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Triage and business Service support Model

Version 0.3 – **For Discussion**

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An overview of the Elexon triage and business support model from the MHHS Milestone 10

This presentation will provide an overview of the business support model that will operate alongside the IT Service model and support Users through the new settlements processes.

We recognise, that from Milestone 10, we will receive a large number of queries through the portal about a wider range of subjects, including IT Service Management which is not the focus of this document and can be reviewed through documentation such as the MHHS Service Users Operations Manual.

All queries submitted through the Elexon Portal will be triaged by the User Liaison Team (ULT) as a single front door managed by the Operational Control Centre. The ULT will consist of industry experts, who will review queries to ensure the request is clear and complete and will ensure it is routed to the right support team to resolve it in a timely manner. We are seeking to ensure the ULT has the requisite expertise in Settlements, smart metering, industry operations, Qualification and the MHHS programme and will seek views on any gaps. The ULT will feed into the Operational Control Centre insights on trends or issues in contact in addition to existing MI tools.

We currently anticipate there will be high volumes of contact around qualification initially and transitioning to contact about assurance and other core functions. We plan to use OSM support with applicable BSC parties to further assure users in query resolution. We continue to work internally on volumetrics to understand if current scaling assumptions are valid.

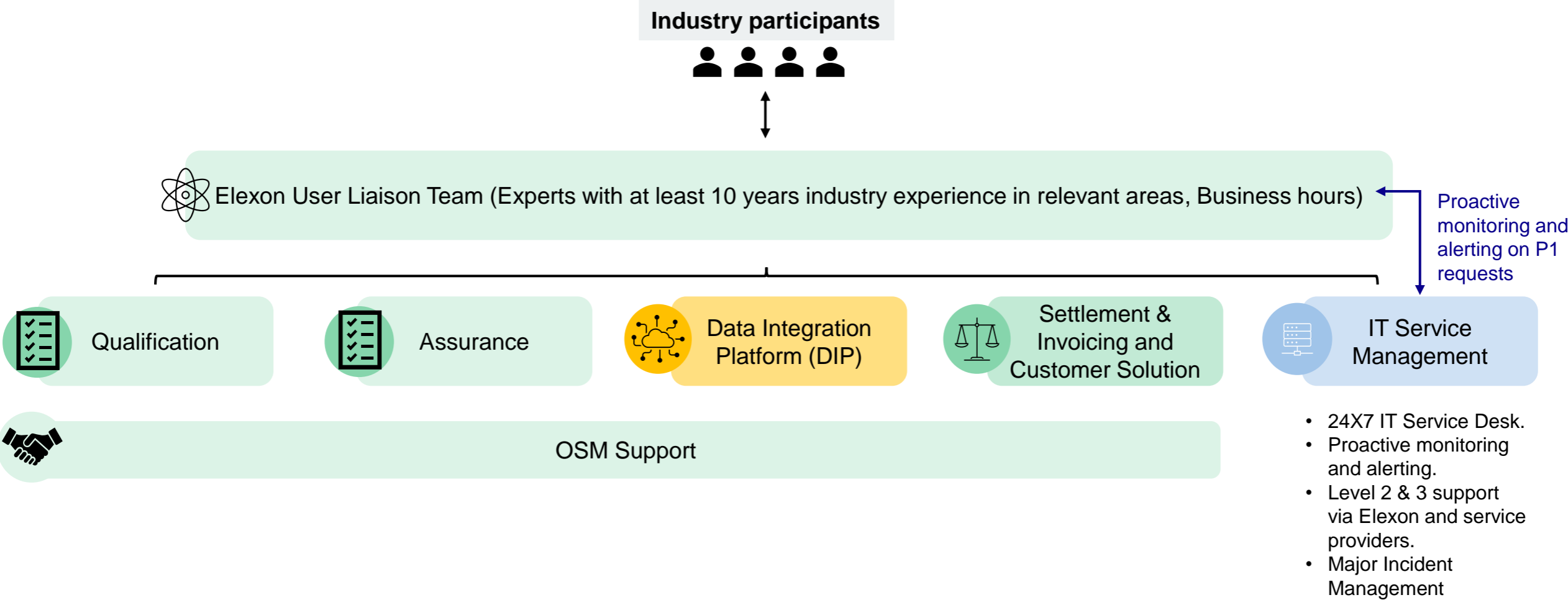
This user support model will be augmented by the knowledge base which is being developed from learnings and design queries captured over the last few years plus operational settlements experience and user input.

