



**MARKET-WIDE HALF HOURLY SETTLEMENT
LOW-LEVEL SERVICE DEFINITION DOCUMENT (LLSD)**

**MHHS TARGET OPERATING MODEL
SERVICE USERS**

Document Control

Document Properties

Version	Date	Author	Comments
0.1	09/07/2024	Ian Giles	1 st Draft
0.2	22/08/2024	Ian Giles	2 nd Draft
0.3	03/09/2024	Ian Giles	3 rd & Final Draft
1.0	04/09/2024	Ian Giles	V1.0 released after review of comments from MHHS and alignment with SIT Operational
1.1	23/09/2024	Ian Giles	Edited from Market Participant responses
1.2	02/06/2025	Ian Giles	Updated to reflect ongoing work on the Operations Manual and Cross-Party Service Desk. Other sections edited to reflect ongoing Elexon Service Capability work
1.3	02/07/2025	Ian Giles	No further changes
1.4	15/07/2025	Ian Giles	Inserted ticket flow model, changed knowledge management flow
2.0	01/08/2025	Ian Giles	Version 2 after consultation

Documents & References

Ref	Item	Location/Name
1		MHHS-DEL2124 - MHHS Service Management Strategy
2		Elexon Service Definition Document
3		Elexon Service Management Policies (Internal Use Only)
4		Cross Party Service Desk Approach
5		Service User – Operations Manual

Contents

Document Control.....	2
Document Properties.....	2
Documents & References	2
1 Summary	5
1.1 Introduction.....	5
1.2 Service Terminology	5
2 Solution Overview.....	6
2.1 Solution Overview	6
2.2 Target Operating Model	6
3 Service Users - High Level Service Model	7
3.1 Purpose.....	7
3.2 High-Level Service Model	8
4 Elexon Service Portal.....	8
4.1 Case Management.....	8
4.1.1 Registering an Account in Elexon Service Portal.....	9
4.1.2 Raising a Case in Elexon Service Portal	10
4.2 Service Portal – Parent / Child Accounts	10
4.2.1 Parent / Child Accounts -Purpose	10
4.2.2 Parent / Child Accounts -Solution	10
4.2.3 Parent / Child Accounts – Process Flow	11
5 Elexon Service Desk.....	11
5.1 Elexon Service Desk -Purpose	11
5.2 RACI Matrix - Service Desk Function	11
6 Incident Management.....	12
6.1 Incident Management - Purpose	12
6.2 Incident Management – Process Flow	12
6.3 Incident Management Process Steps	13
Incident Management Support Model.....	14
6.4 14	
6.5 Elexon Incident Classification & Prioritisation.....	14
6.6 Elexon Incident Priority Definitions	15
6.7 Elexon Incident Service Levels.....	15
6.8 Incident Management – RACI.....	16
7 Triage Process	16
7.1 Triage Process – Purpose.....	16

7.2	Triage Process - Scope	16
7.3	Triage Process -Process Inter- Relationships	16
7.4	Triage Process Flow	18
7.5	Triage Process – Process Steps	19
8	Major Incident Management	20
8.1	Major Incident Management – Purpose	20
8.2	Major Incident Management – Process Flow	20
8.3	Major Incident Management – Process Steps.....	21
8.4	Major Incident Management - Support Model	23
8.5	Major Incident Management - RACI	23
9	Cross Party Service Desk	24
9.1	Purpose.....	24
9.2	Cross Party Service Desk Principles	24
10	CPSD - Core Service Management Processes	25
11	Problem Management	26
11.1	Problem Management - Purpose	26
11.2	Problem Management - Process Flow	26
11.3	Problem Management - Support Model	27
11.4	Problem Priority Definitions	27
11.5	Problem Management Key Performance Indicators	28
11.6	Problem Management - RACI	28
12	Request Fulfilment.....	29
12.1	Request Fulfilment – Purpose	29
12.2	Request Fulfilment - Process Flow	29
12.3	Request Fulfilment - Support Model.....	30
12.4	Request Fulfilment- RACI.....	30
13	Change Management.....	31
13.1	Change Management - Purpose	31
13.2	Change Management – Process Flow	31
13.3	Change Management - Support Model.....	31
13.4	Change Management – RACI	32
14	Emergency Change Management.....	33
14.1	Emergency Change Management – Purpose	33
14.2	Emergency Change Management – Process Flow	33
14.3	Emergency Change – Support Model	34
14.4	Emergency Change Management - RACI.....	34

15	Capacity Management	35
15.1	Capacity Management – Purpose.....	35
15.2	Capacity Management - Process Flow.....	35
15.3	Capacity Management - Support Model	36
15.4	RACI Matrix – Capacity Management.....	36
16	Service Level Management (SLM).....	36
16.1	Service Level Management- Process Flow	37
16.2	Service Level Management- Support Model	37
16.3	RACI Matrix – Service Level Management.....	38
17	Knowledge Management.....	38
17.1	Knowledge Management – Purpose	38
17.2	Knowledge Management – Knowledge Access.....	39
17.3	Knowledge Management Workflow.....	40
17.4	Knowledge Management - Support Model	41
17.5	Knowledge Management – RACI	41

1 Summary

1.1 Introduction

The purpose of the Low-Level Service Design is to complement the Service Design Document by providing greater granularity on the support model and its associated key support processes. It sets out qualitative measures for incident response times, associated service levels, and RACI matrices outlining support team accountabilities.

While this document provides a framework for the service model, detailed operating processes and procedures are now captured in the [MHHS Service User Operations Manual](#), which has been published to provide operational guidance.

1.2 Service Terminology

Category	Subject	For Example
Service User	This is an individual or a company, which utilises the service being provided. 3rd 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
------------------	---	---

2 Solution Overview

2.1 Solution Overview

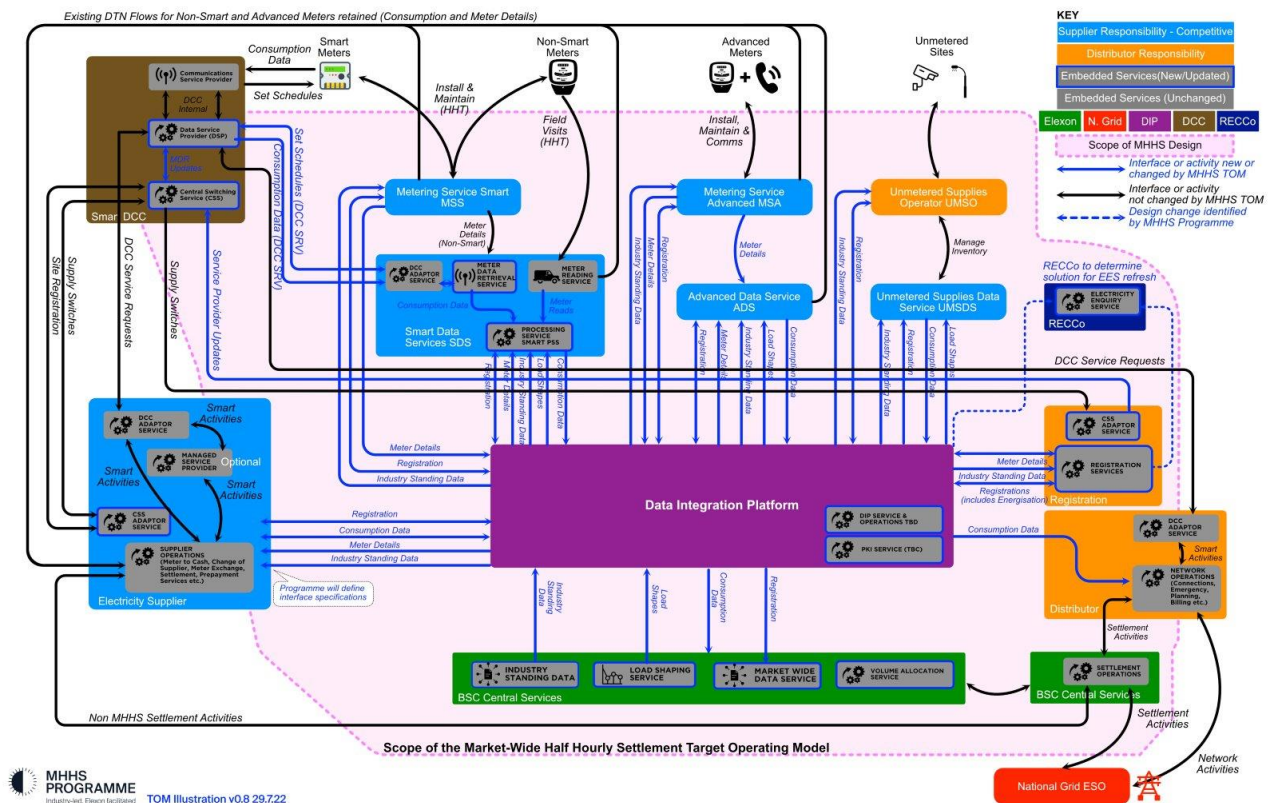
The UK electricity industry's move to the MHHS Target Operating Model (Section 2.2) will be one of the biggest overhauls of electricity systems and processes since privatisation and the introduction of the competitive market in 1998.

This transition will see the introduction of key new systems and a major transformation in the ways of working of Market Participants and fundamental industry processes. Suppliers, Registration Services, Agents, Metering Point Registration System (MPRS), Electricity Enquiry Service (EES), Smart metering and settlement processes, just to name a few examples, will all undergo significant change. This document is designed in reference to the MHHS Hybrid support model detailed on the [MHHS Service Management Strategy](#).

