectives.

4.1 Approach

Operational Readiness Testing (ORT) will cover the testing required to validate the Elexon Service Management processes, the cross-party service desk model and escalation processes. This test phase will involve testing both the Elexon processes as well as the interactions with external Service users and service desks across the wider MHHS TOM.

The testing will reflect the operational systems, processes and practices of the functions once live, recognising the limitations of testing with simulated incident scenarios. Testing will focus on the highest priority processes which pose the greatest risk in live service.

The testing carried out as part of ORT will supplement the tests covered by System Integration Testing (SIT) as well as the internal testing performed by Elexon as part of their service and go live readiness.

4.2 Coverage

The test scenarios and cases will be designed to achieve maximum coverage of the Service Management processes including:

- Incident Management
- Major Incident Management
- Problem Management
- Service Request
- Cross Party Service Desk management

This will provide confidence that the Service Management processes are fit for purpose and ready for go live. Please refer to Appendix B for Test Scenarios

5. High Level Schedule

Task	Target Date
ORT Test Approach Consultation	7th April 2025 – 22nd April 2025
ORT Test Scenarios Consultation	7th April 2025 – 22nd April 2025
ORT Participant / User Scheduling	19th April 2025 – 16th May 2025
ORT Test Scripts Shared	30th April 2025
ORT Test Scripts Consultation	1st May 2025 – 14th May 2025
ORT Execution	2nd June 2025 – 27th June 2025
ORT Learnings	30th June 2025 – 25th July 2025

The test execution schedule will take into account, as far as possible, other MHHS activities and dependencies across Elexon, Market Participants and MHHSP.

6. Test Preparation

This section sets out the test preparation activities which need to be undertaken prior to the commencement of ORT.

6.1 Test Scenarios and Test Cases

Test Scenarios covered in ORT will be defined to support testing of the cross party service desk model, Elexon service management processes and retest of defects outstanding from SIT Operational Theme 1 Batch 3. The focus for Test Scenario identification will be to provide the maximum coverage in the smallest number of tests to limit the time and effort required for Market Participants involved in ORT execution.

The ORT Test Scenarios will be developed by the Elexon Helix Service Management team, with input from MHHSP and Market Participants, and go through the following review, consultation and approval process:

- Internal Peer Review
- MHHSP Review
- Industry Consultation
- SITWG Endorsement
- SITAG Approval

Once the test scenarios and cases are agreed, test scripts will be created including the test steps to be executed, the expected results and validation criteria.

6.2 Test Environment

All Operational Readiness Testing (ORT) scenarios will be executed within the live Production ServiceNow environment to ensure accurate validation of end-to-end processes, integrations, and cross-party workflows.

This approach is critical for verifying that the Cross Party Service Desk and associated service management functions operate as expected under real-world conditions, including routing, escalation paths, SLA tracking, and communications.

6.3 Test Data

No test data is required for Operational Readiness Testing (ORT).

All test scenarios will be executed using live configurations and user roles within the production environment. This ensures that real-world routing, escalation, and resolution behaviours are accurately validated across the Cross-Party Service Desk model.

Test execution will focus on process validation and system behaviour rather than data manipulation, reducing the need for dedicated test data setup or anonymisation protocols.

6.4 Test Management Tool (Helix ADO)

Helix ADO provides the capability for the ORT Test team to:

- Manage defects:
    - Assign resolver group, reassign and close defects
    - Assign priorities to ensure effective resolution
- Report on defect and test progress
- Host test scenarios, test cases and test evidence

In preparation for ORT, all test cases will be loaded by the ORT Test Team into ADO. All parties involved in ORT are expected to keep ADO updated as execution is carried out.

6.3 ORT Test Team Deliverables

Service Management Operational Readiness Test (ORT) Approach
The following deliverables will be produced by the ORT Test Team and Elexon Helix Service Management team to support ORT preparation and execution:

- Elexon Service Management Operational Readiness Test Approach (this document)
- Cross Party Service Desk model
- Test Scenarios, Cases and Scripts
- ORT Test Completion Report template

6.4 ORT Entry Criteria

To enter into the ORT execution phase, the following criteria must be met:

	ORT Entry Criteria
1	Integration Readiness - Email integration, automation workflows, and third-party monitoring tools must be configured and functional. Incident routing rules, SLAs, and escalation workflows must be set up.
2	Test Management Tool – ADO is set up to support test execution and defect management with access granted as appropriate.
3	Test Scenarios and cases – Test Scenarios, Cases and Scripts have been created and agreed.
4	Test Governance – Test governance is agreed.
5	Test Meetings – Test meetings are agreed and scheduled
6	Test Reporting – Test reporting is in place.
7	Resourcing – Elexon Helix Service Management Team, ORT Test Team, Elexon Service Providers and Market Participants have sufficient resources to support ORT in place.
8	Test scripts to be uploaded to ADO

7 Test Execution

7.1 Schedule

Where test scenarios require co-ordination across multiple parties, the ORT Test Team will provide central co-ordination to schedule and ensure the tests are executed efficiently.

