MHHS Open Day

Please note that this event will commence at 10.00

23 April 2024

Document Classification: Public

MHHS-DEL2509

Introduction & Housekeeping

Bushra Ali, PPC Lead

MHHS Programme (LDP)

Introduction and Housekeeping – Agenda

Item	Speaker	Team / Organisation	Time	
Registration	-	-	09:30 – 10:00	*30 minutes*
Introduction & housekeeping	Bushra Ali	MHHS Programme (LDP)	10:00 – 10:05	*5 minutes*
Welcome	Helen Adey	MHHS Programme (SRO)	10:05 – 10:15	*10 minutes*
Delivery philosophy	Warren Fulton and Smitha Pichrikat	MHHS Programme (SRO)	10:15 – 10:30	*15 minutes*
Ofgem address	Melissa Giordano	Ofgem	10:30 – 10:45	*15 minutes*
Break & coffee			10:45 – 11:15	*30 minutes*
Qualification update	Jonathan Hawkins, Rob McPherson Andrew Wallace, Matt Cogram, Nicola Farley	Elexon, REC and MHHS Programme (SRO)	11:15 – 12:45	*90 minutes*
Continuous improvement	Keith Clark and Adrian Page	MHHS Programme (LDP)	12:45 – 13:15	*30 minutes*
Lunch & stalls			13:15 – 14:30	*75 minutes*
Go-live update	John Wiggins	MHHS Programme (LDP)	14:30 – 15:00	*30 minutes*
Migration update	Warren Fulton	MHHS Programme (SRO)	15:00 – 15:30	*30 minutes*
Feedback & close	Helen Adey	MHHS Programme (SRO)	15:30 – 15:45	*15 minutes*
Optional drinks: The Refinery, Regent's Place	-	-	16:00 – 18:00	

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Bathrooms

Bathrooms are located in reception next to the lifts

In case of an emergency

- An alarm will sound to alert you

Evacuating 350 Euston Road

- If you discover a fire, operate one of the fire alarms next to the four emergency exits

- Please do not tackle a fire yourself

- If you hear the alarm, please leave the building immediately

- Evacuate by the nearest signposted fire exit and walk to assembly point

- Please remain with a member of Elexon staff and await further instruction from a fire warden

- For visitors unable to use stairs, a fire warden will guide you to a refuge point and let the fire brigade know where you are

When evacuating please remember

- Do not use the lifts

- Do not re-enter the building until the all clear has been given by the fire warden or ground floor security

- **Our team on reception is here to help you, if you have any questions, please do ask them**
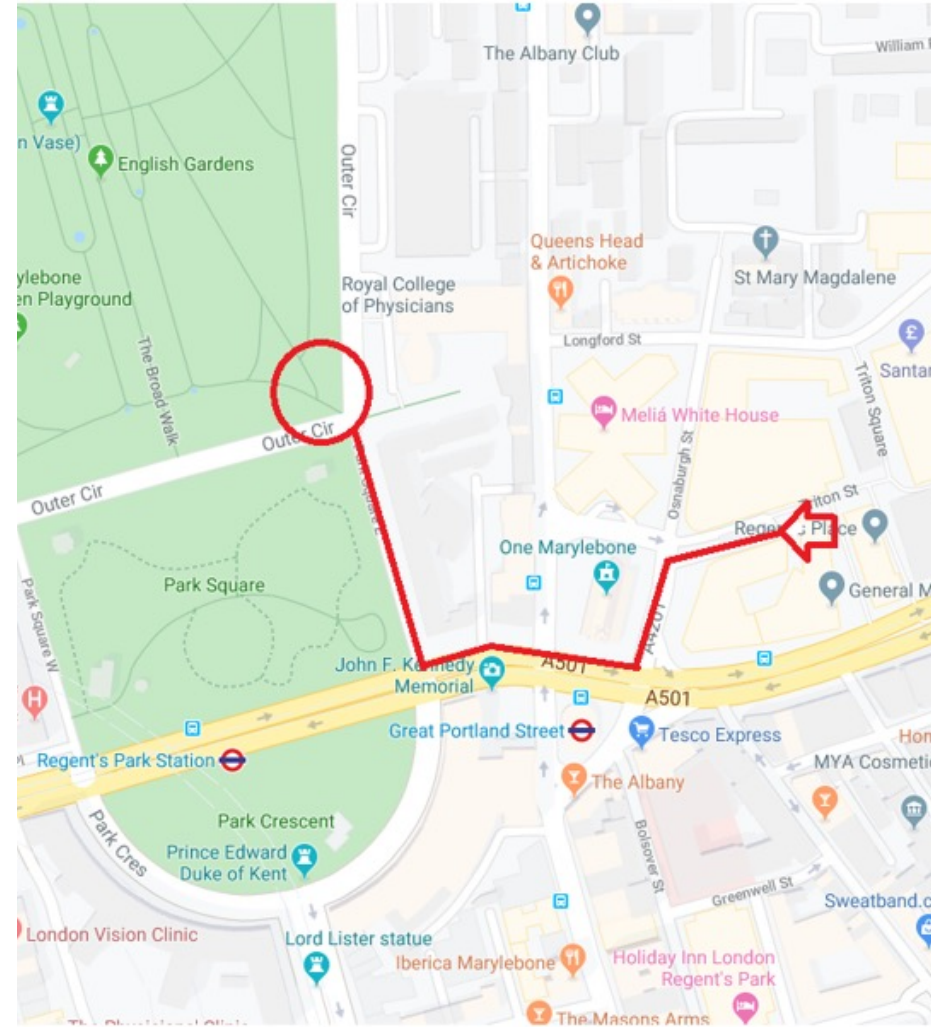
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Welcome

Helen Adey, Programme SRO

MHHS Programme (SRO)

Delivery Philosophy

Smitha Pichrikat, Client Delivery Manager & Warren Fulton, Migration Lead

MHHS Programme (SRO)

Principles of the MHHS Delivery Philosophy

Do things in a different way
Look beyond the 'way we've always done things' to find a simpler and quicker way of doing things

Use the right people for the right tasks
Bring together people with the right focus to work collaboratively to solve problems and resolve issues

Move at the pace of the fastest
Phase the delivery to enable early adopters to progress as quickly as they can

Take a risk-based approach
Agree what is 'good enough', accept that there is some level of risk, and move forward

Bring it back to the real world
Ask the questions – Do we really need to do this? Is it worth delaying the benefits to consumers for?

Tangible Outputs

Design-led approach
Enabled participants to build their systems in parallel with code drafting reducing overall delivery timescales

MHHS Working Groups
- Design- Business Process/Technical experts
- Code Drafting- Regulatory experts
- Fast Track Implementation- Delivery experts

Fast Track Implementation Group
Creation of a Minimum Viable Cohort for System Integration Testing that enables early adopters to be in the first wave of Migration

Design baseline and entry into SIT
Entry into SIT based on a stable core design and an interim release process to manage minor changes

MHHS Change Freeze
Implementation of strict change control criteria to minimize any unnecessary delays to delivery

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Ofgem Address

Melissa Giordano, Programme Sponsor

Ofgem

Break 10:45 – 11:15

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Qualification Update

Rob McPherson, Jon Hawkins, Andrew Wallace, Matt Cogram, Nicola Farley

RECCo, Elexon and MHHS Programme (SRO)

Jon Hawkins and Rob McPherson	Andrew Wallace	Matt Cogram	Matt Cogram	Nicola Farley	All
RECCo and Elexon	*RECCo*	*Elexon*	*Elexon*	*MHHS Programme*	
Qualification and the Delivery Philosophy	**Qualification Approach**	**Qualification Assessment Document**	**Non-SIT Supplier and Agents Qualification Testing**	**Non-SIT LDSO Qualification Testing**	**Q&A**
10 mins	10 mins	10 mins	10 mins	5 mins	30 mins

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Principles of the MHHS Delivery Philosophy

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SIT Parties

Non-SIT LDSOs

Non-SIT Suppliers & Agents

Jon Hawkins and Rob McPherson	Andrew Wallace	Matt Cogram	Matt Cogram	Nicola Farley	All
RECCo and Elexon	*RECCo*	*Elexon*	*Elexon*	*MHHS Programme*	
Qualification and the Delivery Philosophy	**Qualification Approach**	**Qualification Assessment Document**	**Non-SIT Supplier and Agents Qualification Testing**	**Non-SIT LDSO Qualification Testing**	**Q&A**
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What is MHHS Qualification?

- The **REC** and **BSC** requires its parties to be Qualified and maintain their Qualification.

- It provides **assurance** that the party has appropriate systems, processes and controls to meet its code requirements.

- MHHS requires REC and BSC Parties to make **material changes** and to be 're-Qualified' to operate the new arrangements.

- These are parties with existing portfolios and new interoperability requirements that, if not performed correctly, will impact **consumers** and other **market participants**.

- RECCo/REC Code Manager and Elexon, with support from MHHSP, are developing a **MHHS Qualification process** to manage this activity and provide assurance that parties can meet their new MHHS obligations before they can migrate MPANs into the MHHS arrangements.

Who does it apply to?

The following participants are **required** to complete MHHS Qualification:

- ~ **93** Electricity Suppliers
- ~ **36** Data Services
- ~ **44** Electricity Metering Equipment Managers (MEMs)
- ~ **27** LDSOs

LDSOs and Electricity Suppliers are parties to both the REC and the BSC and will need to be MHHS Qualified under **each Code** before being allowed to operate new MHHS arrangements.

MEMs will be MHHS Qualified under the **REC only.**

Data Services will be MHHS Qualified under the **BSC only.**

MHHS Qualification timeframes and role in overall Programme delivery

When do parties need to qualify?

M10 | **M11** | **M14** | **M15**

28th February 2025
SIT MVC & Non-SIT LDSO Qualification Status to be confirmed

7th March 2025
Central System ready to Migrate MPANs

14th March 2025
Last date for SIT Suppliers & Agents to have Qualification Status confirmed & meet M11 start

4th April 2025
Migration starts

16th March 2026
All Suppliers MHHS Qualified

5th October 2026
Migration completed

What happens if they don't?

To facilitate Migration Completion (**M15**), all Electricity Suppliers must be MHHS Qualified **by M14** or their right to register new customers will be removed.

This will be operationalised via a request from BSCCo to REC Code Manager to update the CSS Switching Operation Data to remove registration permission.

All MEMs and Data Services expected to be MHHS Qualified **by M14** and have a commercial incentive to do so.

If a MEM/Data Service not MHHS Qualified, it cannot be appointed to a MHHS Metering Point **after M14**.

Once all MPANs have been migrated to the new MHHS arrangements **at M15**, a MEM/Data Service that has not MHHS Qualified will no longer be able to operate in the market.

In addition to removing an Electricity Supplier's right to register new customers if not MHHS Qualified by M14, Ofgem considering other measures to drive the right behaviours e.g.

- Requiring Code Bodies and/or Programme (tbc) to 'name and shame' parties that have not progressed testing by the required timescales.

Enduring Qualification arrangements will incorporate MHHS requirements **from M14**.

MHHS Qualification Pathways

There are three main constituency groups. Each has a different MHHS Qualification pathway.