2.2 Target Operating Model

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)



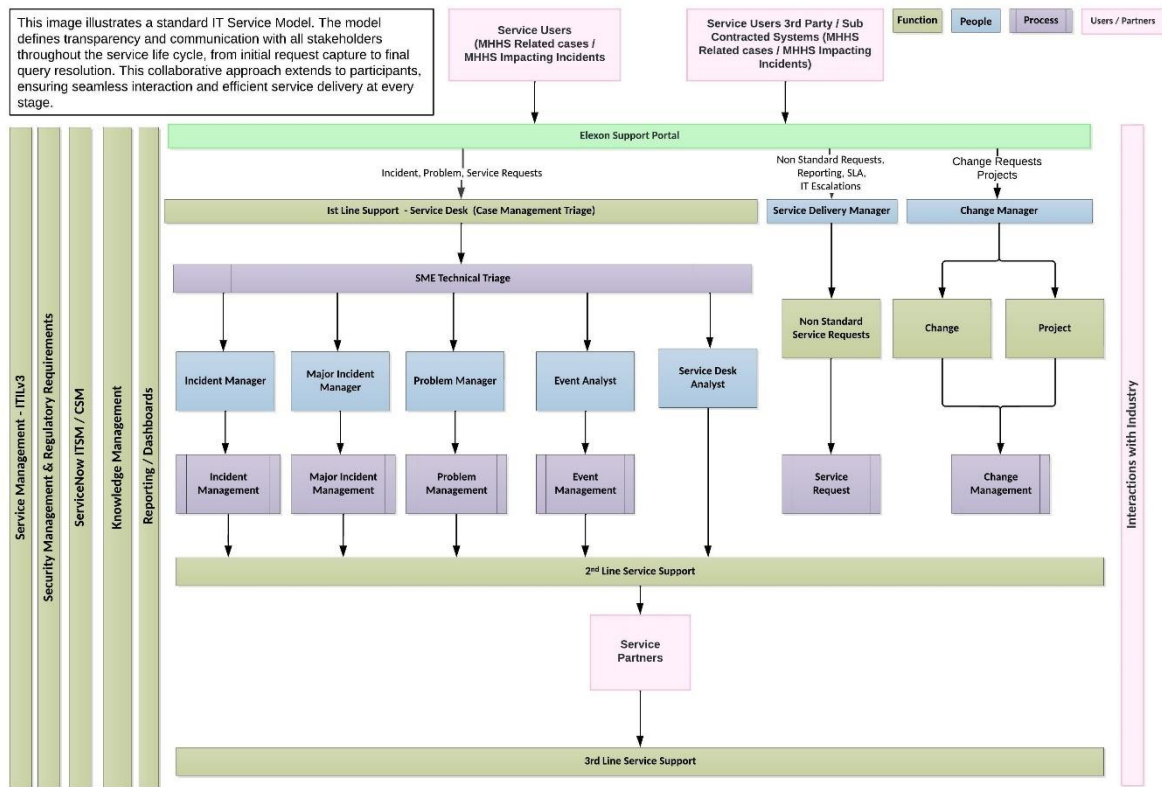
3 Service Users - High Level Service Model

3.1 Purpose

Below is a High-Level Service Model for Service Users, showing the example of the core ITILv3 processes.

Each core ITILv3 process will be detailed further in this document.

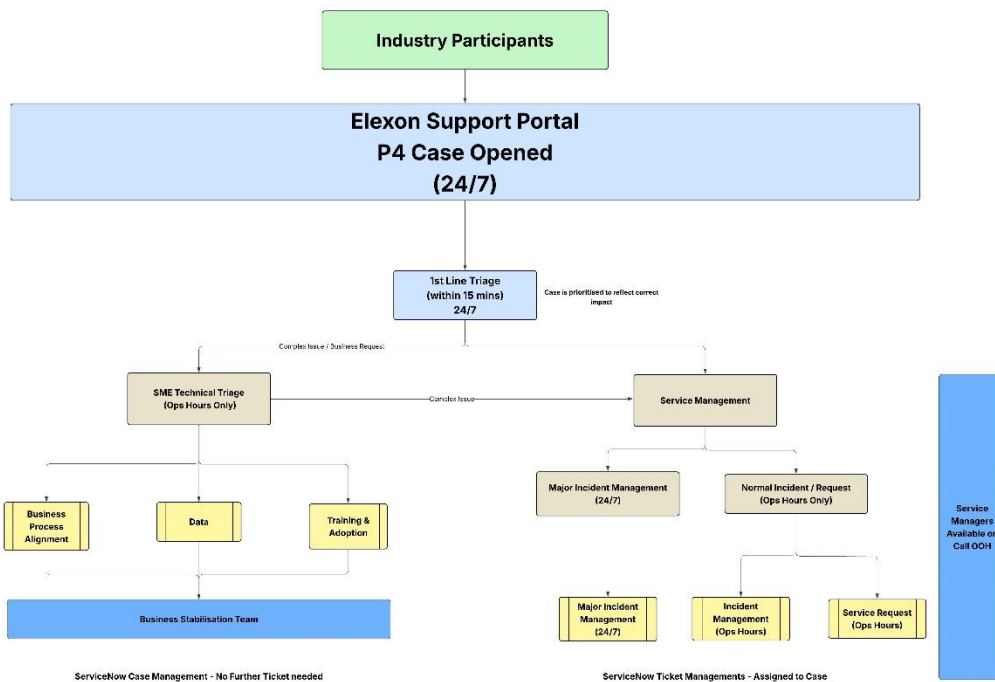
3.2 High-Level Service Model



4 Elexon Service Portal

4.1 Case Management

Service User and their relevant partners (3rd parties) issues and needs will be raised via the Elexon Case Management Support Portal. All Service Users will raise a case in the portal which will then be assigned to the path.



Elexon Service Providers will be able to raise a case direct into the ITSM toolset without the use of the portal. The below flow is detailing the Case Line Triage Management structure in the Service Portal.

4.1.1 Registering an Account in Elexon Service Portal

The link to access the Elexon Service Portal registration page is: [Registration Request - Elexon Support](#). All Service users will be able to register an account if not previously registered.

Register an account

Step 1

*First Name

*Last Name

*Email

Verification Password

Step 2

Search for Organisation Name or Party ID

Party ID

I do not have a Party ID ☐

☐ * By creating an account you confirm that you have read the [Privacy Policy](#) and accept the [Terms and Conditions](#)

*reCAPTCHA verification ☐ I'm not a robot 

Already have an account? [Log In](#)

4.1.2 Raising a Case in Elexon Service Portal

The link to access the Elexon Service Portal raising case page is: [CSM Service Catalog - Elexon Support](#). You must have an account registered in the support portal to raise a case.

The screenshot shows the 'Report a Service Issue' form. At the top is a blue header with the title 'Report a Service Issue'. Below it is a subtitle 'Create case for service Issue'. A red asterisk indicates required fields. The 'Requested By' field is a dropdown menu showing 'Ian Giles Giles'. The 'Organisation Details' section includes: 'Organisation name/Party ID' (dropdown), 'Party ID' (text input), a checkbox for 'I do not have a Party ID', 'Unregistered Organisation name' (text input), a checkbox for 'I do not have an Organisation name', 'Market Participant ID' (text input), a checkbox for 'I do not have Market Participant ID', and 'CRA Market Role' (text input). The 'What is your request about' section includes: 'Category' (dropdown showing '-- None --'), 'Subject' (text input), 'Description' (text input), and 'URL of related page or document' (text input showing 'https://www.example.com').

4.2 Service Portal – Parent / Child Accounts

4.2.1 Parent / Child Accounts -Purpose

The purpose of the Parent/Child account configuration is to ensure users within the Elexon ServiceNow Portal can securely access and manage cases relevant to their organisation.

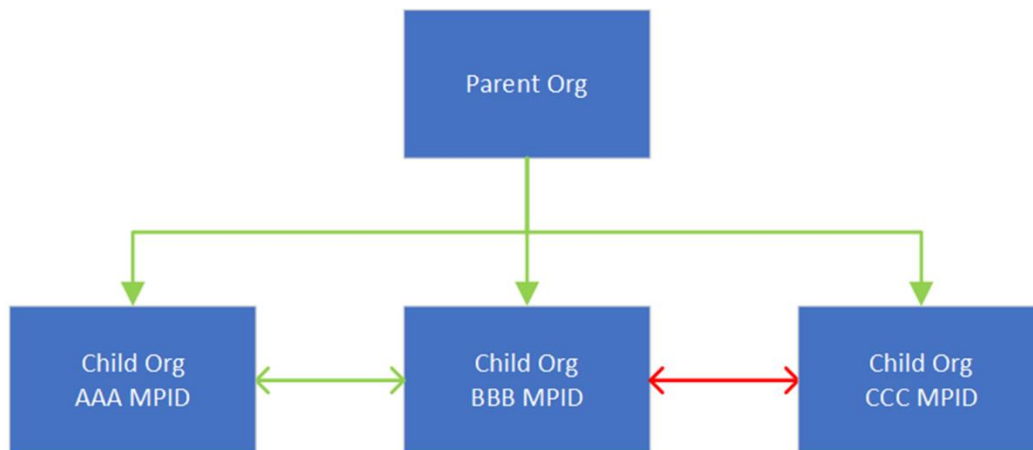
This structure enables Parent accounts to log and track cases for themselves and their associated Child organisations, while Child accounts can only view and manage their own cases

4.2.2 Parent / Child Accounts -Solution

The purpose of the ServiceNow portal is to provide a web-based interface that allows industry parties to undertake the following

- Logging of New Cases – For Incidents and Requests
- Tracking the updates and status of previously logged cases
- Browse Knowledge

4.2.3 Parent / Child Accounts – Process Flow



5 Elexon Service Desk

5.1 Elexon Service Desk -Purpose

The purpose of the Elexon Service Desk is to serve as the initial point of contact between Service Users and Service Providers via the Elexon Service Portal.