NB. MHHS Programme channels will be used for all migration queries.



Elexon triage and business support model – the front door

The first contact for queries raised through the Elexon Portal will be the User Liaison Team. They will support participants by reviewing portal requests at submission, ensuring that missing information is identified and updated whilst requests are routed to the correct function to resolve them. Priority one requests will be scanned for and pulled through to IT service management for immediate assessment and action with business expertise supporting. Non-IT requests, once routed to the correct capability, will be actioned by the expert team and applicable BSC Parties will be able to use their assigned OSM to provide additional support. All requests will be tracked from submission through to resolution with outcomes communicated to the raiser.



Elexon triage and business support model – capabilities

Once queries have been triaged by the ULT they will be routed to expert teams to resolve. Many of these are existing Elexon teams that will be scaled up and skilled with expertise of the new MHHS processes.

We will ensure that our teams will be able to respond to queries relating to all of the following areas:

- Operational issues
- MHHS Design and Requirements queries (Market Design)
- Qualification
- Service activation
- Assurance
- Settlements and invoicing
- Service enhancement

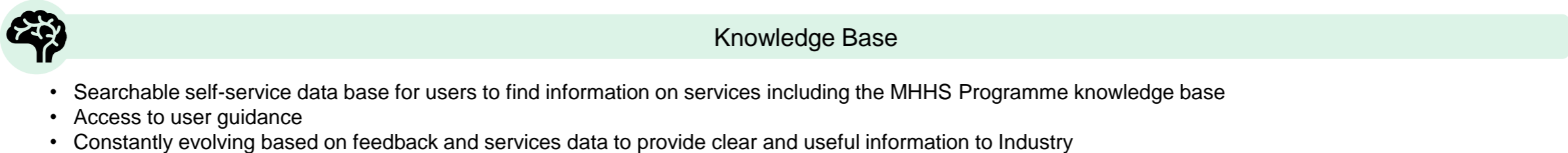
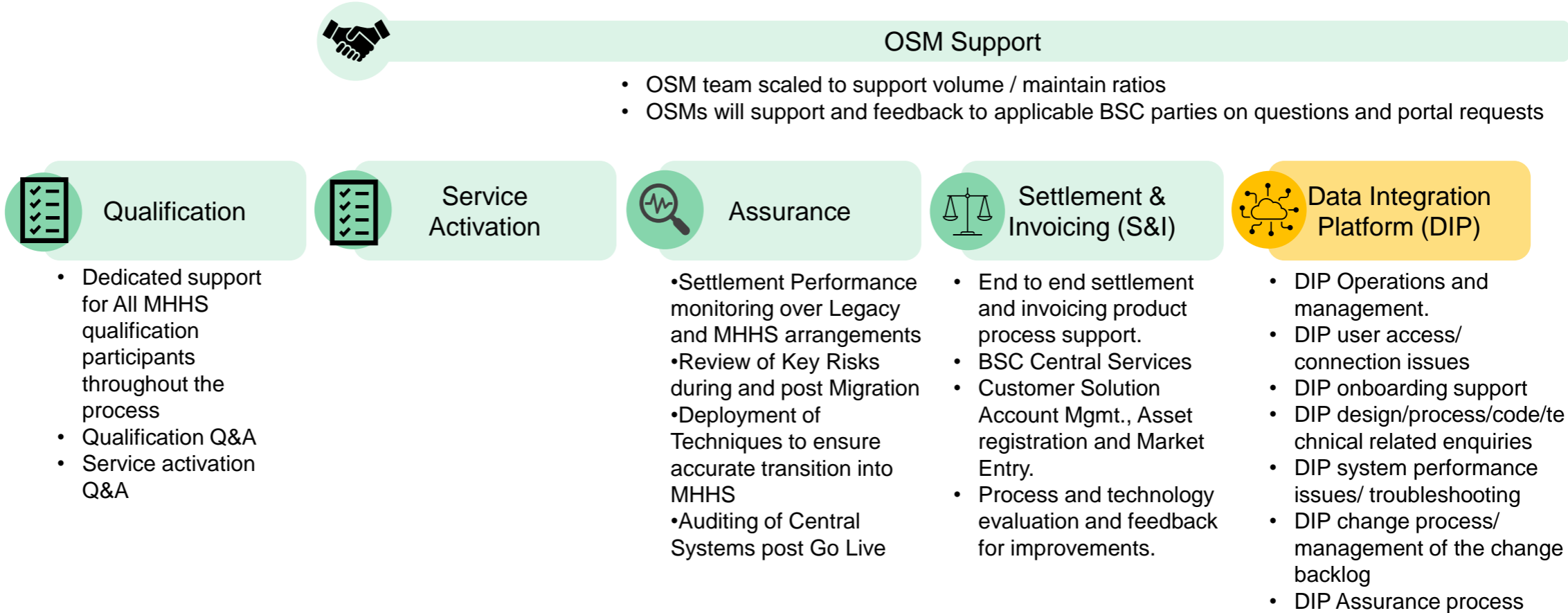
These will be continuously reviewed to ensure scaling is appropriate and the right mix of services is provided. This will be done by the Operational Control Centre who will have MI suites and operational feedback to inform maintenance and evolution of the service model to meet users' needs. Feedback can be provided through the portal itself or through OSMs.