SIT Parties	Non-SIT LDSOs	Non-SIT Suppliers & Agents
• Some Suppliers, Agents (including MEMs and Data Services) and LDSOs have volunteered to support central party E2E testing.	• Two LDSOs are part of SIT.	• All Suppliers and Agents (including MEMs and Data Services) that are not part of SIT must also be MHHS Qualified by Code Bodies.
• Testing is being managed by the MHHS Programme.	• Non-SIT LDSOs are undertaking role-based testing – this is being managed by MHHS Programme.	• These parties will undertake role-based testing – this is being managed by the Elexon Test Manager.
• Code Bodies will MHHS Qualify the SIT Parties first.	• Code Bodies will MHHS Qualify the Non-SIT LDSOs at the same time as the SIT Parties.	• This will happen after the SIT Parties and Non-SIT LDSOs.

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Qualification Approach & Plan

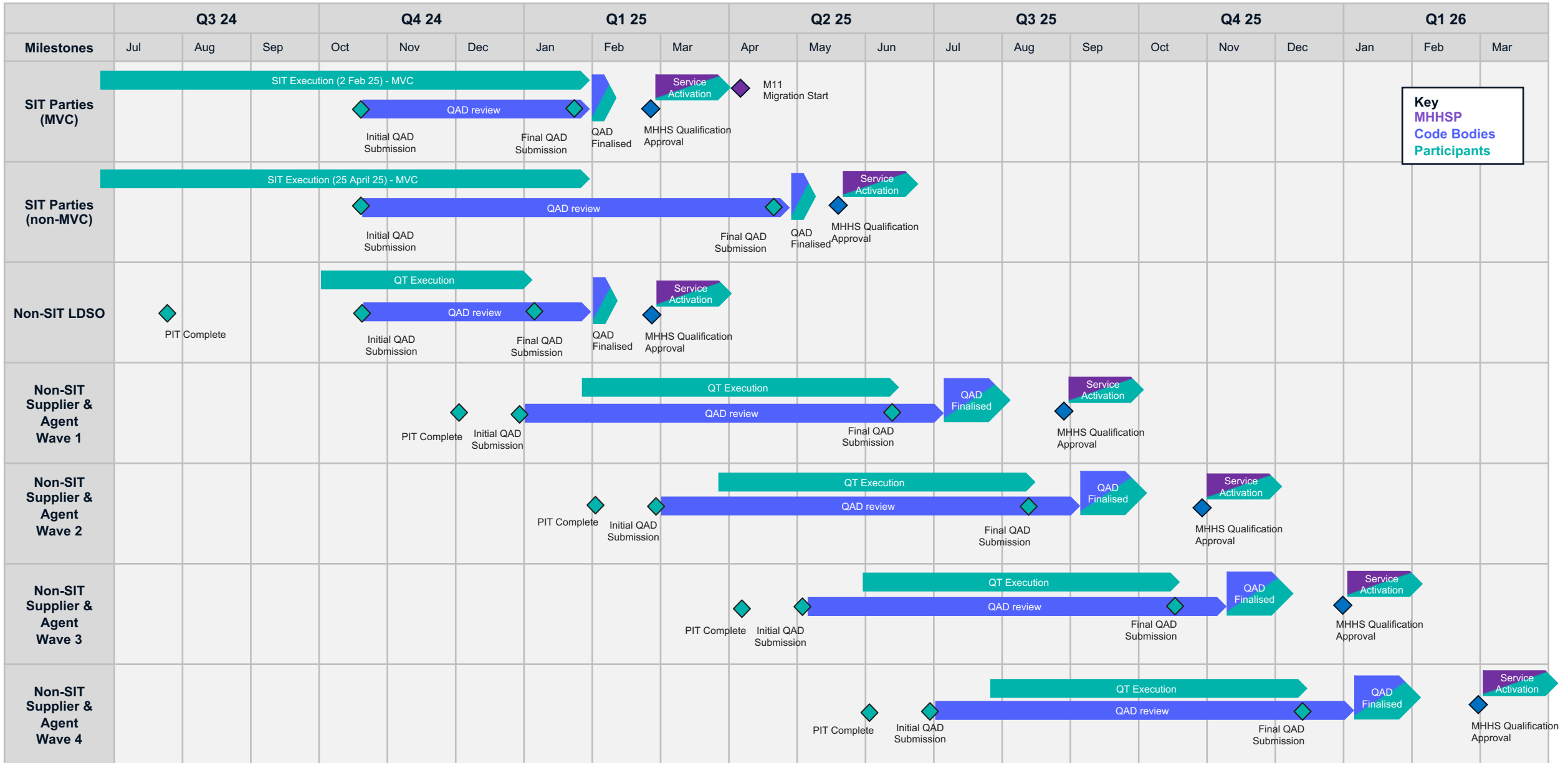| Document owner	Document number	Version
BSC and REC Code Bodies	**MHHS-DEL1118**	**2.0**
Status	Date	Classification
Draft	**03 April 2024**	**Public**

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Key Information

- All Suppliers, Agents and LDSOs (both SIT and Non-SIT) should familiarise themselves with this document.

- QA&P v2.0 approved and published 3rd April – covers Functional and Migration requirements.

- Sets out the MHHS Qualification steps and roles/responsibilities.

- Appendix C sets out the key dates required for MHHS Qualification.

- Annex 1 describes the Qualification Testing arrangements for Non-SIT LDSOs.

- Annex 2 describes the Qualification Testing arrangements for Non-SIT Supplier and Agents.

- Further iterations will be provided to cover Non-Functional and Operational requirements.
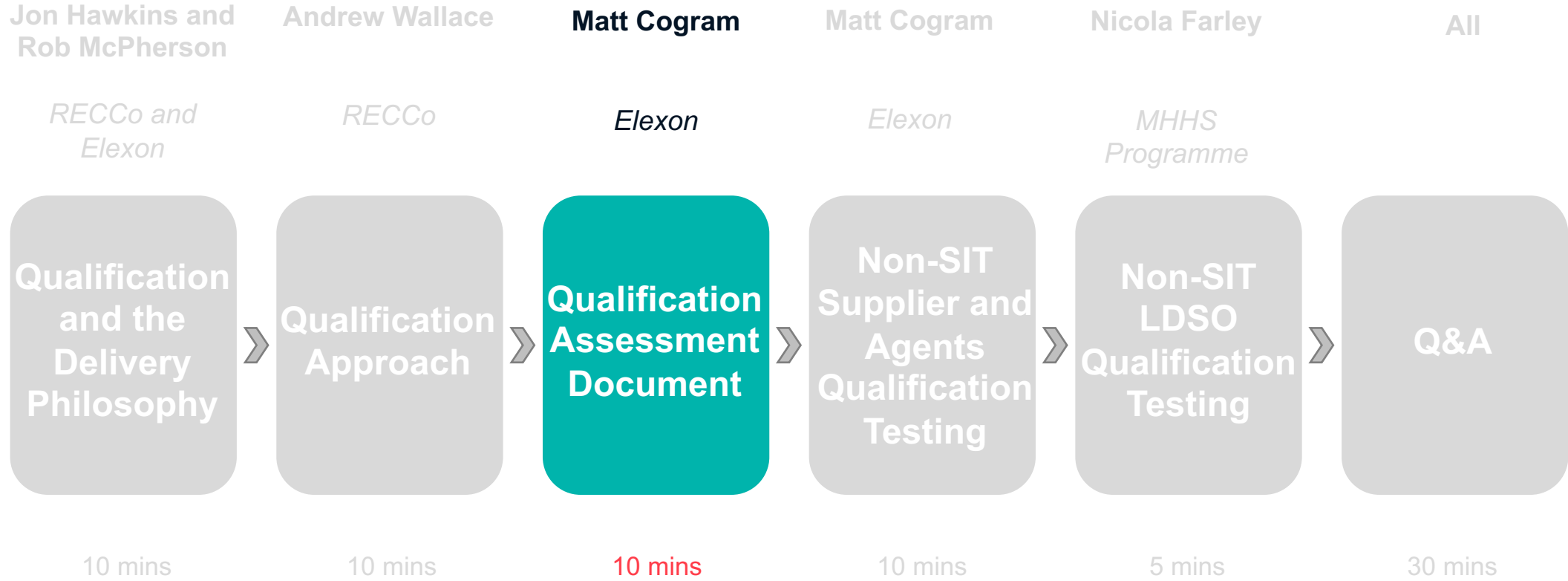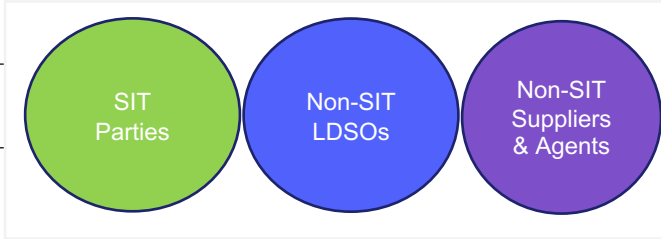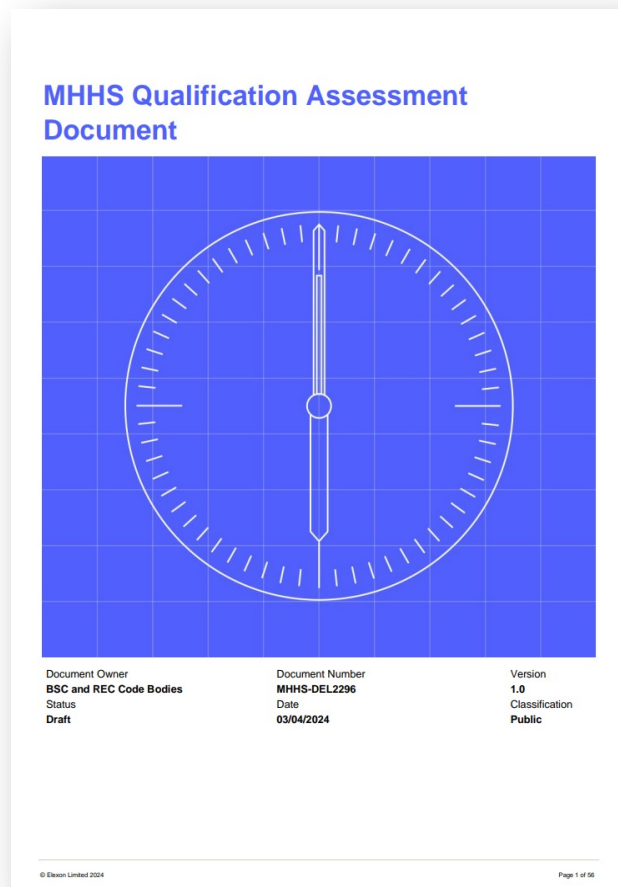
MHHS Qualification Steps

1 **Placing Reliance Agreement, Prep and Planning**
Parties and Code Bodies agree any Placing Reliance proposals and determine Qualification Wave allocation (Non-SIT Suppliers and Agents Only).

2 **PIT**
Parties undertake PIT. Completion assured by Programme (SIT parties and non-SIT LDSOs) and Code Bodies (Non-SIT Suppliers and Agents).

3 **Initial QAD Submission**
Parties provide Initial QAD submission and Code Bodies check it is complete. This is a precursor to QT Entry for Non-SIT Suppliers and Agents.

4a **Initial QAD review**
Code Bodies review Initial QAD Submission responses and engage with parties as necessary.