The Service Desk is also responsible for managing tickets raised in relation to a case, ensuring they are assigned to the correct resolver group throughout their lifecycle. This includes overseeing the management of related workflows.

5.2 RACI Matrix - Service Desk Function

Service Desk	Service Desk	CGI Service Desk Staff	Service Users	Service Provider
Incident Logging and Categorisation	A	R	C/I	I
Initial Incident Response	A	R	C/I	I
Incident Escalation	A	C	C/I	R
Incident Resolution	A	R	C/II	R
Problem Identification	A	C	C/I	I
Problem Resolution	A	C	C/I	I
Service Request Fulfilment	A	C	C/I	I
User Communication and Updates	A	R	C	I
Knowledge Management	A	R	C/I	I
Quality Assurance and Review	A	A	C/I	C
Reporting and Metrics	A	C	C/I	C
Process Improvement	A	C	C/I	C

6 Incident Management

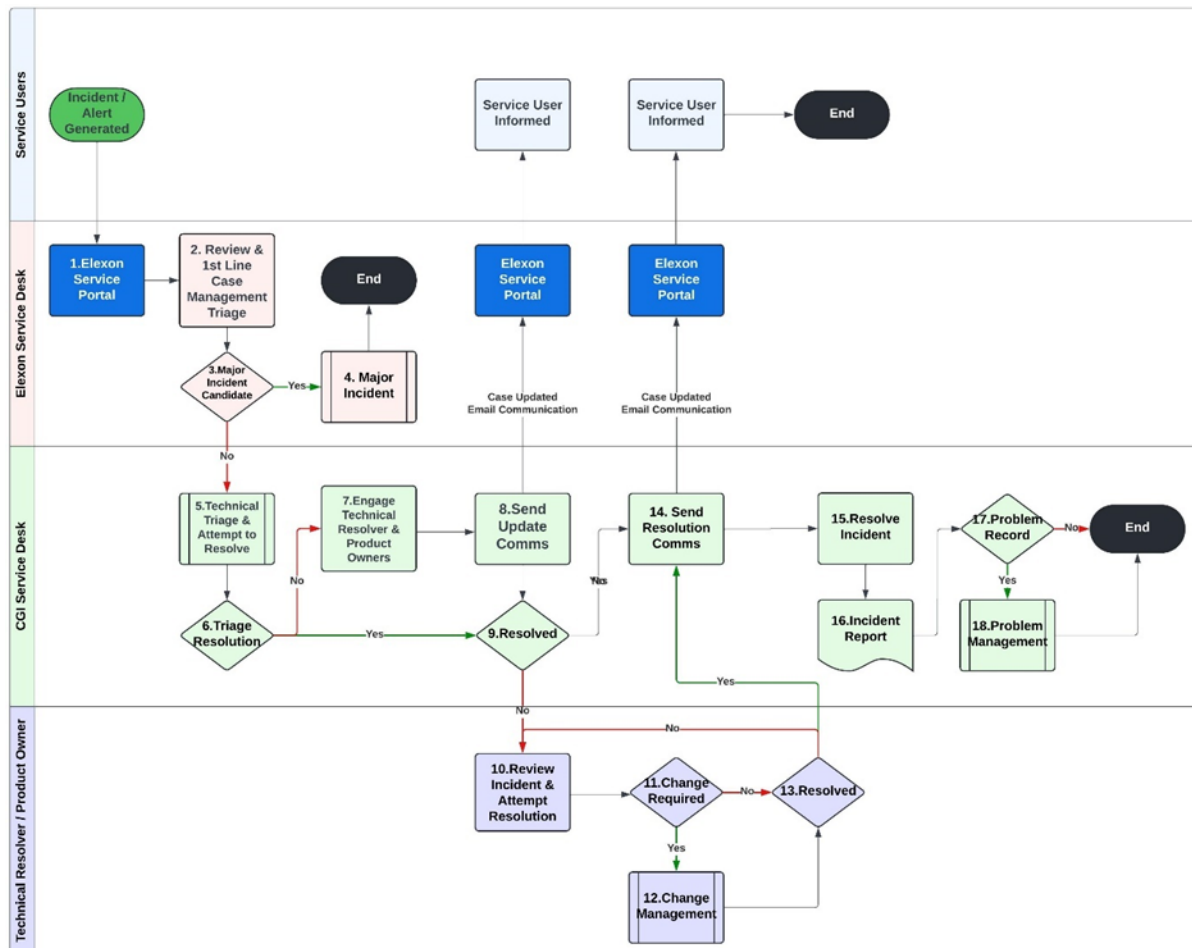
6.1 Incident Management - Purpose

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'***.

Incident Categories and Resolver groups have been defined in the [Operations Manual](#)

6.2 Incident Management – Process Flow

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



6.3 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

6.4 Incident Management Support Model

Topics	Description	
Support Hours	Elexon Service Portal & Service Desk with operate 24x7x365 to raise a case on the portal.	
Contact Methods	Service User: Elexon Service Portal Service Partner: CGI Service Desk	
Incident tracking	- The status of all requests logged. - Any breaches of the SLAs.	
Resource Allocation	- Service Management / Elexon Service Portal - Elexon - Service Desk – CGI - Service Provider	
Point of Contact: Elexon	Name	Contact Details
	Elexon Service Desk	https://support.elexon.co.uk/csm
Incident Logging	Incident Records are created via the Elexon Service Portal The information recorded during Incident logging will contain but not be limited to the following: - Incident Reference - Contact Name - Severity Level - Incident start time/date - SLA: (within scope of contract) - SLA Status: (In SLA/Breached) - Summary of Incident (Incident title, what has been reported) - Impact Statement - If applicable, Next Steps (details on next plan of action times and other parallel activities)	
Providing Information when Logging	When raising an Incident, Service Users and Service Providers will be asked to provide answers to some questions to enable response to that Incident in the most efficient and appropriate manner.	
Incident Manager	Elexon Service Management	

6.5 Elexon Incident Classification & Prioritisation

		Impact		
		High <i>System Wide</i>	Medium <i>Multiple Users</i>	Low <i>Single User</i>
Urgency	High <i>Primary functions not working</i>	P1 6 Hours	P2 1 Day	P3 5 Days
	Medium <i>Work functions are impaired but workaround in place</i>	P2 1 Day	P3 5 Days	P4 20 Days
	Low <i>Inconvenient</i>	P3 5 Days	P4 20 Days	P4 20 Days

Definition	Description
System Wide	This is a critical disruption that impacts the entire settlement process and its associated systems, preventing normal operations across all market participants involved
Multiple Users	This is a significant issue that affects several, but not all, market participants or processes. Unlike a system-wide failure, this type of issue is localised to a subset of users, meaning it disrupts the settlement process for specific market participants
Single Users	This type of issue is isolated to an individual, without affecting other participants.

6.6 Elexon Incident Priority Definitions

Service	Service Level
Priority 1	Complete loss of network infrastructure or systems, or unauthorised data breach due to a security incident or suspected security incident.
Priority 2	Moderate operational impact on customer system(s) or a security incident/ suspected security incident. Specified and identified threat to the customer system(s).
Priority 3	Minor operational impact on customer system(s) or a security incident/ suspected security incident. Specified and identified threat to the customer system(s).
Priority 4	Service Request

6.7 Elexon Incident Service Levels

Service	Service Level
Priority 1	For Priority Level 1 Incidents, a work around or enduring fix tested and implemented with 6 hours
Priority 2	For Priority Level 2 Incidents, a work around or enduring fix tested and implemented with 1 Day
Priority 3	For Priority Level 3 Incidents, a work around or enduring fix tested and implemented with 5 Business Days

Priority 4	For Priority Level 4 Incidents, a work around or enduring fix tested and implemented with 20 Business Days
-------------------	--

6.8 Incident Management – RACI

Incident Management	Elexon Service Management	Service User / Service Provider	CGI Incident Management	Elexon Service Mgr.	CGI Service Desk
Incident Diagnosis	R	C	C/I	A	I
Incident Logging	R	C	C/I	A	I
Incident Categorization	C/I	C/I	C/I	A/R	I
Incident Prioritisation	C/I	C/I	C/I	A/R	I
Incident Assignment	C/I	C/I	C/I	A/R	I
Task Creation and Management	C/I	C/I	A/R	C	I
SLA Management and Escalation	C/I	C/I	C/I	A	I
Incident Resolution	C	C/I	C	A/R	I
Incident Closure	I	I	A	R	I

7 Triage Process

7.1 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 of 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.

7.2 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).

