ELEXON

MARKET-WIDE HALF HOURLY SETTLEMENT
OPERATIONAL READINESS TESTING

EXIT REPORT

Document Control

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Approvers

Organisation	Name	Role
eSITWG		

Documents & References

Ref	Item	Location/Name

Contents

1   Introduction

This Test Exit Report provides a summary of the Operational Readiness Testing (ORT) completed by Elexon. The purpose of ORT was to validate that Elexon's Service Management functions, tooling, processes, and integrations are operationally ready to support live service at go-live and beyond.

The ORT phase focused on confirming that all agreed test scenarios were executed successfully, defects were managed and resolved in line with severity and priority expectations, and service processes function as designed across incident, problem, and request management workflows, including cross-party case handling.

This report outlines:

- Test execution status and results
- Summary of defects and their resolution status
- Assessment against predefined test exit criteria
- Supporting evidence and documentation
- Confirmation of readiness with no outstanding work-off plans

All testing has been completed within the defined test window, with all exit criteria met and no open high-priority issues. This report is submitted as confirmation that the ORT phase has concluded successfully.

Tools used for testing was ServiceNow Support Portal, ServiceNow CSM, Outlook Email and Microsoft Teams

2   Operational Testing Milestones vs Actual

The table below outlines the schedule and actual execution dates for a series of test cases carried out as part of the Operational Readiness Testing (ORT) phase. Each test case is listed with its planned start and end dates, alongside the actual dates of execution.

This provides a clear view of adherence to the test plan and highlights any deviations. The activities are grouped by category, including Major Incidents (MI), Normal Incidents (NI), ServiceNow Portal (PORT), and Problem Management (PROB).

Activity	Planned Start Date	Planned End Date	Actual Start Date	Actual End Date
TC_MI01	18/06	18/06	18/06	18/06
TC_MI02	24/06	24/06	24/06	24/06
TC_MI03	25/06	25/06	27/06	27/06
TC_MI04	26/06	26/06	26/06	*26/06*
TC_NI01	16/06	16/06	16/06	*16/06*
TC_NI02	17/06	17/06	17/06	17/06

Activity	Planned Start Date	Planned End Date	Actual Start Date	Actual End Date
TC_NI03	18/06	18/06	18/06	18/06
TC_NI04	19/06	19/06	19/06	19/06
TC_NI05	20/06	20/06	20/06	20/06
TC_PORT_01	30/06	30/06	30/06	30/06
TC_PORT_02	01/07	01/07	03/07	03/07
TC_PORT_03	02/07	02/07	03/07	03/07
TC_PORT_04	03/07	03/07	03/07	03/07
TC_PORT_05	04/07	04/07	03/07	03/07
TC_PROB_01	23/06	23/06	23/06	23/06

3   ORT Test Execution Overall Status

The chart below presents the cumulative progress of the Operational Readiness Testing (ORT) across the test window, spanning from 16th June to 3rd July. It tracks both the planned and actual number of test cases executed and passed over time.

- Cumulative Planned vs Actual Executed indicates how closely test execution aligned with the original schedule.
- Cumulative Planned vs Actual Pass highlights the success rate of the executed test cases against expectations.

The data shows a steady increase in both execution and pass rates, with actuals closely tracking planned targets. By 3rd July, a total of 16 test cases had been successfully executed and passed.
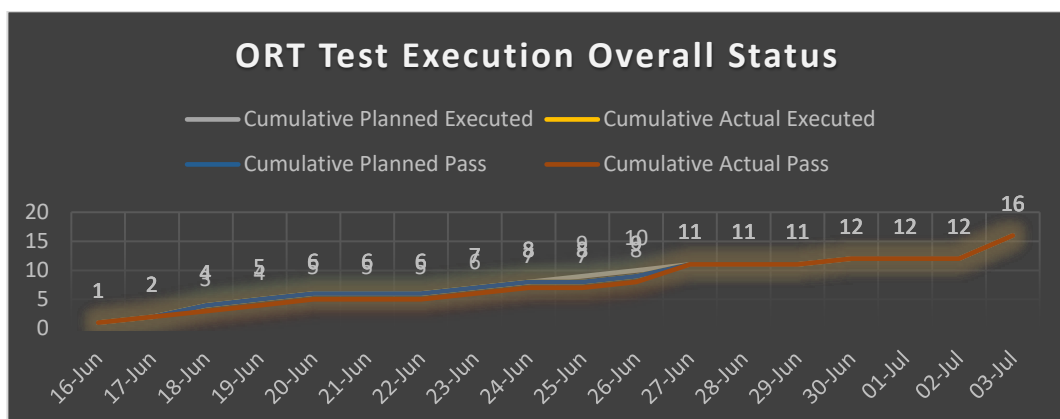
4 Operational Readiness Testing Summary

The table below provides a snapshot of performance at the conclusion of Test Cycle 1. All planned test cases were successfully executed, achieving full coverage and demonstrating system readiness:

Total Test Cases: 16

- Execution Rate: 100% of test cases were executed as planned
- Pass Rate: 100% of executed tests passed successfully
- Failures: 0

As of the date of closure, all defects raised during the test period have been resolved, retested, and formally closed. This indicates a clean exit from Test Cycle 1, with no outstanding issues remaining.