4b **SIT/QT Completion**
Party undertakes SIT/QT for that party type minus any tests excluded as a result of Placing Reliance agreement.
SIT and Non-SIT LDSO QT managed by Programme. Non-SIT Supplier and Agent QT managed by Elexon Test Manager. Code Bodies must agree work-off plans for any outstanding defects.

8 **Service Activation**
Party is MHHS Qualified. Update to Industry Standing Data, DIP Manager completes onboarding to production environment and MHHSP confirms when party can start MHHS Migration.

7 **MHHS Qualification**
REC Code Manager approval (Supplier, LDSO and MEM) - informs party and Elexon.

BSC PAB approval (Supplier , LDSO and Data Service) - informs party and Elexon.

6 **QAD review and Sign-Off**
Code Bodies review Final QAD Submission and engage with parties as necessary. Party confirms QAD complete and accurate.

5 **Step 5: Final QAD submission**
Parties provide evidence of SIT/QT completion and any further Final QAD Submission requirements.

Overall Qualification Plan on a Page

SIT Parties

Non-SIT LDSOs

Non-SIT Suppliers & Agents

Jon Hawkins and Rob McPherson	Andrew Wallace	**Matt Cogram**	Matt Cogram	Nicola Farley	All
RECCo and Elexon	*RECCo*	*Elexon*	*Elexon*	*MHHS Programme*	
Qualification and the Delivery Philosophy	**Qualification Approach**	**Qualification Assessment Document**	**Non-SIT Supplier and Agents Qualification Testing**	**Non-SIT LDSO Qualification Testing**	**Q&A**
10 mins	10 mins	10 mins	10 mins	5 mins	30 mins

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MHHS Qualification Assessment Document

Document Owner	Document Number	Version
BSC and REC Code Bodies	**MHHS-DEL2296**	**1.0**
Status	Date	Classification
Draft	**03/04/2024**	**Public**

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Contents

- The QAD details the information and evidence that Suppliers, Data Services, MEMs, and LDSOs must provide to the BSC and REC Code Bodies to support their request to MHHS Qualify.

- The QAD v1.0 was published on 3rd April and covers Functional requirements. Further iterations will set out Migration, Non-Functional and Operational evidence requirements.

Next Steps

- QAD v1.0 guidance and walkthrough planned for 29th May.

- All Suppliers, Data Services, MEMs and LDSOs (both SIT and Non-SIT) should familiarise themselves with this document.

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## How can participants deliver a quality submission?

Code Bodies expect Programme participants to **provide evidence** that they have met the following requirements during the MHHS Qualification process:

Have **robust systems** in place to meet the MHHS Qualification process.
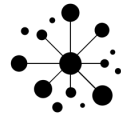
Can **receive, process, send and publish data** as required by the MHHS requirements.

Can undertake the **business processes** required by the MHHS requirements.
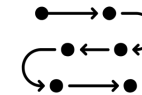
Can undertake **successful migration** for MHHS.

Have the right **resourcing, security and organisational controls** in place to manage expected operation under MHHS.

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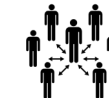
QAD Portal

We have listened to feedback that providing responses in lengthy assurance documentation in Word can be challenging, so we have developed a **QAD Portal** where you can:

Have sections of the QAD tailored to your chosen roles
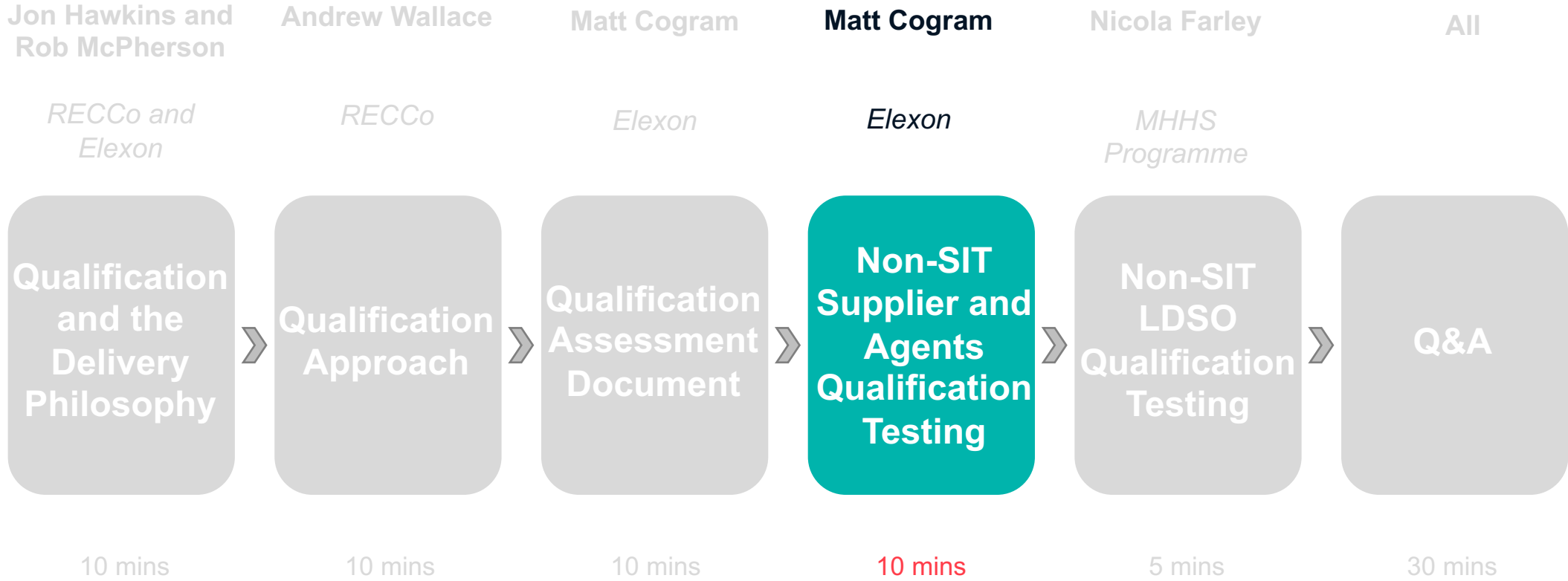
Add a partial or a final response

Upload attachments while responding to the question

See the review comments and status of the question when responding

Training on the QAD Portal will be provided to all Participants

Non-SIT Suppliers & Agents

Jon Hawkins and Rob McPherson	Andrew Wallace	Matt Cogram	**Matt Cogram**	Nicola Farley	All
RECCo and Elexon	*RECCo*	*Elexon*	*Elexon*	*MHHS Programme*	
Qualification and the Delivery Philosophy	**Qualification Approach**	**Qualification Assessment Document**	**Non-SIT Supplier and Agents Qualification Testing**	**Non-SIT LDSO Qualification Testing**	**Q&A**
10 mins	10 mins	10 mins	10 mins	5 mins	30 mins

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Key Information

- Qualification Testing is designed to test the operational systems, processes and practices which participants will utilise once live.

- Testing will focus on processes that pose the highest risk to settlement and retail arrangements.

- Unlike SIT, Non-SIT S&A QT will be role-based and participants will perform tests independently.

- Non-SIT S&A QT will be managed through the Qualification Testing Framework (QTF) which includes a user interface, the DIP and test harnesses used to mimic other market roles.

- Development of the QTF will be the subject of the new QWG Sub-Group.

- Details of the Non-SIT S&A QT approach can be found in the Qualification Approach and Plan Annex 2.

QTF User Interface Screenshots

For Qualification Testing participants will need to complete…

Qualification Testing Preparation

- Pre-Integration Testing Deliverables
- Qualification Testing Readiness
- Qualification Test Plan

Qualification Testing Execution

- Test case execution
- Defect Management
- Testing evidence

Qualification Testing Completion

- Agreement of Work-off plans with Code Bodies
- Qualification Testing Exit Report

Successful completion of Qualification Testing is a pre-requisite for finalise of a participant's QAD.

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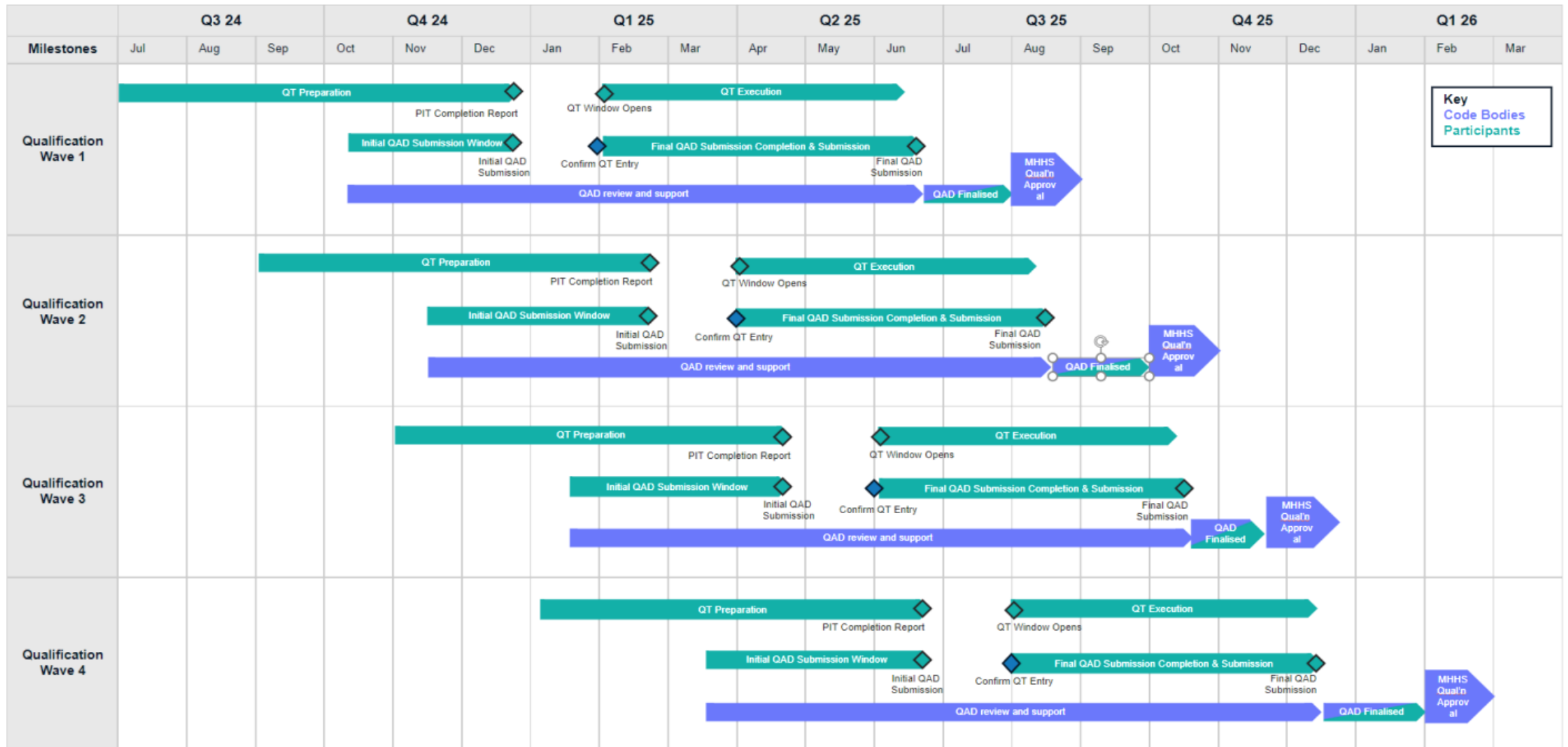
Key Timelines

Figure 10 Non-SIT Supplier, Agent and new entrant LDSO Qualification Waves POAP

Non-SIT LDSOs

Jon Hawkins and Rob McPherson	Andrew Wallace	Matt Cogram	Matt Cogram	**Nicola Farley**	All
RECCo and Elexon	*RECCo*	*Elexon*	*Elexon*	*MHHS Programme*	

Qualification and the Delivery Philosophy	Qualification Approach	Qualification Assessment Document	Non-SIT Supplier and Agents Qualification Testing	**Non-SIT LDSO Qualification Testing**	Q&A
10 mins	10 mins	10 mins	10 mins	5 mins	30 mins

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Non-SIT LDSO Qualification Testing

Non-SIT LDSO will go through role-based Qualification Testing for UMSO, LDSO and Registration Services against a scope agreed between Code Bodies and each participant.