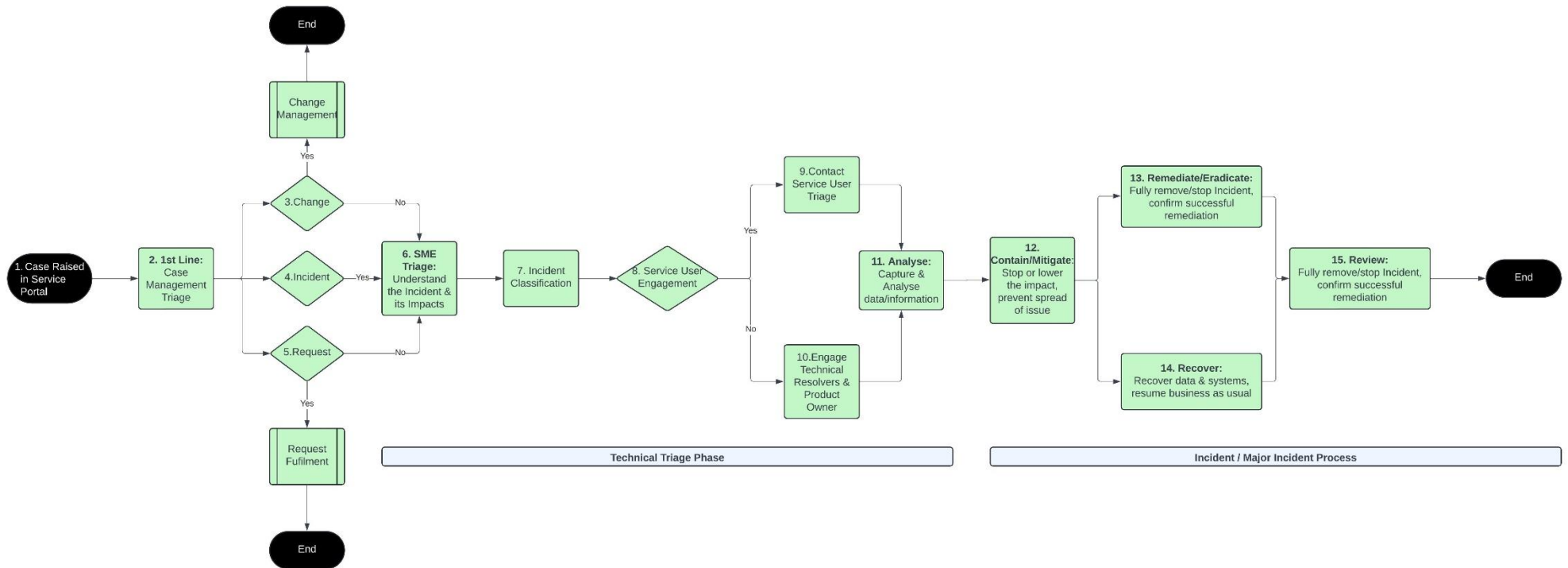
7.3 Triage Process -Process Inter- Relationships

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

Process	Relationships & Dependencies
Incident Management	- 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. - 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	- 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	- 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 to determining which events need immediate response and which can be handled later.
Service Desk	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	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.

7.4 Triage Process Flow

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



7.5 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	- Impact Assessment: Evaluate how the incident affects business operations. - Urgency Assessment: Determine how quickly the incident needs to be resolved. - Priority Matrix: - 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	This involves the appropriate technical experts (resolvers) and the product owner in the incident management process to ensure that the issue is properly addressed. Technical resolvers work on diagnosing and fixing the problem, while the product owner provides input on business priorities and impacts,
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.

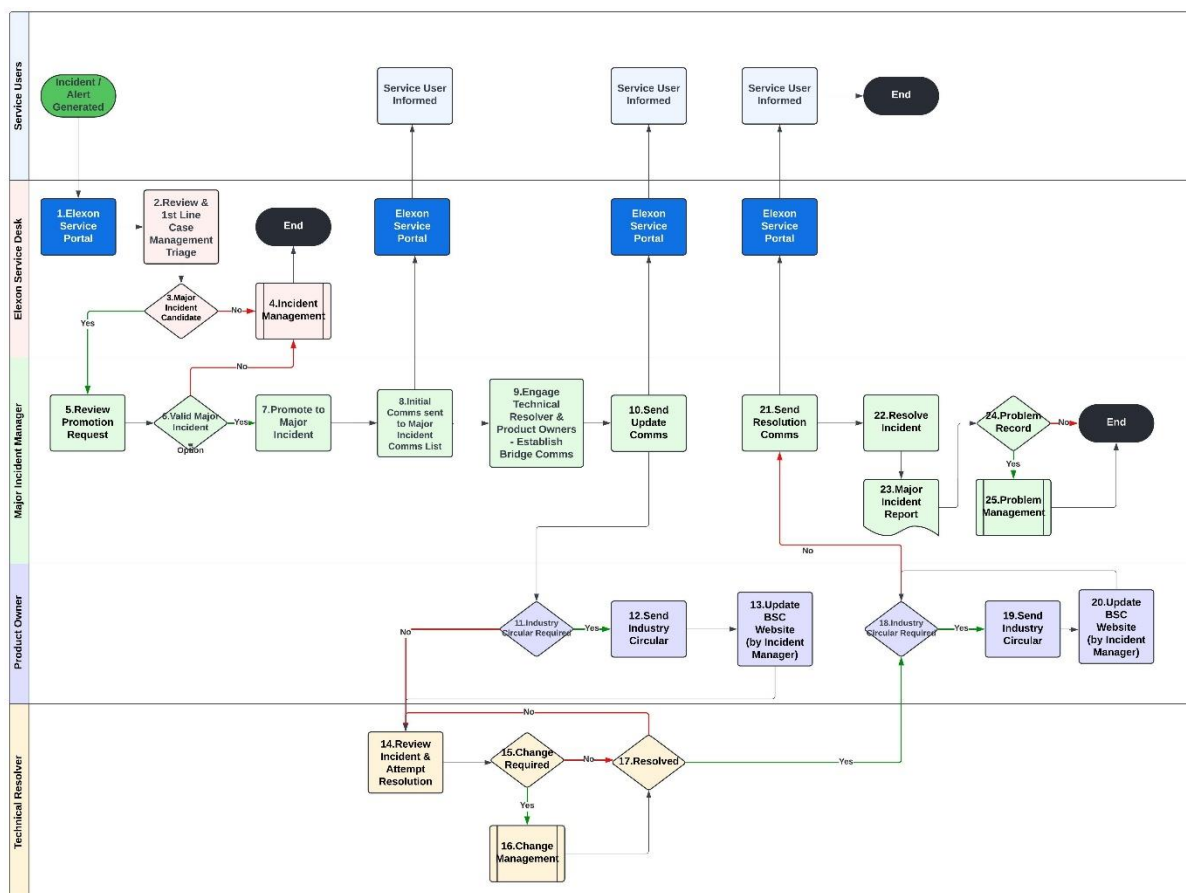
8 Major Incident Management

8.1 Major Incident Management – Purpose

The purpose of ITIL Major Incident Management 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.

8.2 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.



8.3 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 if 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 if 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

8.4 Major Incident Management - Support Model

Topics	Description	
Support Hours	Elexon Service Portal & Service Desk with operate 24x7x365 to raise a case on the portal.	
Contact Methods	Service User: Elexon Service Portal Service Partner: CGI Service Desk	
Incident tracking	- The status of all requests logged. - Any breaches of the SLAs.	
Resource Allocation	- Service Management / Elexon Service Portal - Elexon - Service Desk – CGI	
Point of Contact: Elexon	Name	Contact Details
	Elexon Service Desk	https://support.elexon.co.uk/csm
Major Incident Logging	Major Incident Records are created via the Elexon Service Portal The information recorded during Incident logging will contain but not be limited to the following: - Incident Reference - Contact Name - Severity Level - Incident start time/date - SLA: (within scope of contract) - SLA Status: (In SLA/Breached) - Summary of Incident (Incident title, what has been reported) - Impact Statement (- If applicable, Next Steps (details on next plan of action times and other parallel activities)	
Providing Information when Logging	When raising a Major Incident, Service Users and Service Provider will be asked to provide answers to some questions to enable response to that Incident in the most efficient and appropriate manner.	
Major Incident Manager	Elexon Service Management	

8.5 Major Incident Management - RACI

Major Incident Management	Elexon Service Management	Service Users / Service Provider	Major Incident Manager	Elexon Service Mgr.	Resolver / Product Owner	CGI Service Desk
Major Incident Diagnosis	R	C	C/I	A	I	I
Major Incident Logging	R	C	C/I	A	I	I
Major Incident Categorization	C/I	C/I	C/I	A/R	I	I
Major Incident Prioritisation	C/I	C/I	C/I	A/R	I	I
Major Incident Assignment	C/I	C/I	C/I	A/R	I	I
Task Creation and Management	C/I	C/I	C/I	C	I	A/R

SLA Management and Escalation	C/I	C/I	C/I	A	I	I
Major Incident Resolution	C	C	C	R	A	I
Major Incident Closure	I	C/I	A/R	I	I	I
Communication and Updates	I	C/I	A/R	I	I	I

9 Cross Party Service Desk

9.1 Purpose

The Cross-Party Service Desk (CPSD) is a core function within the MHHS Target Operating Model (TOM), enabling collaborative service management across Elexon, Service Providers, Market Participants (including LDSOs and Suppliers).

The CPSD acts as a coordination layer ensuring that incidents that span multiple parties are resolved efficiently and transparently.

9.2 Cross Party Service Desk Principles

The key underpinning principles of the cross-party service desk approach are set out below. These principles have been developed to support the approach defined with the Service Management Strategy, which was developed by the MHHS Programme and approved by the industry via MHHS Programme governance in February 2024.

These principles apply to:

- I. those parties who will raise cases to a Central Party or Core Service Provider (LDSO) service desk or help desk function. Those parties will include Suppliers, Supplier Agents, other Central Parties and Core Service Providers (LDSOs);
- II. Central Parties and Core Service Providers (LDSOs) whose Service Desk / Help Desk functions will receive cases raised by those parties defined in point (I).