7.2 Test Case Status

The outcome of test execution will be recorded in ADO. A test step will be marked as “pass” if the actual result matches the expected result, otherwise it’ll be marked as failed and a defect raised. Relevant evidence should be attached to test steps to allow review and assurance to take place.

Where necessary, tests will be scheduled for resting once the defect fix becomes available. All high severity (severity 1 and 2) must be fixed and retested for the successful exit from ORT and it is expected that parties will make all reasonable endeavours to fix and retest all lower severity defects (severity 3 and severity 4) prior to the end of ORT.

A test will be marked as “blocked” where it can’t be run due to a known defect. This status will be used to inform stakeholders of the impact of open defects on ORT progress and completion.

7.3 Defect Management

A defect is defined, in respect of any tests, as:

- Anything that is preventing the execution of the tests; or
- Once commenced or executed, the test has an unexpected or unexplained outcome or response.

All defects will be raised and managed within ADO. Defects must be linked back to the test which was being run and should ensure they are populated with sufficient detail for anyone trying to reproduce the problem. Appropriate evidence should also be attached. Defects will be assigned to a triage team in the first instance.

If the defect raised is not deemed valid by the triage team, it will be discussed with the raiser before being rejected. There could be several reasons for defect rejection including incorrect interpretation of a test case/test step, insufficient or no evidence provided, tester error or duplicate defect.

Market Participants executing ORT are expected to actively engage with the defect management process and as such may need to support triage and defect resolution meetings.

7.4 Defect Lifecycle and Resolution Process

Category	Description
Responsibility for Severity Assignment	**Initial Severity:** Assigned by the Test Lead or Tester at the time of defect creation in Azure DevOps (ADO). **Validation:** Reviewed and confirmed by the Defect Triage Group, which includes representatives from: - Service Management - Programme Test Assurance - Relevant Resolver Group(s)
Severity Definitions	**Severity 1** – Complete loss of critical service or function, no workaround. **Severity 2** – Partial loss or degradation of critical functionality, limited workaround available. **Severity 3** – Non-critical issue with a viable workaround; minimal impact. Severity 4 – Cosmetic or documentation-related issues; no operational impact.
Categorisation	Categorisation (e.g., by system/component, function, or business process) will be based on pre-agreed ADO work item fields and must be populated by the defect raiser. This ensures accurate impact reporting and routing to appropriate resolver groups.

Full description of Severity Definitions is available in Appendix A Defect Criteria

7.5 Defect Lifecycle and Resolution Process

Process Step	Description
Defect Identification	A test step fails in ADO, and a defect is raised. Relevant evidence (screenshots, logs, error messages) must be attached.
Defect Logging	Tester completes all required fields: severity, category, impacted component, and environment.
Triage	Daily triage meetings review new defects. Confirm categorisation and severity. Assign to the correct resolver group.

Service Management Operational Readiness Test (ORT) Approach

Process Step	Description
Fix Delivery	Resolver group investigates and resolves the defect. Fix is deployed to the ORT environment, with change records tracked.
Retesting	Once fix is available, the test is scheduled for re-execution. If passed, the defect is marked as resolved/closed. If failed again, it is re-opened or escalated based on impact.
Blocked Test Management	Tests unable to run due to open defects are marked as “Blocked.” These are reported daily to ORT leadership to highlight dependency risks and impact.

7.6 Exit Criteria

ORT is deemed to have successfully completed if the following criteria have been satisfied:

- All test cases must be executed and evidence documented with a minimum pass rate of 90% achieved.
- No outstanding Severity 1 or 2 defects.
- Percentage of Severity 3 and 4 defects consist with SIT with an approved workaround and work off plan in place.
- Test results and evidence captured in ADO and appropriately assured.
- ORT Test Completion Report reviewed and approved.

8. Test Management and Organisation

8.1 Roles and Responsibilities (RACI)

Activity	Elexon Helix Service Management	MHHS Programme	ORT Test Team	Helix Service Provider	Market Participants
Define ORT Scope & Objectives	R/A	C	C	C	C
Develop ORT Approach	R/A	C	C	C	C
Design Test Scenarios & Scripts	A	C	R	C	C
Consult on Test Scenarios	A	C	R	C	C
Review & Approve Test Scripts	A	C	R	C	C
Manage ADO Setup & Access	R	I	A	I	I
Schedule ORT Participation	C	I	R	A	A
Execute Test Scenarios	C	I	C	R	R
Log Defects in ADO	A	I	R	R	R
Triage & Manage Defects	R	I	A	C	C