This will provide confidence that individual Non-SIT LDSO S&A QT participants can successfully operate under the MHHS arrangements by M10 within scope of their roles, meeting the assessment criteria set out by BSCCo and RECCo and approved by the BSC and REC PABs.

What has been achieved so far?	What still needs to happen?
• **Testing Approach and framework** agreed	• Submission of **PIT Plans** and deliverables
• **Placing Reliance** submission submitted, reviewed and agreed	• **Placing reliance** for non-functional and operational
• Discussion started to agree **LDSO** individual test scope	• **Test data** cut and data agreement
• **Functional Test Scenarios** and Test Cases approved	• Finalisation of **test scope** and submission of QT test plan
• **Test Data Plan** reviewed by LDSO – awaiting governance approval	• Test **schedule** for execution agreed
	• ADO **training** and onboarding
	• DIP **onboarding**
	• Test **execution**

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Non-SIT LDSO QT Preparation

Jan '24	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec

Strategy

Test Approach developed and reviewed by QWG

Test scenarios developed

Test Approach approved at TMAG

T3-QU-0009: Qualification Testing for Non-SIT LDSOs Participants' environments ready to start connectivity (TBC)

Entry into qualification (programme)

Entry into qualification (participant)

Test Planning

Test cases developed

Test cases uploaded

LDSO testing readiness checks

Ongoing management

Test readiness templates developed, QWG review and approval

T3-QU-0008: Test execution schedule confirmed

Defect, Environment and release mgmt. processes

Provide training to LDSOs on ADO

Environment

DIP Onboarding and Regression Testing on DIP Environment

LDSO deployment onto Helix and DIP

Test Environment DBT

LDSOs demonstrating test readiness

T3-QU-0007: Test Readiness confirmed

Test Harnesses developed and tested (Simulators DBT)

Harnesses and stubs made available to participants

Test data prepared and allocated

LDSOs upload test data

Lessons learned from SIT testing

DIP available

New release of Helix and DIP (end Cycle 2)

Governance processes designed and agreed (Defect Mgmt. priority)

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Legend:
— Non-SIT LDSO QT Project activity
— LDSO Participant activity
— Wider MHHSP activity

Non-SIT LDSO QT Execution

Sept '24	Oct	Nov	Dec	Jan '25	Feb	Mar

T3-QU-0007: Test Readiness confirmed ▲

SIT MVP Cohort Complete ▲

M10 ▲

▽ Migration, Functional, Non-Functional and Operational Testing ▽

▽ Testing progress reporting ▽

▽ Testing Management ▽

▽ Defect resolution ▽

▽ Test evidence review ▽ Programme Review ▽

▽ Code Body Review ▲ LDSO Qualification Status confirmed

▽ QAD Completion and Review ▽

▽ Test entry LL ▽

▽ Test exit LL ▽

▼ SIT Testing: Functional, Non-Functional, Operational, Migration ▼

▼ Wave 1 of qualification starts

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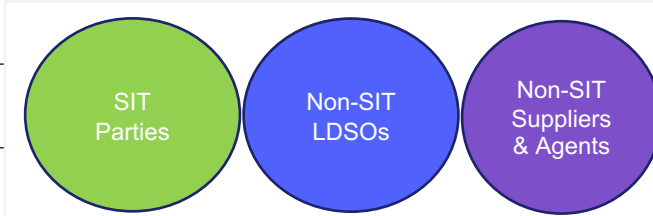
— Non-SIT LDSO QT Project activity
— LDSO Participant activity
— Wider MHHSP activity
— Code Body activity

Qualification - Code Body and LDSO Contacts

Code Body Contacts

Team member	Team
Laura Kennedy	Qualification and Assurance Lead
Vaishnavi Sharma Sarah Jones Andrew Wallace Daniel Rodgers	REC Qualification Team
Matt Cogram George Player Sarah Ross Martin McEwan	Elexon Qualification Team
Chris Beard Dave Webster	Qualification Testing Framework Dev team

The primary point of contact will be MHHSQualification@elexon.co.uk and performanceassurance@recmanager.co.uk.

LDSO QT Contacts

Team Member	Role	Participant	Functions
Nicola Farley	Leadership and strategy QAG	Sponsor	Ownership / Direct and Control
PPC (Francesca and Rowan)	Comms and Engagement Lead	PM / PoC	Main point of contact to capture questions and relay answers. Conduit for all incoming and outgoing comms including bi-lats.
Natasha Tomic Ben Wickins	Coordination and prioritisation QWG	Project Manager	Direct and indirect engagement via C&E Lead
Test Analysts	Technical queries	Test operators	Direct engagement in specific instances

The primary contact point for all questions will be via the LDSO QT mailbox and LDSO_QT@MHHSprogramme.co.uk and the PPC Team PPC@mhhsprogramme.co.uk

Please join us at the Qualification Working Group and Qualification Testing Sub-Groups

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Jon Hawkins and Rob McPherson	Andrew Wallace	Matt Cogram	Matt Cogram	Nicola Farley	**All**
RECCo and Elexon	*RECCo*	*Elexon*	*Elexon*	*MHHS Programme*	
Qualification and the Delivery Philosophy	**Qualification Approach**	**Qualification Assessment Document**	**Non-SIT Supplier and Agents Qualification Testing**	**Non-SIT LDSO Qualification Testing**	**Q&A**
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Continuous Improvement

Keith Clark, LDP Programme Manager & Adrian Page, SI Lead

MHHS Programme (LDP)

Fast-Track Design Process

Achievements so far

- The Fast-Track Design Process was **implemented in May 2023** to speed up the process for making "housekeeping" design changes (mainly design clarifications, corrections and artefact alignment)
- Functionality changes are managed through the **Change Control process**
- Brought about a **mindset change** to delivery focus
- **Continuous improvement** in transparency of updates and reporting
- Has provided the ability to support **testing / defect management** activities at pace

What can be applied for use in future?

- Used for the resolution of testing defects in the design through to the start of **Migration (M11)**
- Then, once the MHHS design is in BAU, could be applied for any further **housekeeping changes**
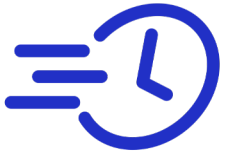- Opportunity to apply to other **project and BAU changes**

Do things in a different way

Right people, right tasks

Move at the pace of the fastest

Back to the real world

Fast-Track Implementation Group (FTIG)

Achievements so far

- **~40** meetings, c**. 50-80** attendees.
- Focus is on **delivery** – mainly PMs attend.
- Focus on overcoming delivery **blockers** – delivery philosophy in action.
- Content to **support discussion**, not just a comms exercise.
- FTIG plenary meetings were supported by aligned **PPC bilaterals** to address specific challenges collaboratively.
- Programme and parties' behaviours are **open and transparent** both in and outside of meetings in other Programme activities.
- Stepped up from fortnightly to **weekly** ahead of key milestones.
- Problems progressing in CIT were dealt with by rapidly and collaboratively agreeing and getting behind a **change in approach.**

What can be applied for use in future?

- Whilst formal governance groups are important to control delivery, a non-governance group like FTIG can **move quickly** to respond to delivery management problems and quickly **establish new approaches**.
- Governance and non-governance groups need to **stay aligned**.
- Organisations' PMs are well-placed to see the **whole picture** and find practical solutions, rapidly: they need a place to collaborate.

Do things in a different way

Right people, right tasks

Move at the pace of the fastest

Risk-based approach

Back to the real world

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Programme Participant Information Requests (PPIRs)

Achievements so far

- Gathered **targeted information** to support Programme decisions (e.g. Migration Approach), backed by BSC obligation on PPs to respond.

- Have (in one participant case so far) used the **PPIR process** to collect information for their own MHHS-relevant development.

- High **response rates** with quality input.

What can be applied for use in future?

- **Code obligations** to respond to reasonable requests is key.

- Build **PPIRs** into processes to support key decisions, including change.

- Make available PPIR process to **other parties** (including Code Bodies).

Do things in a different way

Right people, right tasks

Back to the real world

Targeted PPC Bilateral Engagement & Collaboration

Achievements so far

- Supporting participants through **1,500 targeted bilaterals** has helped to uncover valuable insights into participant readiness and areas for support, linking in SMEs from the Programme as and when required:
  - Since December 2021, Programme participant engagement levels have risen from **94 bilaterals** a month to an unprecedented **124 bilaterals** a month.

- PPC bilaterals have been highly aligned with groups such as **FTIG**, to deal with specific challenges at the right time.

- There has been huge progress in engaging constituencies with historically lower engagement levels, as follows:
  - Small suppliers increased from **34% to 100%**
  - I&C suppliers increased from **51% to 81%**

What can be applied for use in future?

- Focus on **'participant experience'**, leading to higher mutual and more coherent, more complete understanding of participant needs (what, when).

- Continue targeting of **support to participants**, on a risk basis, as SIT and Qualification milestones approach.

Do things in a different way

Risk-based approach

Back to the real world

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Timely and Targeted Communications

Achievements so far

- Changes to The Clock, Collaboration Base and MHHS website to make it easier for participants to navigate and use these intrinsic **communication tools**
- **Open Days and Webinars** to interactively share information and enable participants to raise questions directly with subject matter experts
- Clear line of sight on required **industry consultations**

What can be applied for use in future?

- Experience, making it **easier and faster** to work through Programme information when it is needed
- Co-ordination and orchestration of **participant communications** across all workstreams – whether or not these are directly managed by the MHHS Programme team

Do things in a different way

Move at the pace of the fastest

Back to the real world

How can we ensure wider take-up of delivery improvements made so far?

Role of the Programme (SRO)

Programme (SRO) is accountable for the realisation of all defined programme outcomes, to enable the expected benefits in Ofgem's business case.

To discharge this accountability, the Programme (SRO) has laid out the regime required to provide appropriate assurance of delivery.

Role of the Programme (LDP)

Programme (LDP), as the programme management function, ensures that all programme workstreams deliver their required outcomes on time.

This will ensure the programme achieves its overall outcomes, benefiting industry and providing the basis for a Blueprint for future such programmes.