The high-level principles are as follows:

- a) In line with the “federated service management model” defined within the strategy, each service owner will operate their own service management arrangements, which includes their own systems, processes, service levels, hours of operation and standards (e.g. ITIL).
- b) Each participant wishing to raise a case (i.e. Incident) is expected to have undertaken their own thorough investigation to:
 - a. Determine the potential root-cause and have identified, to the extent that they are able, the correct organisation to raise the incident to.
 - b. They will have utilised any available knowledge or other tools to have performed triage and obtained evidence or other information that will assist the organisation, to which the incident is raised, to perform their own investigation. Although not an exhaustive list, such information or tools would include messages returned from an external service to their own (e.g. response or error codes described in DES-138) or use of the DIP Portal to investigate transactions and their status within the DIP.

- c. When raising a case or incident the raiser will have included all information which will be required by the organisation to undertake their triage activities.
- c) Each organisation will investigate and triage each case raised to them in line with their agreed SLAs, the following outcomes will be expected following triage:
 - a. Following triage, it is determined that the case has been raised to that service in error, e.g. that service is not involved in a particular process or function. Under this circumstance the service should inform the raiser and close the case, providing instruction, if possible, as to the correct service to raise the case to.
 - b. Following triage, it is determined that the issue and resolution is internal to their service. The service will own this case through to resolution and inform the raiser once resolved.
 - c. Following triage, it is determined that they have identified a potential issue within another service which has prevented their own service from operating correctly. In this instance, the service should raise a case to the identified 3rd party service, providing the relevant evidence to enable the 3rd party service to undertake their own triage. Until the case is resolved between the two services the original case should remain open with the raiser. Once resolved the original case should be closed.

10 CPSD - Core Service Management Processes

The CPSD supports ITILv3 processes. Each process has been documented in the Service User Service Definition Document and the Service User Low Level Service Design.

CPSD involves coordination across organisational boundaries, defined workflows, escalation paths, and roles.

The table below describes each process area and its cross-party application:

Process	Purpose	Cross-Party Implications	Supporting Tools
Incident Management	Restore normal service quickly	Requires coordination across MPRS, LDSOs, RECCo	ServiceNow, DIP Portal
Major Incident Management	Coordinate response to critical issues	Triggers Elexon-led war room & comms	MI Tracker, Email Comms
Problem Management	Prevent recurrence of incidents	Shared RCA ownership and KEDB entries	ServiceNow Problem Records
Request Fulfilment	Manage standard service requests	Covers access, certs, DIP requests	ServiceNow P4 Case request
Knowledge Management	Share resolutions & insights	Centralised article library for cross-party use	Elexon Knowledge Base

The Cross-Party Service Desk (CPSD) is not expected to impact existing ITILv3 processes and will continue to operate under their current governance and procedures

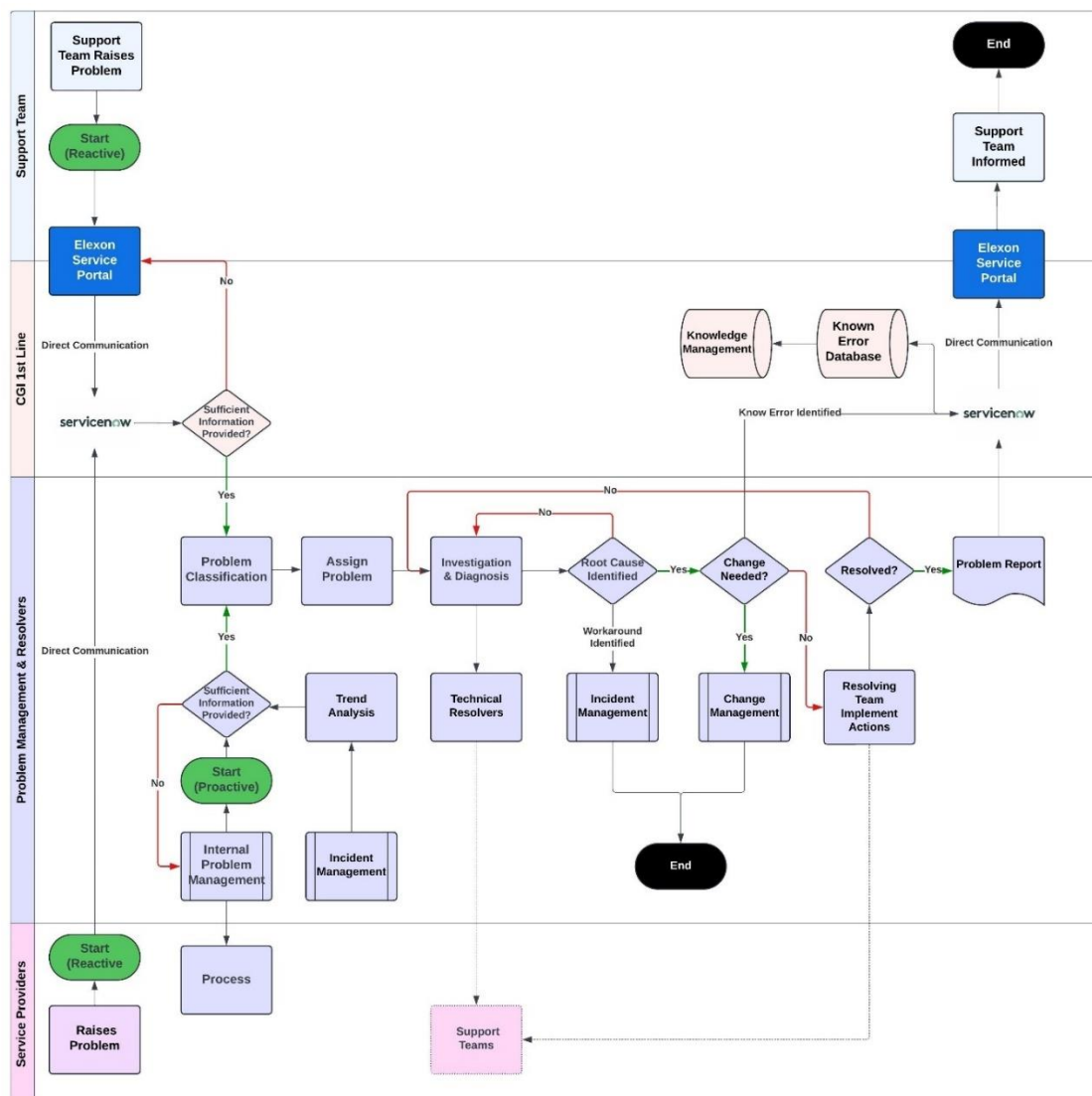
11 Problem Management

11.1 Problem Management - Purpose

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

11.2 Problem Management - Process Flow

The below process flow is the interlocking Problem Management Flow for Problems raised in relation with Service Providers and Support Teams. Any case/ticket update within the process will result in a push notification to the case/ticket raiser.



11.3 Problem Management - Support Model

Topics	Description	
Support Hours	Elexon Service Portal & Service Desk will operate during working hours 9.00am till 5.00pm	
Contact Methods	Service User: Elexon Service Portal Service Partner: CGI Service Desk	
Incident tracking	- The status of all requests logged. - Any breaches of the SLAs.	
Resource Allocation	- Service Management / Elexon Service Portal - Elexon - Service Desk – CGI - Service Providers	
Point of Contact: Elexon	Name	Contact Details
	Elexon Service Portal	https://support.elexon.co.uk/csm
Problem Logging	When raising a Problem record in Elexon Service Portal, a Problem Statement needs to be provided covering the below - Description of Problem - Related incident References e.g. ServiceNow ticket / case number - Scope and Impact - Background Information - Urgency and Priority - Stakeholders - Expected Outcome - Any additional details to clarify problem	
Providing Information when Logging	When raising a Problem, Service Provider will be asked to provide answers to some questions to enable response to that Incident in the most efficient and appropriate manner.	
Problem Manager	Elexon Service Management	

11.4 Problem Priority Definitions

Service	Service Level
Level 1	For one or many related Incidents of Level 1 that affect a particular Service with no known permanent fix for such Incidents and with a high probability of reoccurrence.
Level 2	For one or many related Incidents of Severity Level 1 or Level 2 that partially affect a particular service with either a: (a) Work Around in place for such Severity Level 1 Incidents but with high probability of reoccurrence: or (b) No known permanent fix for such Severity Level 2 Incidents and with a high probability reoccurrence.
Level 3	Several related Incidents with a no known Work Around or permanent fix and with a low probability of reoccurrence.