Service Management Operational Readiness Test (ORT) Approach

Activity	Elexon Helix Service Management	MHHS Programme	ORT Test Team	Helix Service Provider	Market Participants
Coordinate Defect Retesting	R	I	A	R	R
Conduct Daily Standups & Defect Reviews	A	I	R	R	R
Report Progress & Status	A	C	R	I	I
Validate Exit Criteria	R	A	R	C	C
Produce ORT Completion Report	R/A	C	R	C	C
Approve Readiness to Exit ORT	A	A	R	C	C

8.2 Stakeholder Engagement

Activity	Stakeholders Involved	Purpose
Test Planning Workshops	Elexon, MHHS, ORT Team, Market Participants	Align on approach, schedule, and responsibilities
Scenario & Script Consultations	Elexon, Market Participants, Service Providers, MHHS	Gather feedback and finalize test coverage
Entry/Exit Criteria Review	Elexon, MHHS, ORT Team	Agree on readiness for test start and completion
Daily Stand-Ups & Defect Reviews	ORT Team, Service Providers, Market Participants, MHHS	Monitor execution, resolve defects, escalate as needed
Weekly Progress Updates	MHHS Programme, Elexon, Test Steering Group	Provide high-level summaries, risks, and decisions
ORT Debriefs & Lessons Learned	All stakeholders	Review what worked, what didn't, and update future planning

8.3 Meetings

All participants in ORT are expected to attend regular meetings. The frequency will be dependent on their role in testing, issues raised and stage of testing. This could involved daily stand ups or weekly meetings based on testing schedules.

Typically the following meetings will occur:

- Test Readiness meetings – to track progress of preparation activities
- Weekly Test Execution Progress Meetings
- Defect Management Meetings

9. Test Governance and Reporting

This section sets out the governance and reporting for ORT.

9.1 Governance

Governance Level	Responsibilities
SITAG / SITWG	Provides strategic oversight on test governance.
	Approves major changes in test strategy.
Elexon Test Management Group	Defines overall test strategy and policies.
	Ensures test alignment with business objectives.
	Monitors test execution progress
Elexon Test Lead / Test Manager	Manages end-to-end test activities.
	Ensures resources, timelines, and tools are in place.
	Reviews defects and ensures timely resolution.
	Provides periodic test reports to stakeholders.
Elexon Test Analysts	Develops, executes, and maintains test cases.

9.2 Reporting

The ORT Test Team will provide regular reporting on progress of ORT including:

- Daily and weekly progress reporting (or access to the equivalent on ADO) to the MHHS Programme for assurance.
- Generate test summary reports and defect closure reports, ensuring transparency across Elexon, Market Participants, and third-party service providers.

10 Test Assurance

Test Assurance between the MHHS Programme and Elexon ensures all Operational Readiness Testing (ORT) activities are aligned with programme objectives, executed to expected standards, and deliver the required confidence to complete ORT.

Activity	MHHS Programme (Assurance Role)	Elexon (Delivery Role)
ORT Test Approach Review	Approves structure and objectives	Drafts and aligns with delivery capabilities
Test Scenario Traceability Validation	Confirms scenarios map to TOM/requirements	Designs and documents scenarios
Entry & Exit Criteria Review	Validates sufficiency for readiness	Proposes and meets criteria
Execution Oversight	Monitors daily progress and escalations	Coordinates testing, executes scenarios
Defect Triage Assurance	Attends defect triage and prioritisation	Logs, manages, and retests defects
Reporting & Metrics Review	Validates metrics and insights	Generates reports and uploads evidence in ADO
Evidence-Based Readiness Recommendation	Provides assurance for go/no-go decisions	Completes ORT completion report and sign-off packs

Appendix A: Defect Criteria

Severity (P-Level)	Criteria	Impact	Resolution Target	Escalation Action
P1 (Critical)	Complete failure of core service desk functions impacting MHHS TOM-wide operations (e.g., incident logging, major incident coordination, change approvals).	- Major disruption to cross-party service management. - Impacts multiple Market Participants and Central Service Providers. - No viable workaround.	tbc	Immediate escalation to Elexon Service Management, Market Participants, and affected resolver groups.
P2 (High)	Partial service degradation affecting multiple Market Participants or major workflows (e.g., delayed ticket synchronisation, incorrect SLA escalations, failure in resolver group notifications).	- Causes operational inefficiencies but does not completely halt service desk operations. - Regulatory compliance may be impacted if not resolved within SLA. - Workaround available but impacts performance.	tbc	Escalation to Incident Management Team for expedited resolution.
P3 (Medium)	Non-critical service desk issues such as UI defects, reporting errors, or minor automation failures.	- Does not impact critical business functions. - Workaround available with minimal impact on end users.	tbc	Assigned to appropriate resolver group for prioritisation
P4 (Low)	Cosmetic issues, minor usability problems, or documentation gaps.	- No business or service impact.	tbc	Logged for future fixes or backlog prioritisation.