Assurance Approach

The approach is risk-based and targeted, considering the effort required.

Assurance examines evidence, including:
- Key milestones in the workstream delivery schedule (roadmap, PoAPs)
- Workstream RAID items and actions
- Reporting.

Overall, assurance aims to improve and de-risk delivery without unnecessary disruption to delivery.

Enhancing Programme Delivery

The programme's assurance activities should identify opportunities to re-apply programme lessons and improvements across more workstreams.

Independent Programme Assurer (IPA)

The IPA provides an independent '3rd line of defence' beyond the Delivery Lead's own quality management and the Assurer's separate activities.

Illustration

Workstreams in Programme scope	Delivery Lead	Assurer(s)
SIT	Programme (LDP)	Programme (SRO) / BSCCo, RECCo
Code Drafting	Programme (SRO)	Programme (LDP) / BSCCo, RECCo
Non-SIT LDSO Qualification Testing	Programme (SRO)	Programme (LDP) / BSCCo, RECCo
Suppliers & Agents Qualification Testing	BSCCo, RECCo	Programme (SRO & LDP)
Qualification Process (QAD) – all parties	BSCCo, RECCo	Programme (SRO & LDP)
Data Cleanse	Industry Participants	Programme (LDP)
Operational Readiness / Business Change / Transition	Industry Participants	Programme (SRO & LDP)
Cutover / Early Life Model	Programme (LDP)	Programme (SRO)
Migration	Programme (SRO)	Programme (LDP)
Programme Handover (including dual governance)	Programme (SRO & LDP), BSCCo, RECCo & Enduring Service Owners	

Lunch & Stalls 13:15 – 14:30

Please visit the stalls for the opportunity to meet the Qualification, Transition, Migration and PPC Teams

Introduction and Housekeeping – Agenda

Item	Speaker	Team / Organisation	Time	
Registration	-	-	09:30 – 10:00	*30 minutes*
Introduction & housekeeping	Bushra Ali	MHHS Programme (LDP)	10:00 – 10:05	*5 minutes*
Welcome	Helen Adey	MHHS Programme (SRO)	10:05 – 10:15	*10 minutes*
Delivery philosophy	Warren Fulton and Smitha Pichrikat	MHHS Programme (SRO)	10:15 – 10:30	*15 minutes*
Ofgem address	Melissa Giordano	Ofgem	10:30 – 10:45	*15 minutes*
Break & coffee			10:45 – 11:15	*30 minutes*
Qualification update	Jonathan Hawkins, Rob McPherson Andrew Wallace, Matt Cogram, Nicola Farley	Elexon, REC and MHHS Programme (SRO)	11:15 – 12:45	*90 minutes*
Continuous improvement	Keith Clark and Adrian Page	MHHS Programme (LDP)	12:45 – 13:15	*30 minutes*
Lunch & stalls			13:15 – 14:30	*75 minutes*
Go-live update	John Wiggins	MHHS Programme (LDP)	14:30 – 15:00	*30 minutes*
Migration update	Warren Fulton	MHHS Programme (SRO)	15:00 – 15:30	*30 minutes*
Feedback & close	Helen Adey	MHHS Programme (SRO)	15:30 – 15:45	*15 minutes*
Optional drinks: The Refinery, Regent's Place	-	-	16:00 – 18:00	

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Go-Live Update

John Wiggins, Industry SME

MHHS Programme (LDP)

The MHHS Target Operating Model (TOM) will become effective from this milestone, meaning that:

New Codes Have Been Designated

- The new Codes will be designated from this date (known as Programme milestone M8)

Central Services Have Deployed

- The Central Services (Settlements, EES, DIP, DSP, CSS) will have completed deployment and will be fully operational

LDSOs Have Deployed

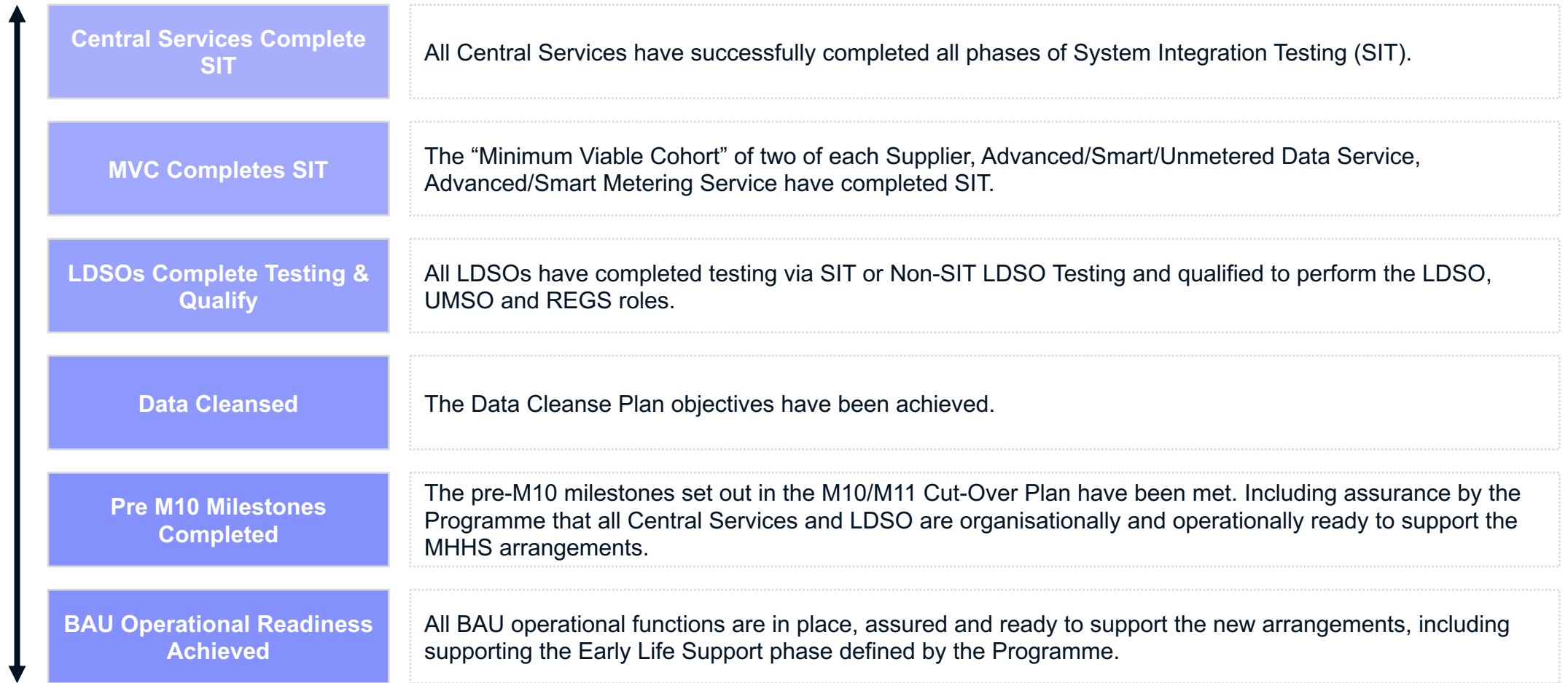- All LDSOs (DNO and iDNO) will have deployed MHHS capable MPRS, UMSO and other operational functions

Reverse Migration Functionality Has Been Deployed

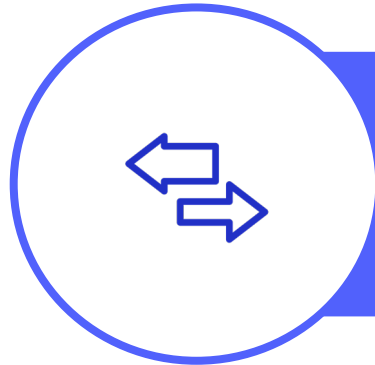- All Suppliers, MOPs and DCs will have deployed new functionality to support Reverse Migration

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The criteria and dependencies for achieving M10

Criteria And Dependencies For Achieving M10

|	
Central Services Complete SIT	All Central Services have successfully completed all phases of System Integration Testing (SIT).
MVC Completes SIT	The "Minimum Viable Cohort" of two of each Supplier, Advanced/Smart/Unmetered Data Service, Advanced/Smart Metering Service have completed SIT.
LDSOs Complete Testing & Qualify	All LDSOs have completed testing via SIT or Non-SIT LDSO Testing and qualified to perform the LDSO, UMSO and REGS roles.
Data Cleansed	The Data Cleanse Plan objectives have been achieved.
Pre M10 Milestones Completed	The pre-M10 milestones set out in the M10/M11 Cut-Over Plan have been met. Including assurance by the Programme that all Central Services and LDSO are organisationally and operationally ready to support the MHHS arrangements.
BAU Operational Readiness Achieved	All BAU operational functions are in place, assured and ready to support the new arrangements, including supporting the Early Life Support phase defined by the Programme.

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# Programme Milestone M11/12 – Start of Migration

What will happen at M11/12?

First MPAN Migration
M11 (Smart) / M12 (Advanced) denotes the date at which the first MPANs will be migrated from the Legacy arrangements to the MHHS arrangements.
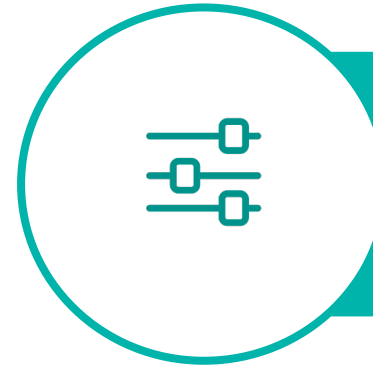
SIT Supplier Migration
Those SIT Suppliers who qualified before M11 will be able to begin their migration, in a highly controlled manner from M11 onwards.
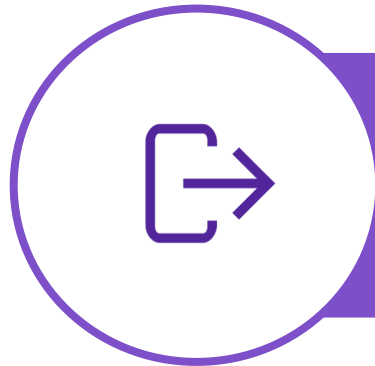
Migration After SIT Exit & Qualification
SIT testing will continue for non-MVC Programme participants until the end of April 2025.
If Programme participants exit SIT before this date once qualified, they will be able to enter migration, but this may be after M11 (but as soon as possible, in line with the "Service Activation" process).
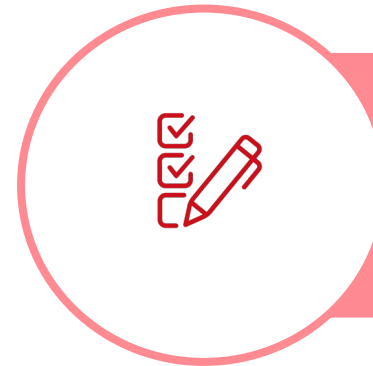
Checks on Data/Metering Services
Suppliers' ability to enter the MHHS market will depend on them having arrangements in place with qualified Metering and Data Service roles.

What is the objective of Early Life Proving?

The Programme's aim is to realise the MHHS benefits as soon as possible. This means ramping up migration volumes in a controlled manner, proving that the TOM is working as expected, before entering the BAU phase of high daily migration volumes.