Level 4	Several related Incidents with a Work Around but no permanent fix in place and with a low probability of reoccurrence
----------------	---

11.5 Problem Management Key Performance Indicators

Description	KPI
Time taken to identify the root cause from the Work Around being put in place for Problems of Level 1	5 Business Days
Time taken to identify the root cause from the Work Around being put in place for Problems of Level 2	10 Business Days
Time taken to identify the root cause from the Work Around being put in place for Problems of Level 3	20 Business Days
Time taken to identify the root cause from the Work Around being put in place for Problems of Level 4	60 Business Days
Time taken to identify long term solution including recommended timeframe for implementation for Problems of Level 1	30 Business Days
Time taken to identify long term solution including recommended timeframe for implementation for Problems of Level 2	45 Business Days
Time taken to identify long term solution including recommended timeframe for implementation for Problems of Level 3	60 Business Days
Time taken to identify long term solution including recommended timeframe for implementation for Problems of Level 4	120 Business Days

11.6 Problem Management - RACI

Problem Management	Service Provider	Elexon Service Mgr.	CGI Service Desk	CGI / Elexon Problem Management.	Elexon Service SMEs
Raise Problem	C/I	C	R	A/R	C
Categorise Problem according to service and priority	C/I	I	C	A/R	C
Perform Root Cause Analyse	C/I	I	I	A/R	C
Develop Solution	R	I	I	R	A
Document conditions for known problem record	C/I	I	I	A/R	C
Create known problem record	C/I	I	I	A/R	C
Document workaround solution	C/I	I	I	A/R	I
Enter workaround solutions into Knowledge Management	I	I	I	A/R	I
Update Problem record in ServiceNow	I	I	I	A/R	I
Verify solution with Supplier or Customer	I	C/I	I	A/R	I

12 Request Fulfilment

12.1 Request Fulfilment – Purpose

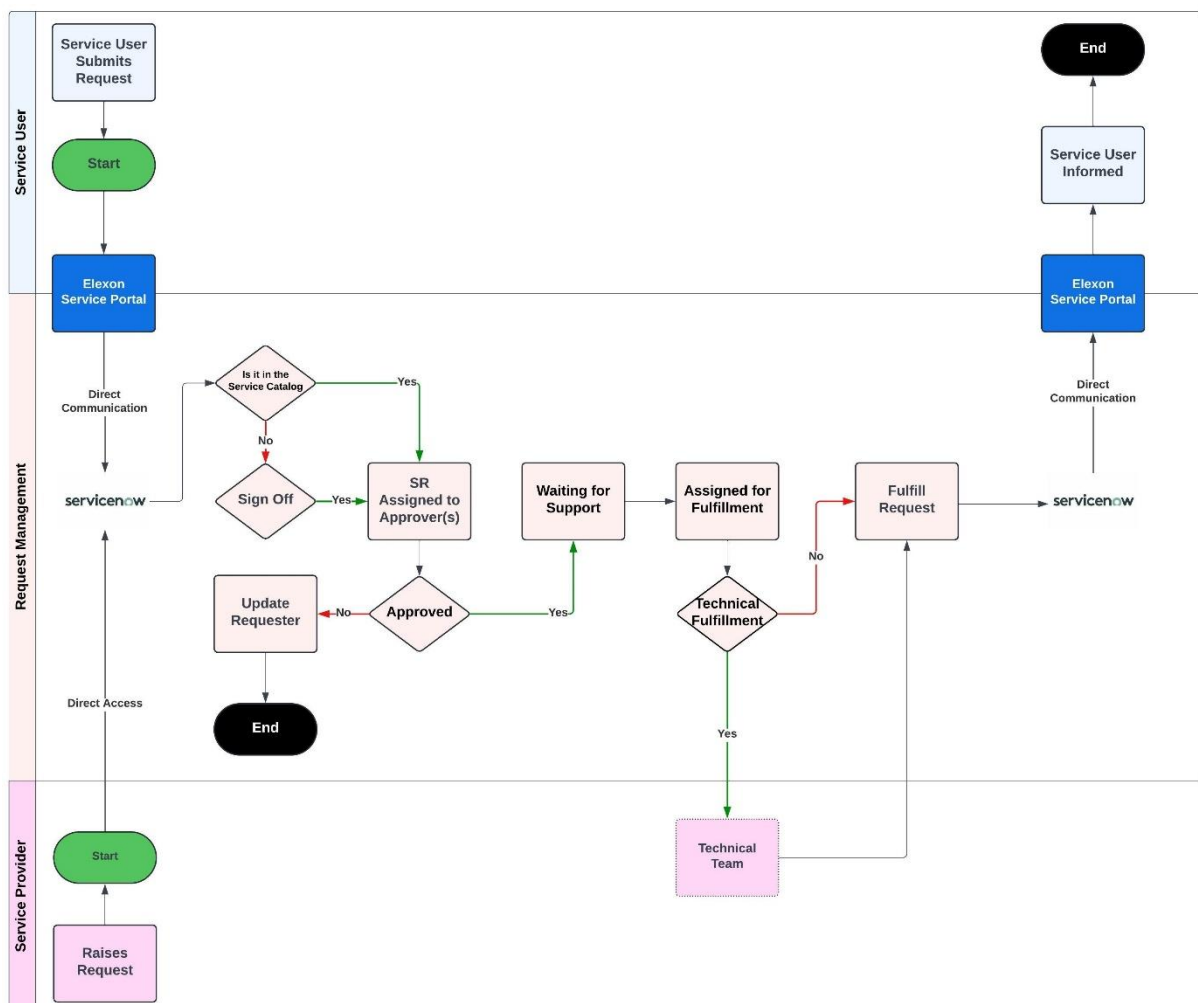
The purpose of the Request Fulfilment process is efficiently handling service requests from Service Users and Service Providers to provide an open and transparent update on the status of Service Requests

Examples of the Service Requests has been added to the Appendix and final definition will be available in the Operations Manual

12.2 Request Fulfilment - Process Flow

The below process flow is the interlocking Request Fulfilment Flow for Requests raised in relation with Service Provider and Service User

Any case/ticket update within the process will result in a push notification to the case/ticket raiser.



12.3 Request Fulfilment - Support Model

Topics	Description	
Contact Methods	- Service User: Elexon Service Portal - Service Partner: CGI Service Desk	
Request Tracking	- Service User: Elexon Service Portal - Service Partner: CGI Service Desk	
Resource Allocation	- Service Management / Elexon Service Portal - Elexon - Service Desk – CGI - Service Providers	
Point of Contact: Elexon	Name	Contact Details
	Elexon Service Portal	https://support.elexon.co.uk/csm
Request Logging	Below is an example of fields that would need to be completed when sending a Service Request - Name of the person making the request - Contact details (email, phone number) - Department or business unit - Location (if applicable) - Request Details: - Description of the request - Category and subcategory - Priority - Attachments - Additional Information (if applicable) - Configuration item (CI) - Related incident or change - Requested due date. - Approval (if required):	
Request Manager	Elexon Service Management	

12.4 Request Fulfilment- RACI

Request Fulfilment	Service User / Requester	CGI Service Desk	Request Fulfiller (Service Provider or Elexon)	Service Manager	Head of Service Management
Submit Service Request	A/R	I	I	I	I
Log & Categorise Service Request	C/I	A/R	I	I	I
Initial Assessment	C/I	A/R	I	I	I
Approve/Reject Request	C/I	A	I	I	I
Assign Request to Support Team	C/I	A/R	I	I	I
Fulfil Request	C/I	I	A/R	I	I
Monitor & Track Progress	C/I	A/R	C	I	I

Update Requestor on Status	C/I	A/R	I	I	I
Close Request	C/I	A/R	C	I	I
Review & Report	C/I	A/R	C	A	I

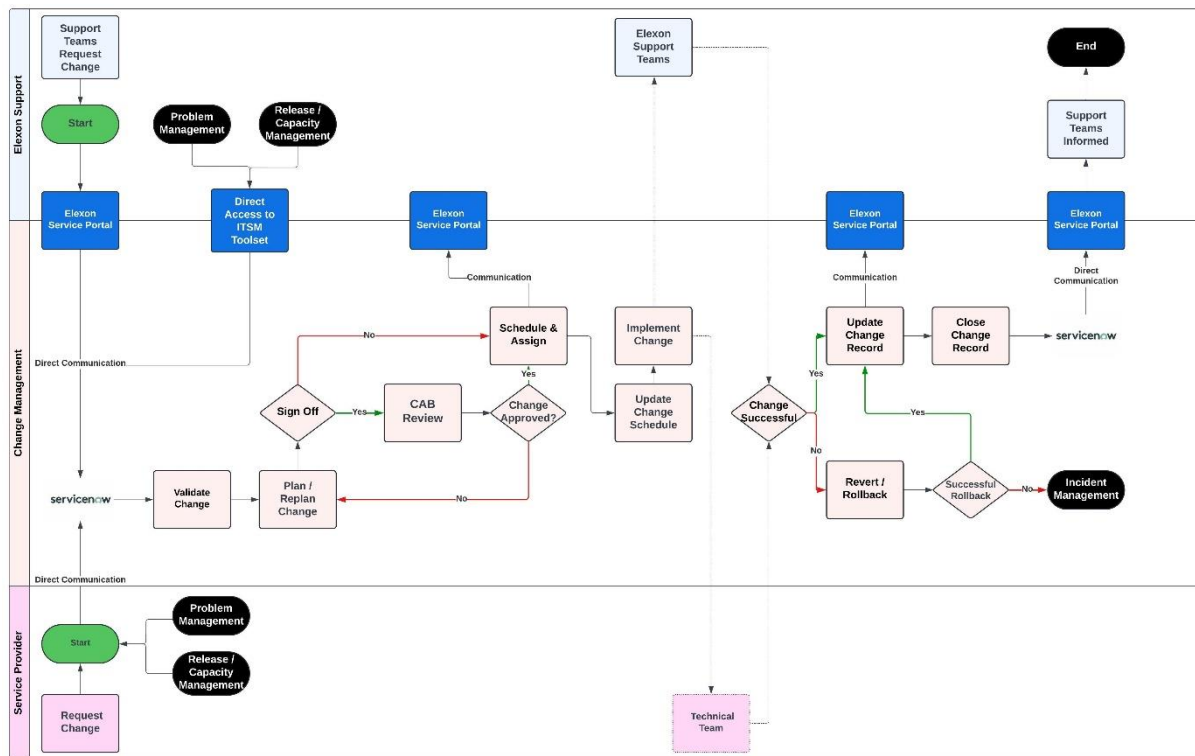
13 Change Management

13.1 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.

13.2 Change Management – Process Flow

The below process flow is the interlocking Change Management Flow for Requests raised in relation with Service Provider and Service User.