The OCC will also provide training and user service groups to disseminate learnings and improve user understanding of services.



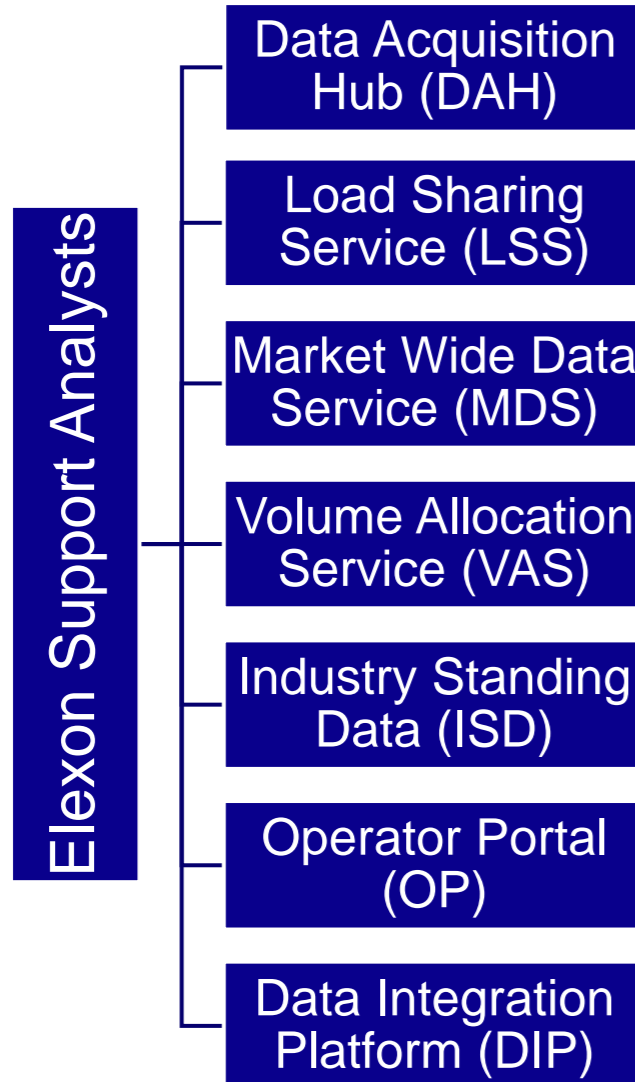
Elexon triage and business support model

Once a query has passed through ULT, Elexon, utilising the OCC, will provide business capability that supports users through every stage of the service. The knowledge base will be available to inform participants through self-service, specialist support will guide them through Qualification and Operational Support Managers will be assigned to applicable BSC parties from activation to guide them with use of Services.



Elexon triage IT Service Desk

The IT Service Desk is also accessed through the portal and supports participants but has its own model as set out in the MHHS Service Users Operations Manual. Support requests will be monitored 24/7 and priority one requests triaged by the IT service provider. This is in addition to the tools that will monitor the DIP and other systems to detect any issues before they are reported by participants. Business support will be available for critical issues.