How will we achieve this?

A set of defined criteria is being developed to measure performance, assuring settlement integrity across both Legacy and MHHS arrangements; and consumer impact.

The Programmes role supporting industry through this period will also be defined, including reporting, measuring performance, triage and resolution by the appropriate party.

Roles and responsibilities between Programme participants, the Programme and Code Bodies will be defined and agreed.

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Migration Update

Warren Fulton, Migration Lead

MHHS Programme (SRO)

Migration of all MPANs to the new settlement arrangements in a manner that:

Seeks to accelerate the realisation of the MHHS benefits

Is fair and transparent

Adheres to the Programme plan and prevents overrun costs to consumers

Achieves the M15 acceptance criteria

Does not adversely affect the industry or consumers

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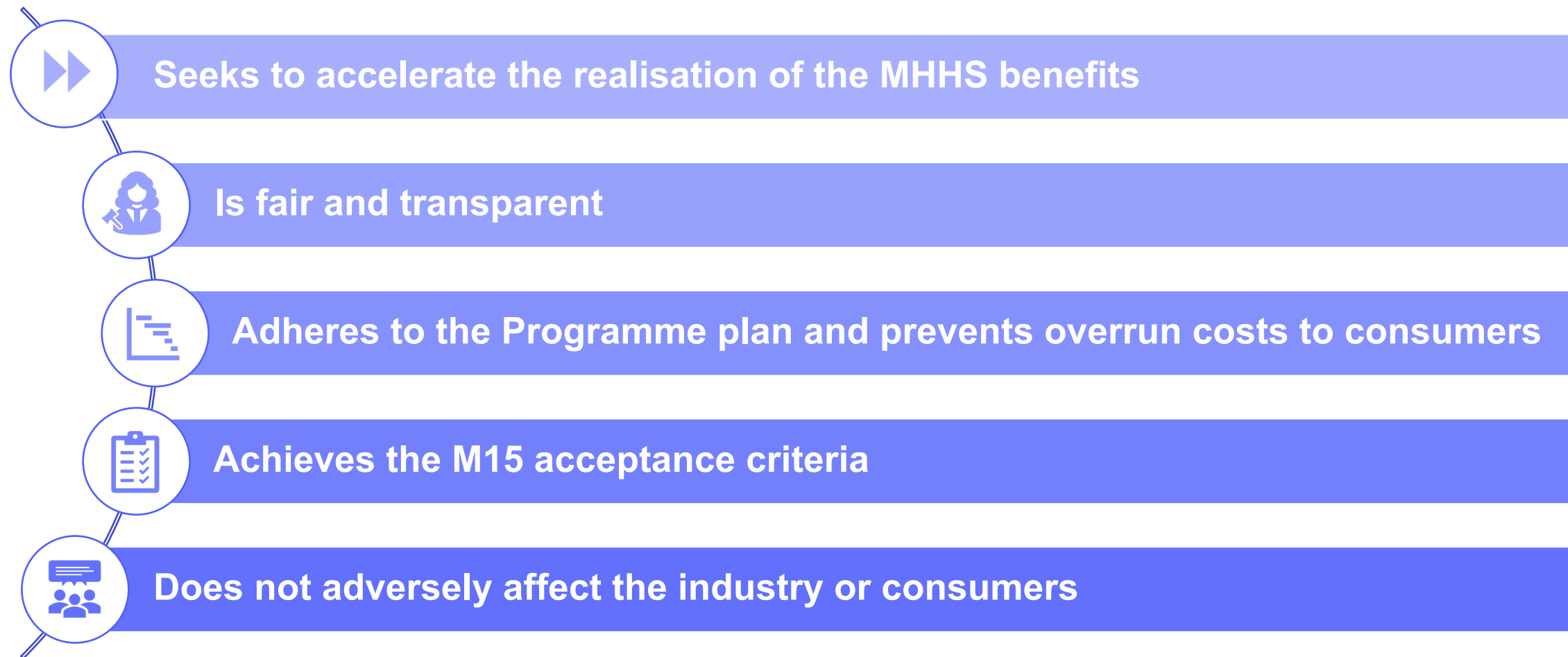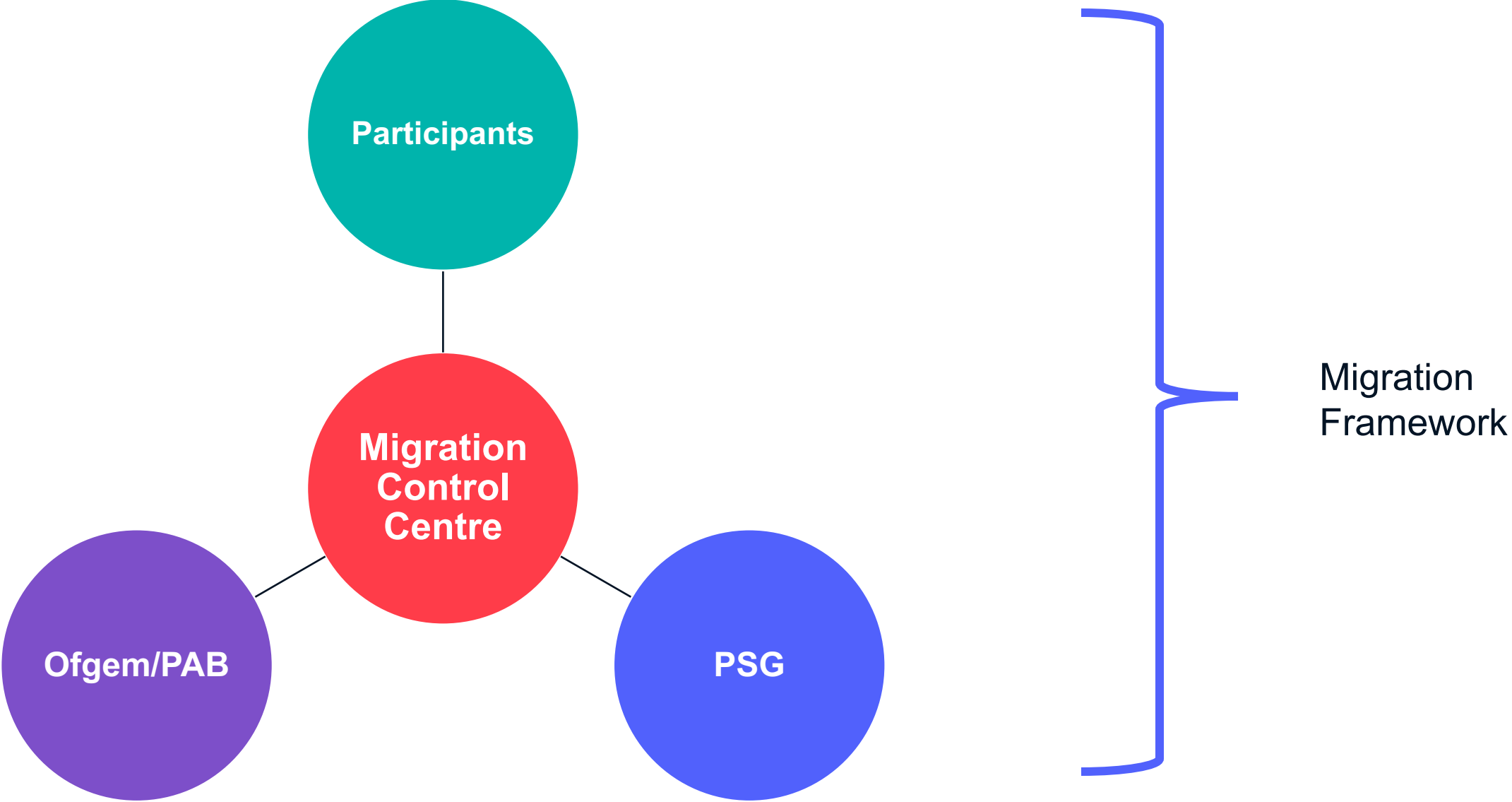
Migration Delivery Roadmap

May 2024
Consultation 1 (Schedule)

July 2024
Consultation 2 (Monitor & Control)

