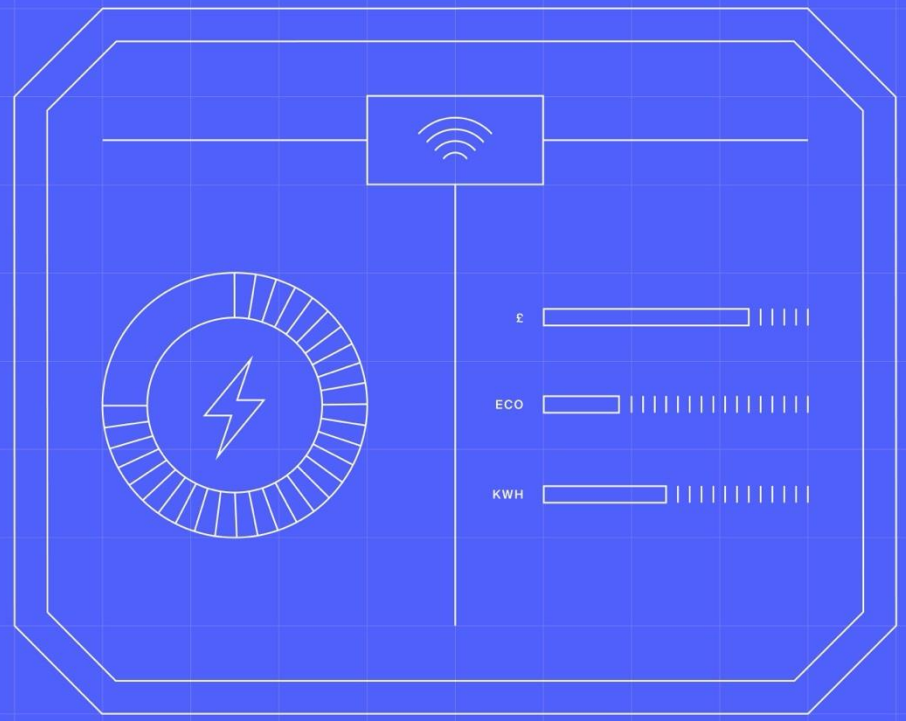
RA7 Update



INFORMATION: Readiness Assessment 7 publication and update

Programme (Jason Brogden)

10 mins

Executive Summary

Scope & Purpose of Readiness Assessment 7

- *Assess the readiness to deliver upcoming Programme milestones including M14 and the start of Migration.*
- *Validate that Central Parties have the capacity, capability and resilience to support the E2E Participant Journey and ongoing Live Operation.*
- *Confirm robust cross-party Service Management arrangements are in place to manage operational activity during Migration.*
- *Identify cross-party risks, dependencies and assumptions early to protect timelines and ensure coordinated delivery.*

Overall Readiness Position

- *Across all Central Parties and Central Capability Providers, we can be confident of their readiness for Qualification to M14 and live operation to support Migration to M15.*
- *There is some shortfall of evidence mapping projected volumetrics to resource planning/capability, but this is the exception rather than the rule. Most parties have robust forecasts on the basis of experience to date and matched resources to meet that forecast demand.*
- ***The evidence is strong in mapping resourcing on the basis of historical and forecast volumes and complexity of cases and issues.***
- ***The key risk is therefore if those issues are more numerous or complex in live operation.***
- ***Early monitoring should be in place to identify this (e.g. trend analysis) and fast acting contingency plans in place to be triggered (e.g. flexible resourcing, contract resource).***

Response Overview

- *Responses have all been received from 100% of Central Parties and all LDSOs with full coverage across every question in the assessment scope.*
- *While a small number of areas contain partial evidence or minor shortfalls, these are already understood, documented and do not materially affect the overall completeness of submissions.*
- *All organisations have provided their self-certification statements, confirming their readiness against the required capability, capacity and operational criteria.*

Top RAID & Next Steps

- *Risks have been captured from the responses and have been mapped to existing RAID or being considered for new RAID.*
- *These are set out in later slide*

Workstream Readiness Summary (1/3)

Workstream	Central Party	RAG	Evidence Strength	Summary	Areas of Strength	Areas of Risk
Qualification - QT	Elexon QT	Green	Strong	Structured ownership and scalable support, but overall resilience still depends on timely inputs, participant readiness and maintaining sufficient capacity during and beyond peak periods.	• Proactive mitigation of participant-driven risk. • Strong resourcing resilience governance and cross-workstream alignment.	• Dependence on participant quality and timeliness. • Limited contingency headroom under concurrent peaks.
Qualification - QAD	Elexon BSC Qualification	Green	Strong	The team has provided a stable and flexible resourcing model with strong processes and support. Delivery depends on timely, high-quality inputs to protect Qualification timelines and M14 readiness, but initial submissions mitigate quality risk.	• Experienced and stable resourcing through to M14. • Proven ability to flex capacity at peak.	• Strong dependency on participant behaviour and quality of responses. • Flex capacity is reactive rather than baseline.
	REC Code Manager	Green	Strong	RECCo has a flexible, proven model with strong processes and assessor capacity. Delivery remains reliant on timely QA&P inputs and effective management of MOA and agent readiness risks, but initial submissions mitigate quality risk.	• Experienced and flexible Qualification team. • Proven systems and mature Qualification processes.	• Wave 4 volume and seasonal capacity pressure. • Variable QAD quality and reliance on Supplier/Agent readiness.
	DIP Manager	Green	Strong	Structured ownership, systems and scalable support, overall resilience. Resource matched to forecasts on basis of Migration Pathways. Depends on participant readiness.	• Clear ownership and structured delivery • Scalable support model.	• Model has some but constrained spare capacity. • Changing participant behaviours.
DIP Onboarding to Production	DIP Manager	Green	Strong	Capacity is considered sufficient for planned volumes, with disciplined, well-sequenced onboarding processes providing control, but delivery still depends on participants behaving as expected.	• Clear understanding of the onboarding process and its dependencies. • Proactive use of Migration Pathways to manage volume risk.	• Limited resource headroom against peak Migration Pathway volumes. • Reliance on Programme-level interventions to mitigate peak volumes.
ISD Publish	Elexon ISD	Green	Strong	Delivery is supported by clear assumptions, strengthened capacity on the basis of published cadence and mature controls. Overall resilience depends on visibility and sustained third-party support to manage volume variability	• Demonstrated delivery at scale with credible evidence. • Depth and resilience across people, process and third-party support.	• Dependency on upstream data quality and visibility. • Limited independent validation of peak-stress assumptions.
Service Management	Elexon Service Management	Green	Strong	Service Management remains stable supported by existing headroom capacity in triage team. Forecast cases and incidents matched to utilisation to meet increased migration demand.	• Established Triage team with added resilience and new Service Manager. • Mature tooling and processes already proven through MHHS and ELS.	• Peak migration may drive demand above BAU levels. • Cross Party Service Desk changes could increase workload.
	Elexon Market Design	Amber	Partial [subject to further info request]	Market Design appears fully resourced with strong BAU coverage and reduced future dependency, but the absence of call volume profiling or a clear capacity plan limits confidence in how well resourcing aligns to future demand.	• MHHS design expertise with experienced SMEs. • Clear internal accountability supported by a documented good-practice charter and structured education.	• Service-management processes are not yet fully standardised across the business. • Triage transition poses a risk if not carefully managed to avoid gaps in front-line capability.