13.3 Change Management - Support Model

Topics	Description
Contact Methods	Service User: Elexon Service Portal Service Partner: CGI Service Desk
Resource Allocation	- Service Management / Elexon Service Portal - Elexon - Service Desk – CGI - Service Providers

Point of Contact: Elexon	Name	Contact Details
	Elexon Service Portal	https://support.elexon.co.uk/csm
Change Logging	Below is the standard information needed to log a Change Request. • Description • Requested By • Assignment Group • Priority • Configuration Item (CI) • Implementation Plan • Backout Plan • Risk Assessment • Approvals	
Change Manager	Elexon Service Management	

13.4 Change Management – RACI

Change Management	Change Initiator (Service User / Service Provider / Internal Elexon Support)	CGI / Elexon Change Manager	Change Advisory Board (CAB)	Service Provider / Elexon Support Team	Service Owner
Identify need for Change	A/R	I	I	I	I
Raise Change Request	A/R	I	I	I	I
Log Change Request	I	A/R	I	I	I
Initial Assessment	C/I	A/R	I	I	I
Categorise and Prioritise Change	C/I	A/R	I	I	C
Schedule CAB Meeting	I	A/R	I	I	I
Review Change Request	C/I	A/R	C	I	I
Approve / Reject Change	C/I	A	C	I	I
Coordinate Change Implementation	I	R	I	A/R	I
Implement Change	C/I	I	I	A/R	I
Monitor Change Implementation	I	R	I	A/R	I
Review & Close Change	C/I	A/R	I	I	I
Document Change Details	I	A/R	I	I	I
Communicate Change Status	C/I	A/R	I	I	I
Post Implementation Review	C/I	A/R	C	I	C
Report on Change Metrics	I	A/R	I	I	I

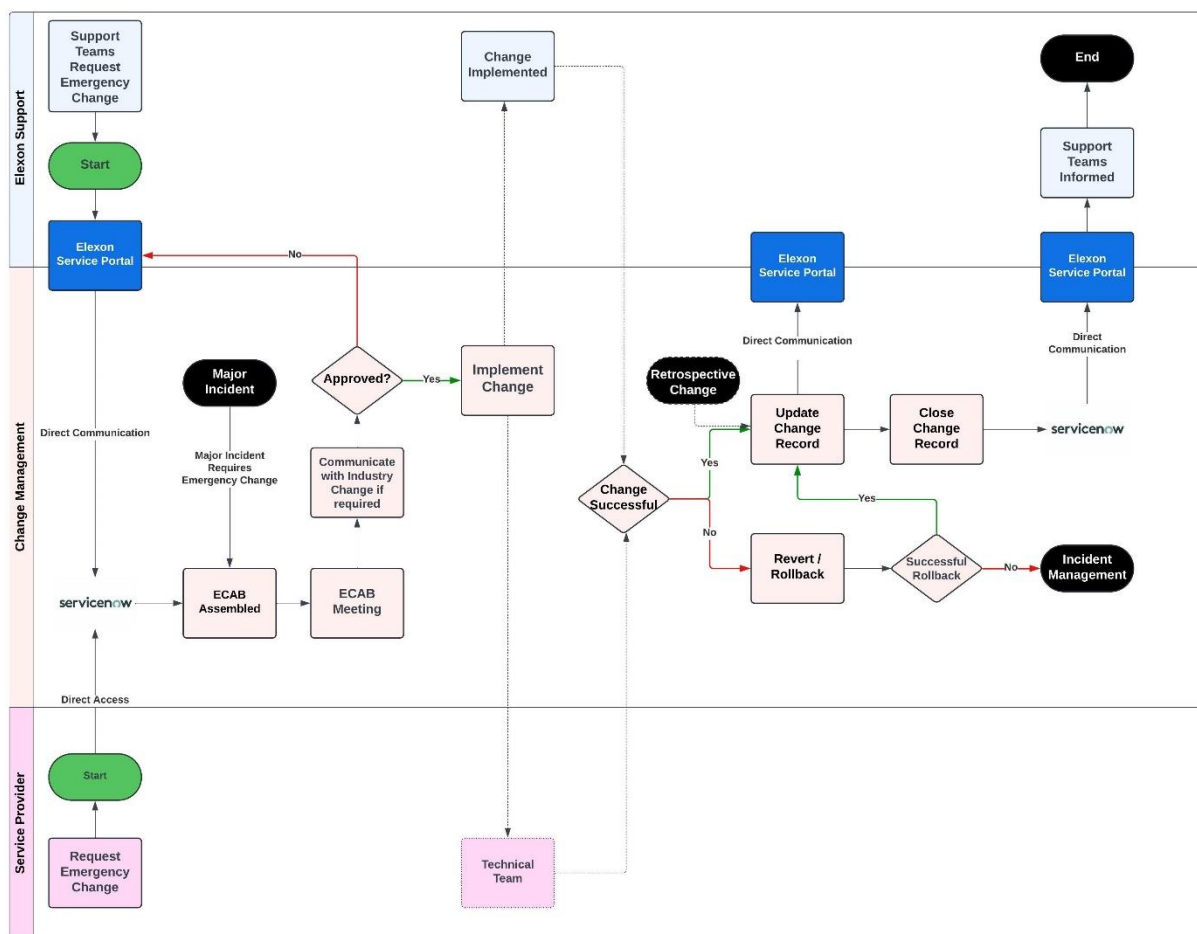
14 Emergency Change Management

14.1 Emergency Change Management – Purpose

The purpose of Emergency Change Management is to swiftly authorise changes to the service if significant disruptions have taken place or an incident has been detected. This also applies to any changes to the service that were not formally raised, agreed, and approved.

14.2 Emergency Change Management – Process Flow

The below process flow is the interlocking Change Management Flow for Emergency Changes raised in relation with Service Provider and Service Users.



14.3 Emergency Change – Support Model

Topics	Description	
Contact Methods	Service User: Elexon Service Portal Service Partner: CGI Service Desk	
Resource Allocation	- Service Management / Elexon Service Portal - Elexon - Service Desk – CGI - Service Providers	
Point of Contact: Elexon	Name	Contact Details
	Elexon Service Desk	https://support.elexon.co.uk/csm
Emergency Change Logging	Below is the standard information needed to record an Emergency Change Request. - Description - Requested By - Assignment Group - Priority - Configuration Item (CI) - Implementation Plan - Backout Plan - Risk Assessment - Approvals	
Emergency Change Manager	Elexon Service Management	

14.4 Emergency Change Management - RACI

Emergency Change Management	Change Initiator (Service User / Service Provider / Internal Elexon Support)	CGI / Elexon Change Manager	Change Advisory Board (CAB)	Service Provider / Elexon Support Team	Service Owner
Identify Emergency Change	A/R	I	I	I	I
Raise Emergency Change Request	R	A/R	I	I	I
Emergency Change Request	C/I	A/R	I	I	I
Initial Assessment	C/I	A/R	I	I	I
Schedule ECAB Meeting	I	A/R	C	C	I
Review Change Request	C/I	A/R	C	C	I
Approve / Reject Change	C/I	A/R	C	I	I
Communicate Decision	I	A/R	I	I	I
Plan Change Implementation	C/I	A/R	I	R	I
Implement Emergency Change	C/I	C	I	A/R	I
Monitor Implementation	I	A/R		I	I
Validate Change Outcome	C/I	A/R		I	I
Communicate Outcome	I	A/R		I	I