Sep 2024
Migration Schedule Baselined

Q4 2024
MCC Operational - Tooling & Resourcing

Nov, Jan, Mar 2025
Migration Schedule Updates

Jan 2025
Dry-runs

Apr 2025
Migration Start

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Finite Capacity

Fixed Timeline

2
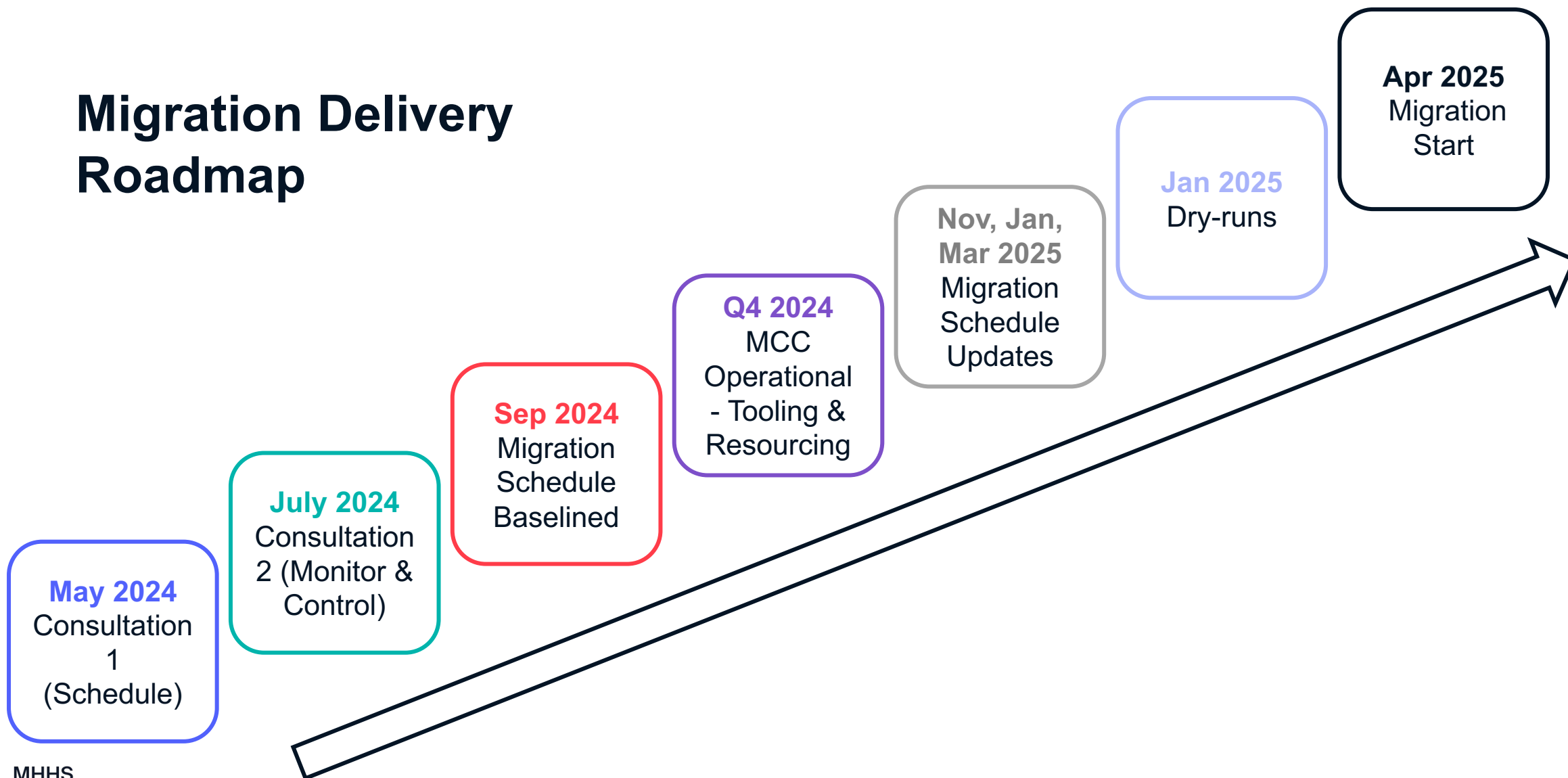
Ecosystems

Differing Participant Approaches to Migration

Backend Loading

Qualification Dependency
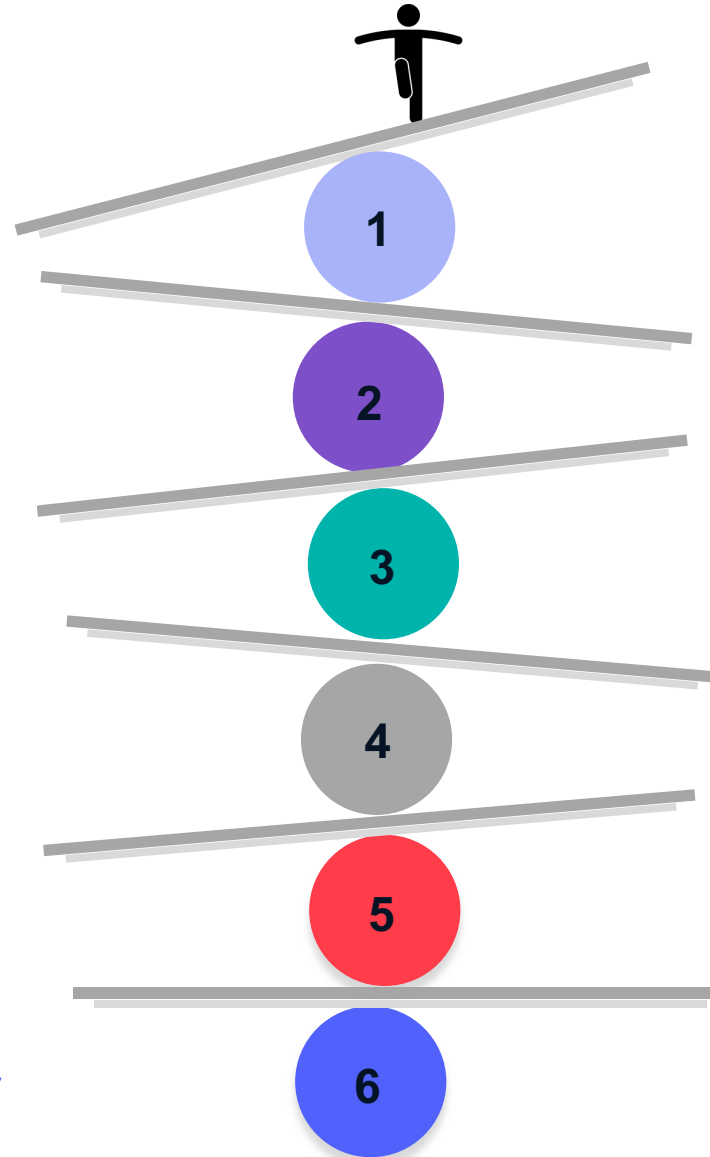
Using new approaches to achieve objectives and mitigate complexities

Capacity Envelopes — Having a credible and achievable plan with flexibility for Programme participants to achieve their business goals

Migration Sprints — Moving at the pace of the fastest whilst protecting M15 and optimising the Migration throughput

Data Driven — Intelligence to all stakeholders to enable the right decisions at the right time

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Summary

- Issue capacity envelopes to each supplier

- Apportion fairly across suppliers using LDSO proportionality

- Factor in central system thresholds and LDSO thresholds

- Allow suppliers flexibility to plan within their envelope

- Complete the majority of migration in six months, to allow capacity for succeeding Programme participants (i.e. Scaled).
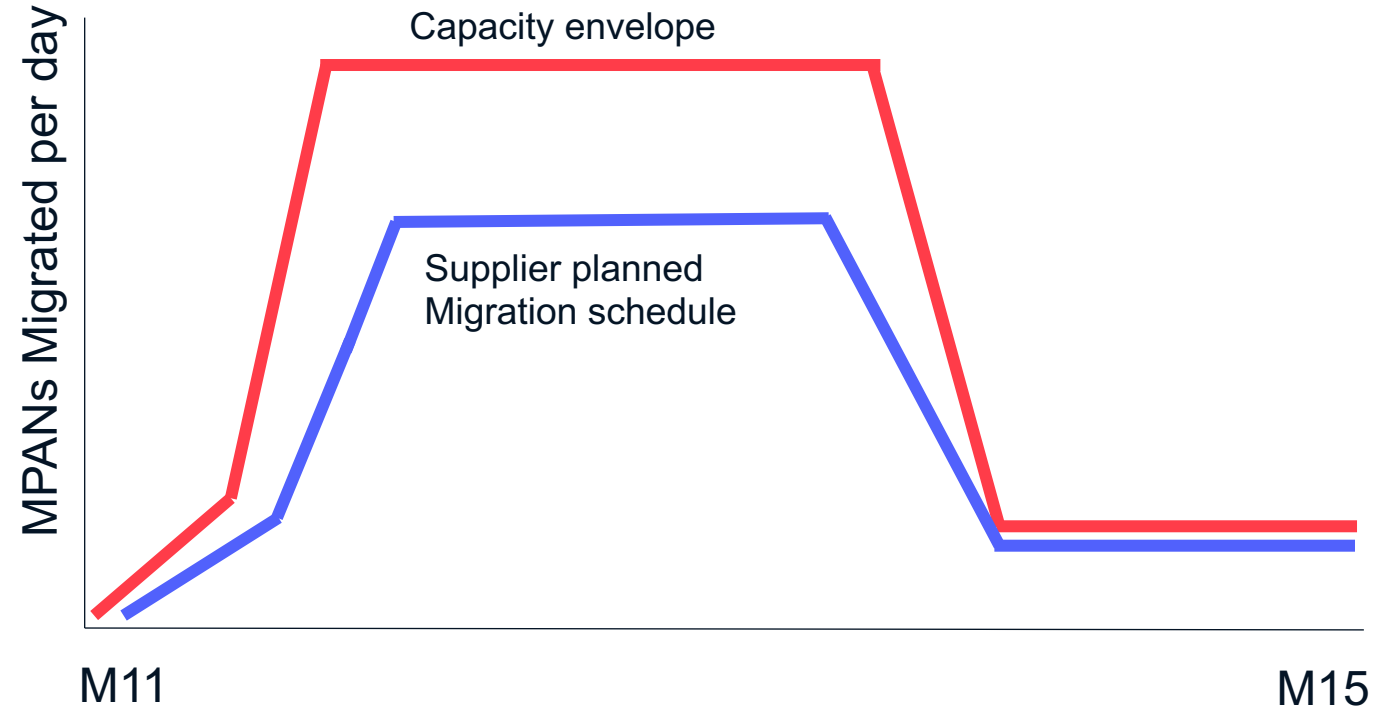
Image 1 – An illustration of a single supplier's migration profile

Summary

- Manage migration with 12 focused sprints (eight-week duration).

- Planning at a daily granularity.

- Monitor progress daily.

- Recognise there will be problems. We will collaborate with Programme participants to ensure plans are achieved.

- We have developed a process to identify unused capacity and re-allocate.

1. Sprint planning

2. Sprint execution

3. Sprint review

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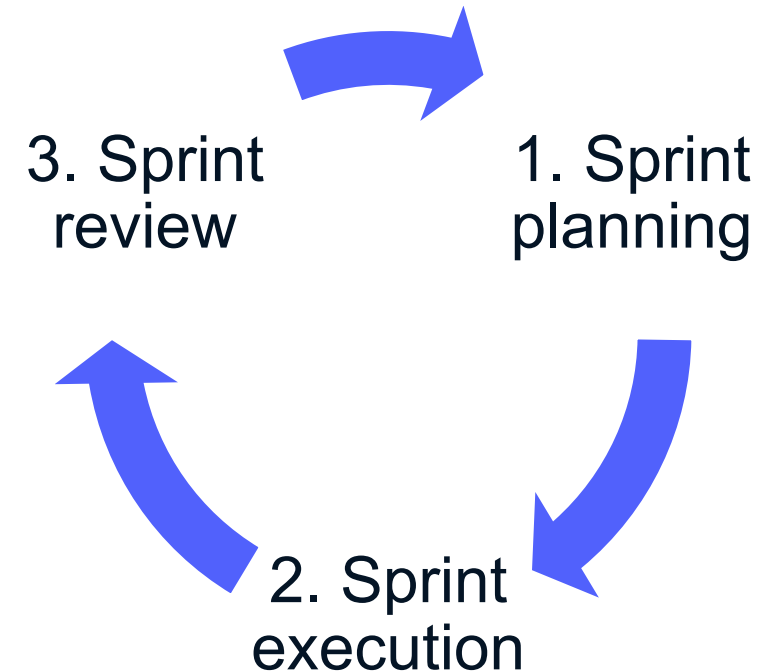
Performance Data

- The MCC will acquire and process performance data daily

- The MCC will publish data and intelligence to stakeholders at an agreed frequency (daily, weekly etc)

Data will support

Planning

Continuous improvement

Performance Monitoring

Capacity optimisation

Exception management

Thank you

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Appendices

Qualification - Key terms and concepts for MHHS Qualification

PIT Pre-Integration Testing

Testing undertaken by a party in its own test environment to check its internal design and build activity.

Precursor to external testing through QT/SIT.

May also be used as Qualification evidence that a party has met the required standards.

SIT System Integration Testing

This is end-to-end testing, coordinating the exchange and processing of market messages between all required parties e.g. suppliers, agents, LDSOs, central parties (DIP, EES, Helix) for a specified business process.

Run by MHHS Programme to assure the MHHS design and ensure that the central systems operate as required.

Used by SIT Parties as testing evidence for Qualification.

Equivalence

Principle that SIT will meet REC and BSC requirements for Qualification.

Means that SIT Parties do not need to undertake additional testing for Qualification.