At end of Test Cycle 1	Total	Comments
Total Test	16	
Tests Executed (No.)	16	
Test Executed (%)	100	
Pass Rate	100	
Passed	16	
Failed	0	

5 Defect Status

The table below provides an overview of all defects raised during Test Cycle 1, broken down by priority. A total of 4 defects were identified during the cycle:

All defects raised (4 in total) have been successfully resolved, retested, and closed. There are no open defects remaining as of the closure of Test Cycle 1, supporting a clean test exit.

Priority	Total	Open	Comments
P1	0	0	
P2	3	0	
P3	0	0	
P4	1	0	
Total	4	0	
Resolved/Closed	4	0	

6   Summary of Defects

All defects identified during Test Cycle 1 have been addressed, fixed, retested, and formally closed. As a result, no Work-Off Plan is required.

The table below outlines the defects that were raised, including their IDs, titles, priorities, and notes on impact or workarounds:

Defect ID	Title	Priority	Impact/ Work Around
286775	TC_MI01 Step 1 - Description of a P1 incident of >10% is not correct and does not align with Avanade DIP definition	2	N/A
286776	TC-MI01 - ServiceNow Major incident "communication Tab" generate "Communication(s) data fetch failed''	2	N/A
287009	TC_NI05 Case assigned to Technical Triage but no email notification sent to assigned person	4	N/A
288015	TC_PORT_03 - Child cannot see the case raised by the parent on his behalf.	2	N/A

7   Test Phase Exit Criteria Assessment

The table below presents the assessment of exit criteria for Test Cycle 1. All defined criteria have been met, with no exceptions or outstanding issues, confirming a successful test phase exit:

No	Exit Criteria	Status
1	All planned tests as set out in ORT Test Scenarios and Test Scripts have been executed with any exceptions documented.	100%
2	The test pass rate is 95 % or above, excluding any tests that have been excluded as exceptions.	100%
3	There are no outstanding Priority 1 or 2 defects with any exceptions documented.	No Open P1 & P2
4	Any remaining Severity 3 or 4 defects must have an approved workaround, and a work-off plan agreed with the MHHS Programme.	No Open P3 & P4 Defects
5	Defect Work Off Plan has been issued for	
6	Test results and any supporting evidence is available within Helix ADO and SharePoint.	Complete (Details on Request)

8 Appendix A: Test Case Summary

ID	Description	Objectives	Process Categories
TC_MI01	Service User identifies: DIP becomes unavailable or inaccessible for a large proportion of participants (e.g. >70% of the industry or multiple market roles affected	Incident Handling Between Parties	Major Incident Cross Party
TC_MI02	LDSO identifies an issue processing settlement reports due to DUoS Billing system logic failures.	Incident Handling Between Parties	Major Incident Cross Party
TC_MI03	Data corruption identified by any party affecting critical data exchanges	Incident Handling Between Parties	Major Incident Cross Party / Problem Management
TC_MI04	Validate Elexon's ability to coordinate resolution of a complex incident requiring engagement with Avanade (DIP), LDSOs (MPAN issues), DCC (Smart Metering), and Suppliers (billing discrepancies)	Incident Handling Between Parties	Major Incident Cross Party
TC_NI01	Simulate or detect that a DIP message sent from REGS is not received by the Supplier within the expected timescale.	Incident Handling Between Parties	Normal Incident Cross Party
TC_NI02	An incident involves ISD updates not notified. Changes to ISD have been made but messages not received by multiple parties	Incident Handling Between Parties	Normal Incident Cross Party
TC_NI03	Data Service identifies issue with Load Shaping data. Data Service identifies issues with the Load Shaping data during their estimation process	Incident Handling Between Parties	Normal Incident Cross Party
TC_NI04	LDSO unable to access the DIP but the internal DIP adaptor is working	Incident Handling Between Parties	Normal Incident Cross Party

ID	Description	Objectives	Process Categories
TC_NI05	Incident Logging via ServiceNow Portal - DIP Registration Issue	Incident Logging via ServiceNow Portal	Normal Incident Cross Party
TC_PROB_01	Validate that a Problem Record can be raised reactively from repeat incidents logged by a single participant.	Verify that a Problem Record can be created reactively when multiple incidents are logged by the same user (participant),	Problem Management
TC_PORT_01	Validate portal behaviour when registering an account without selecting an organisation.	Testing of ServiceNow Support Portal Access	Parent
TC_PORT_02	Successful RBAC access: Parent can access child account cases	Testing of ServiceNow Support Portal Access	Parent / Child Accounts
TC_PORT_03	Parent logs case on behalf of child	Testing of ServiceNow Support Portal Parent/Child	Parent / Child Accounts
TC_PORT_04	Validate that a Parent user can view both their own cases and cases logged by linked Child organisations in the Elexon Support Portal.	Testing of ServiceNow Support Portal Access	Parent / Child Accounts
TC_PORT_05	Validate that a Child user cannot view or access cases logged by their Parent organisation, ensuring Parent-Child boundaries are enforced.	Testing of ServiceNow Support Portal Access	Parent / Child Accounts

ID	Description	Objectives	Process Categories
TC_SR01	Service Request Logging via ServiceNow	To verify that service requests can be successfully logged and tracked via the ServiceNow platform, with all requests routed through the Elexon Support Portal and assigned a default priority of P4.	Service Request