Post Implementation Review	C/I	A/R		I	C
Emergency Change Report	C/I	A/R		I	C

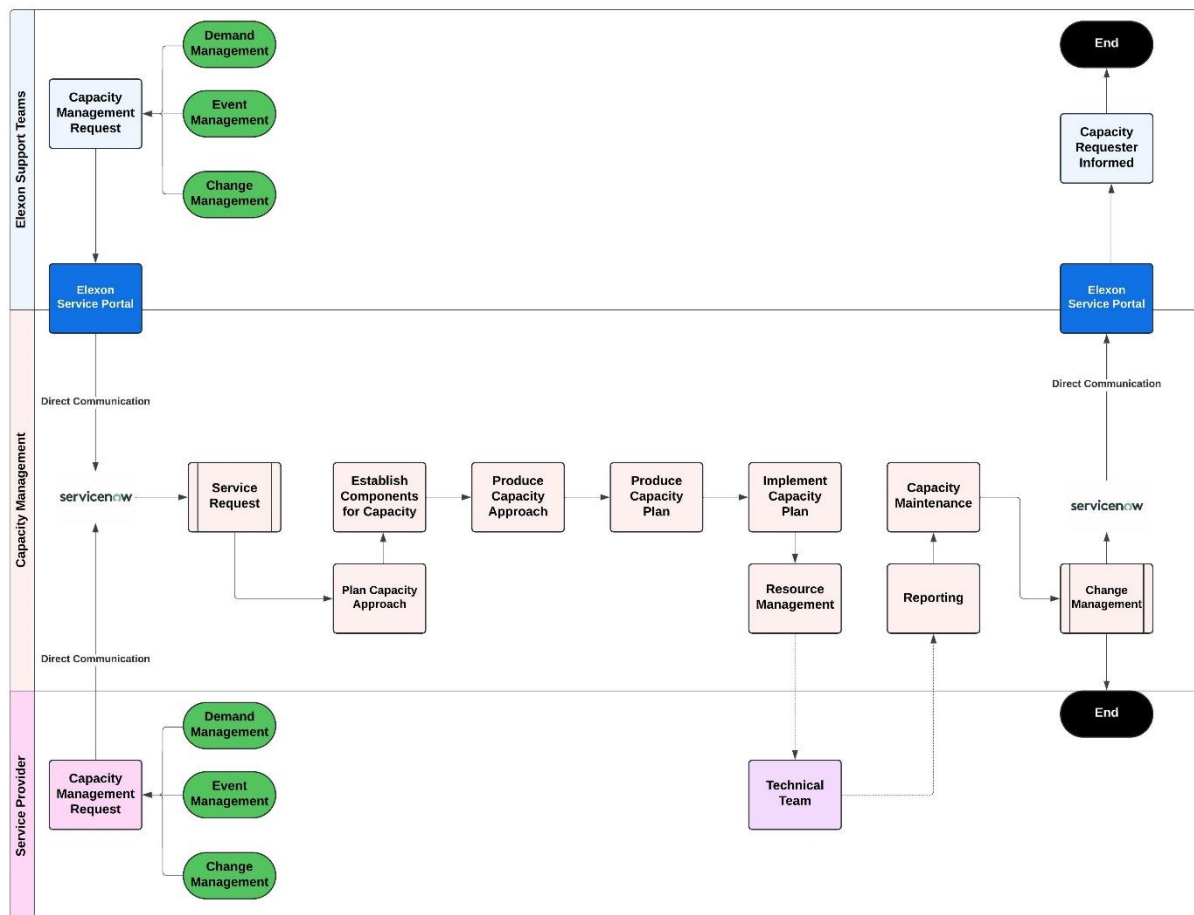
15 Capacity Management

15.1 Capacity Management – Purpose

The purpose of a Capacity management is the practice of right-sizing IT resources to meet current and future needs.

15.2 Capacity Management - Process Flow

The below process flow for Capacity Management.



15.3 Capacity Management - Support Model

Topics	Description	
Contact Methods	Service User: Elexon Service Portal Service Partner: CGI Service Desk	
Resource Allocation	• Service Management / Elexon Service Portal - Elexon • Service Desk – CGI • Service Provider	
Point of Contact: Elexon	Name	Contact Details
	Elexon Service Portal	https://support.elexon.co.uk/csm
Capacity Management Request	Below is the standard information needed: • Business Justification • Impact Analysis • Current Capacity Status • Current Utilisation • Detail of Performance Issues • Expected Growth • Resource Specifications • Technical Assessment • Costing • Implementation Plan	
Capacity Manager	Elexon Service Management	

15.4 RACI Matrix – Capacity Management

Capacity Management	Capacity Manager	Service Provider / Elexon Support	Service Owner	Elexon Service Management
Identify Capacity Requirements	A/R	C	C	I
Forecast Capacity Needs	A/R	C	C	I
Monitor Current Capacity	A/R	R	C	I
Analyse Capacity Trends	A/R	R	C	I
Create Capacity Plan	A/R	R	C	I
Implement Capacity Changes	A/R	R	C	I
Report on Capacity Metrics	A/R	R	C	I

16 Service Level Management (SLM)

Service Level Management ensures that IT services meet agreed-upon performance standards by defining, negotiating, and managing service level agreements (SLAs) both internally and with the

Service Level Management Details	The ITIL Service Level Management (SLM) lifecycle involves several stages that ensure Service are defined, negotiated, monitored, and improved to meet agreed service levels. • Service Level Requirements (SLR) Gathering • Develop Service Level Agreement (SLA) – Analyse, Draft, Negotiate, Finalise • Develop Operational Level Agreements (OLA) and Underpinning Contracts (UC) • Define Service Level Monitoring and Reporting • Define and Agree Service Reviews and Reporting • Continuously analyse performance to Identify Improvement Opportunities • Service Level Management Review and Refinement
Service Manager	Elexon Service Management

16.3 RACI Matrix – Service Level Management

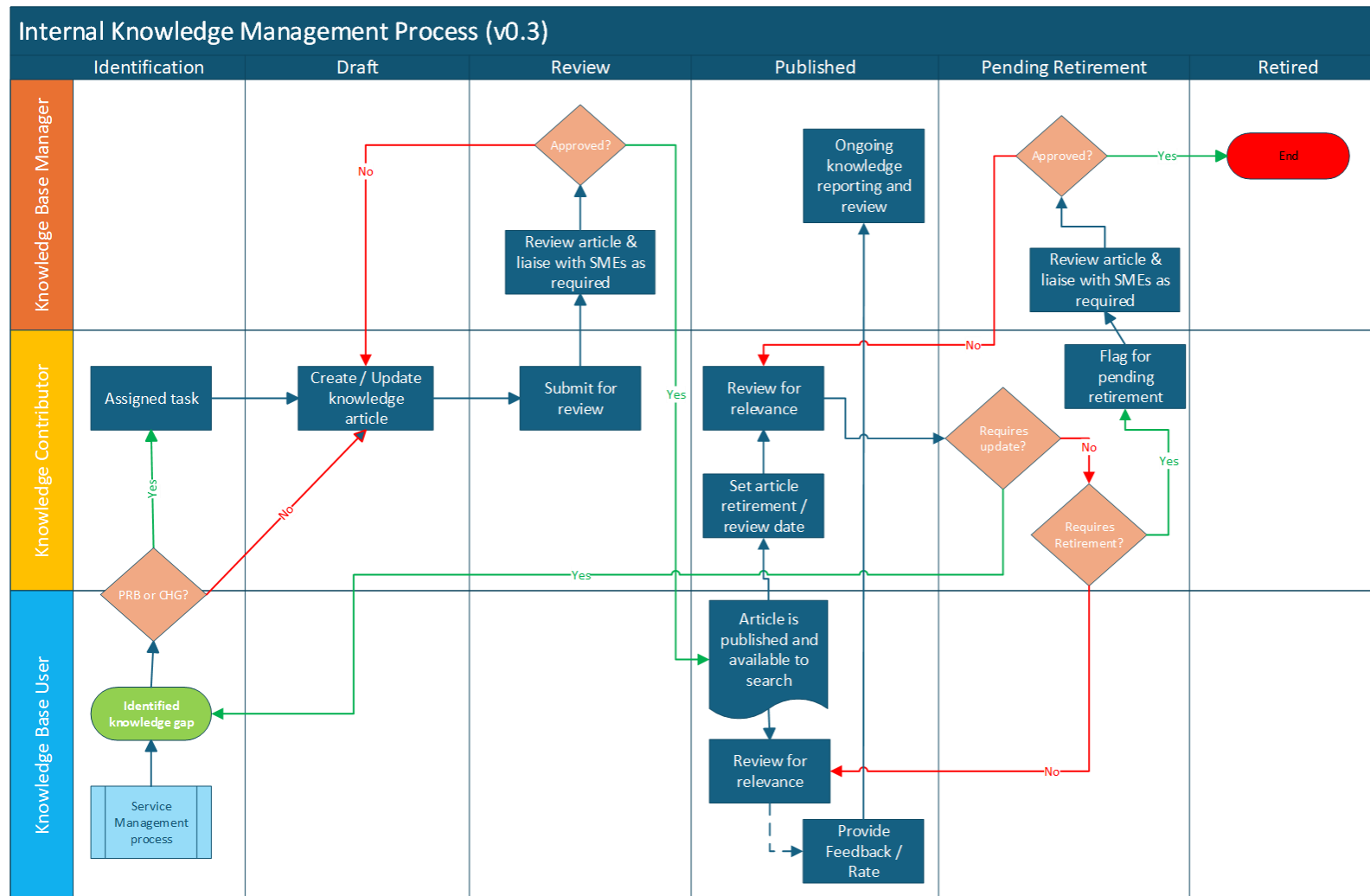
Service Level Management	Service Owner	SLM Manager	IT Manager	Service Desk	Service Users	Suppliers
Define SLA requirements	C	A/R	C	I	C	C
Negotiate SLAs	A	R	C	I	C	C
Document SLAs	C	A/R	I	I	I	I
Monitor SLA performance	I	A/R	C	R	I	I
Review SLA performance	A	R	C	I	C	C
Report on SLA performance	I	A/R	I	I	C	I
Manage SLA breaches	A	R	C	R	I	C
Conduct SLA review meetings	A	R	C	I	C	I
Update SLAs	C	A/R	I	I	I	I
Define SLA requirements	C	A/R	C	I	C	C
Negotiate SLAs	A	R	C	I	C	C
Document SLAs	C	A/R	I	I	I	I

17 Knowledge Management

17.1 Knowledge Management – Purpose

The purpose of Knowledge Management is to ensure that information and knowledge within an organization are effectively captured, stored, shared, and utilised to support decision-making, improve efficiency, and enhance service management processes.

17.3 Knowledge Management Workflow



17.4 Knowledge Management - Support Model

Topics	Description	
Contact Methods	Service User: Elexon Service Portal Service Provider: Elexon Service Portal	
Resource Allocation	Service Management / Elexon Service Portal - Elexon	
Point of Contact: Elexon	Name	Contact Details
	Elexon Service Portal	https://support.elexon.co.uk/csm
Knowledge Management Details	Knowledge Management focuses on systematically collecting, storing, sharing, and leveraging knowledge within IT service management	
Knowledge Manager	Elexon Service Management	

17.5 Knowledge Management – RACI

Knowledge Management	Knowledge Manager	Service Desk	Knowledge Author	Service Users	Process Owner
Create and update knowledge articles	R	C	C	C/I	A
Review and approve knowledge articles	A	R	R	C/I	C
Identify knowledge gaps	A	C	C	C/I	C
Maintain the Knowledge Base	A	C	C	C/I	C
Knowledge sharing	A	C	C	C/I	C