Code Bodies reviewing all SIT Materials to ensure they provide sufficient coverage.
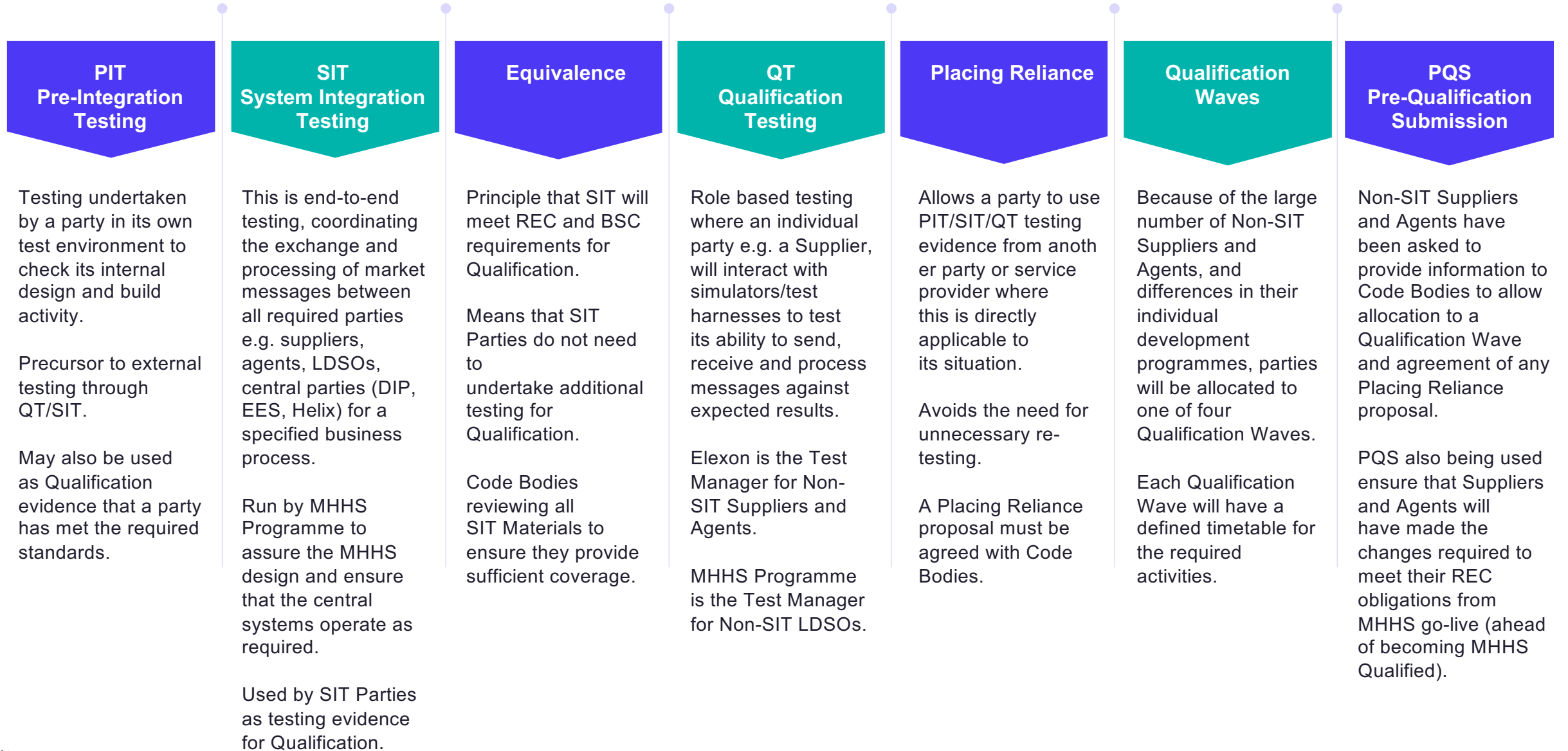
QT Qualification Testing

Role based testing where an individual party e.g. a Supplier, will interact with simulators/test harnesses to test its ability to send, receive and process messages against expected results.

Elexon is the Test Manager for Non-SIT Suppliers and Agents.

MHHS Programme is the Test Manager for Non-SIT LDSOs.

Placing Reliance

Allows a party to use PIT/SIT/QT testing evidence from another party or service provider where this is directly applicable to its situation.

Avoids the need for unnecessary re-testing.

A Placing Reliance proposal must be agreed with Code Bodies.

Qualification Waves

Because of the large number of Non-SIT Suppliers and Agents, and differences in their individual development programmes, parties will be allocated to one of four Qualification Waves.

Each Qualification Wave will have a defined timetable for the required activities.

PQS Pre-Qualification Submission

Non-SIT Suppliers and Agents have been asked to provide information to Code Bodies to allow allocation to a Qualification Wave and agreement of any Placing Reliance proposal.

PQS also being used ensure that Suppliers and Agents will have made the changes required to meet their REC obligations from MHHS go-live (ahead of becoming MHHS Qualified).

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Qualification - What help and support is available?

Key Documents

Qualification Assessment Document (QAD)

Qualification Approach and Plan

Pre-Qualification Submission

Useful Resources

Pre Qualification Submission (PQS) webinar

Qualification Testing Demo

Qualification Working Group

General Enquiries

Any questions about the QAD, please email MHHSQualification@elexon.co.uk and performanceassurance@recmanager.co.uk

Migration@mhhsprogramme.co.uk for queries on documents, comments or meetings related to Migration and Migration Design.

Testing@mhhsprogramme.co.uk for queries on documents, comments or meetings related to SIT Testing aspects of the Programme.

LDSO_QT@mhhsprogramme.co.uk for any LDSO QT queries

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Transition - Key terms and concepts

Data Cleanse Plan

The approach and activities required to improve and populate data prior to Migration start.

M10 / M11 Cutover Plan

This sets out the activities that MHHS participants will be required to carry out in the lead up to M10, at M10, and between M10 and M11 to enable the Programme to successfully reach both M10 and M11 respectively.

It outlines what these activities are along with when they are expected to take place, who the responsible parties are, the declaration requirements that Participants will be expected to follow and the key dependencies that may impact particular activities.

Early Life Support

Refers to the early months of the MHHS Migration Period where performance-proving and migration 'Ramp-up' will take place. The length of the Early Life Support Period will be determined by a set of criteria which, when met, mean that the MHHS Migration Period has sufficiently 'proved performance', successfully 'ramped-up' the rate of migrations and can exit the 'Early Life' phase.

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Transition - What help and support is available?

Key Documents

Migration, Cutover and Data Strategy

 Data Cleanse Plan

Service Management Strategy

Useful Resources

Data Cleanse Working Group

Transition & Operational Readiness Working Group

General Enquiries

Any questions about Transition, please email
OpReadiness@mhhsprogramme.co.uk

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Migration - Key terms and concepts

MCC Migration Control Centre

Manages changes to the Migration Schedule and reallocations as per the MCC Framework.

Migration Framework

The Migration Framework, overseen by the Migration Control Centre, will primarily focus on the initial set up of the Migration Schedule and its ongoing maintenance.

This includes adapting to changes such as adjustments in qualification timelines and any deviations from the planned schedule.

Capacity Envelopes

The Programme will issue precisely derived capacity envelopes to each Supplier. This will be derived from central thresholds, LDSO thresholds and Supplier LDSO proportionality.

The envelopes will be apportioned fairly across Suppliers using LDSO proportionality.

Suppliers have flexibility to plan within their envelope.

Migration Schedule

The schedule for the Migration of all MPANs by M15.

The Migration Schedule is a balanced output between supplier preferences, system thresholds and the M15 deadline.

The Migration Schedule contains a weekly overview of the entire Migration phase, and a daily breakdown of the migration sprints. Both views display information per supplier and LDSO.

Migration Thresholds

Daily Planned Migration Threshold - This is an industry-wide limit on the maximum planned for number of migrations that can take place on a given day under normal circumstances.

LDSO Portfolio Thresholds - Limits set for each LDSO based on the size of their portfolio, ensuring balanced migration across different operators.

Upper Migration Threshold – This is the industry-wide limit on the maximum number of migrations that can take place on a given day under exceptional circumstances.
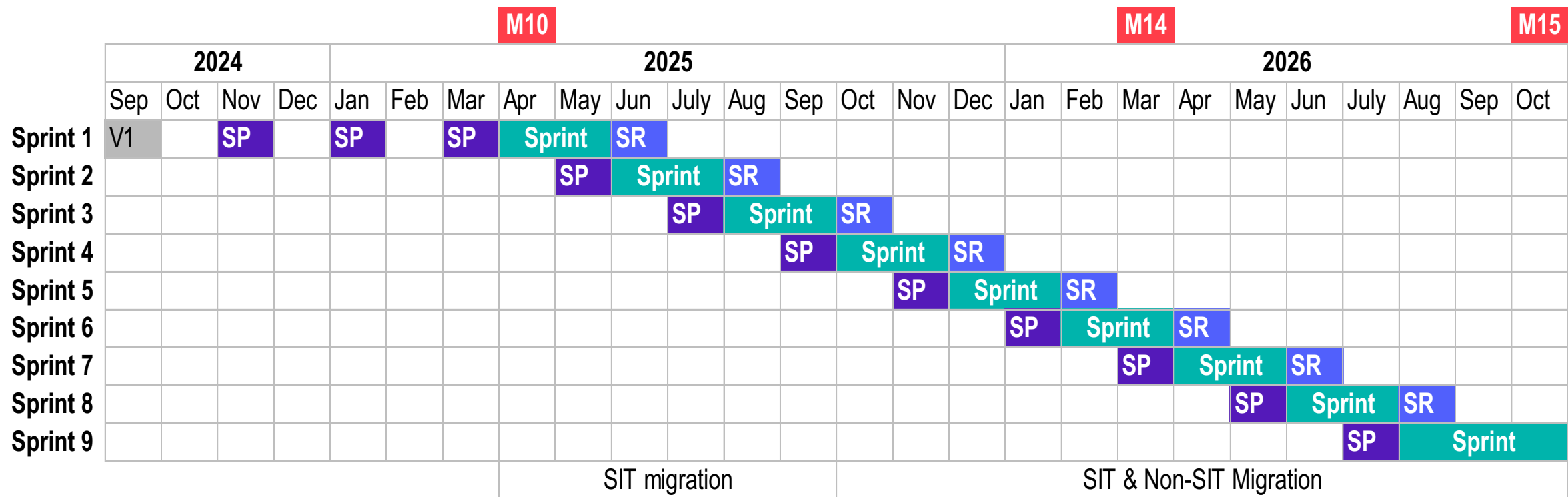
Migration Design

The technical articulation of how MPANs will move from legacy to new MHHS arrangements.

Migration Planning and Management Tool (MPMT)

Application to be developed for use by the MCC to manage the end to end migration process.

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Migration - Sprints

	2024				2025												2026										
	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sep	Oct

M10 **M14** **M15**

Sprint		
Sprint 1	V1 · SP · SP · SP · Sprint · SR	
Sprint 2	SP · Sprint · SR	
Sprint 3	SP · Sprint · SR	
Sprint 4	SP · Sprint · SR	
Sprint 5	SP · Sprint · SR	
Sprint 6	SP · Sprint · SR	
Sprint 7	SP · Sprint · SR	
Sprint 8	SP · Sprint · SR	
Sprint 9	SP · Sprint	

SIT migration   SIT & Non-SIT Migration

Legend:

V1	Version 1 of the Migration Schedule
SP	Sprint planning
Sprint	Sprint execution
SR	Sprint review

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Migration - What help and support is available?

Key Documents

Migration, Cutover and Data Strategy

Migration Thresholds

M15 Acceptance Criteria

Migration Framework

Useful Resources

Migration Working Group

General Enquiries

Any questions about Migration, please email migration@mhhsprogramme.co.uk

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