Support Tasks

- Investigation, categorisation and diagnosis
- Triage and engagement with support teams and Partners
- Resolution of cases
- Escalation of Cases & Incidents
- Development & definition of processes and LWIs
- Estimation of expected volumes to support capacity planning
- Trend analysis
- Participation in problem management & major incident management
- Creation of common practices, knowledge sharing forums and communities across Elexon
- Contribution to the continuous improvement of service delivery

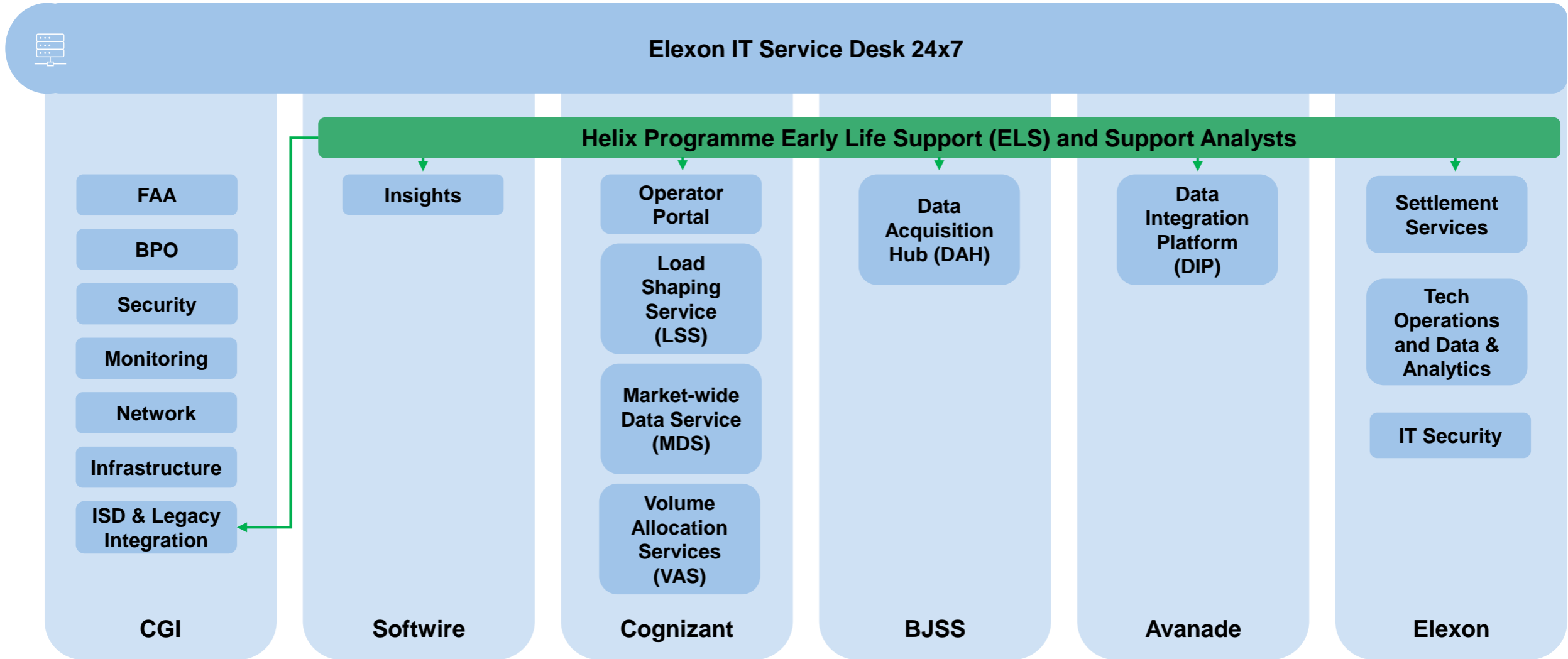
Note:

Two Elexon FTEs

Supporting normal business hours M-F excluding bank-holidays 8am – 6pm

Elexon triage and business support – IT service desk

The Elexon IT Service Management Service Desk will ensure that all system incidents and problems are resolved following the processes, SLAs and OLAs outlined in the IT Service Management Operational Manual.



IT related tickets are triaged by ULT and passed through Service Desk (ServiceNow) to the relevant resolver groups

Appendix