Workstream Readiness Summary (2/3)

Workstream	Central Party	RAG	Evidence Strength	Summary	Areas of Strength	Areas of Risk
Service Management	Elexon Assurance	Green	Strong	Assurance capability has been materially strengthened with evidence backing this from the Resource Model allowing Assurance to operate effectively, providing resilience to manage increased assurance demand as migration progresses while maintaining BAU oversight.	• Expanded team capacity over past year. • Enhanced monitoring tools and updated audit workpapers. • Established assurance, audit and escalation processes already working well across MHHS and BAU.	• Complex cross-party issues need a consistent problem-management approach. • Some participants bypass established processes by defaulting to Code Bodies. • Effective delivery relies on early escalation through the correct channels.
	Elexon OSMs	Green	Strong	OSM capacity and capability are aligned to current and expected service management demand, with integration across assurance, triage, and industry engagement supporting effective issue management.	• Expanded team capacity with five additional FTE and further recruitment underway. • Strong integration with Service Management, Technical Triage, and operational governance.	• Migration waves may create higher-than-forecast query volumes. • New market entrants and market volatility. • Dependence on effective Tech Triage.
	Elexon Settlement Services	Amber	Partial [subject to info]	Settlement operations are well-managed and automated with capacity for BAU and MHHS activity, but no evidence of future resource modelling makes it unclear whether support is sufficient or could be flexed	• Stable, experienced team structure supporting Helix operations with clear roles & responsibilities. • Mature BAU processes (incident, problem, known error, release) backed by SLAs/KPIs and oversight.	• Automation or monitoring failures could delay issue detection, especially over weekends. • Major issues may require rapid mobilisation of specialist teams to prevent settlement impacts.
	DIP Manager	Green	Strong	The DIP Manager has trained people, working systems and structured processes, but remains sensitive to peak-period pressures and participant dependencies, requiring ongoing active management as volumes increase. Future workload mapped to prior experience.	• Dedicated resources focused on onboarding, readiness tracking and peak-volume management. • Improved data controls and scheduling through corrected tracker access and DIP ID source data. • Structured monitoring and engagement.	• Variation in participant capability increases demand for high-touch support. • Message-level incidents can require disproportionate effort at volume. • Misunderstanding of the DIP Manager remit.
Operational issues & cross-party Service Management	REC Code Manager	Green	Strong	REC's operational arrangements are already sized for volumes based on MHHS demand, giving delivery confidence provided query levels stay within historic peaks and cross-code routing continues to operate.	• Dedicated Service Desk and OAM capacity, high-capacity systems and proven routing. • Well,-defined triage, routing, and stakeholder-management processes.	• Small core Service Desk team may face pressure during spikes . • Effective routing relies on parties following guidance on which Service Desk to use.
	DCC	Green	Strong	DCC's operational capability is mature and proven under peak conditions, with 24/7 monitoring and established governance providing confidence that Migration and Live Operation volumes can be managed within expected thresholds.	• BAU teams, 24/7 NOC monitoring and daily DS&A tracking provide strong operational oversight. • Hypercare performance shows the platform can handle high transaction volumes in live conditions. • Capacity forecasting and contingency support ongoing settlement processing and onboarding.	• No permanent resource uplift may create pressure if migration demand increases. • System stability and effective triage remain critical to maintaining BAU performance. • Additional MDR onboarding or unexpected volume spikes.
	Electralink	Green	Strong	ElectraLink's operational readiness is highly mature, supported by resilient systems, experienced teams and long-established cross-party working arrangements that position it well for MHHS service management.	• ElectraLink brings long-standing DTS operational experience and high-volume data-transfer. • HHSConnect and MHHS-ready teams are proven to handle MHHS messaging and migration loads. • Established governance and cross-party processes support consistent routing & issue resolution.	• Heavy reliance on DTS and HHSConnect means any system disruption could affect multiple participants. • Peak migration or incident periods may put pressure on helpdesk and triage capacity. • Cross-party dependencies.
	LDSOs	Green	Strong	Operational readiness across the LDSOs is strong with secured resource, established processes, resilient systems and third-party support already managing Migration and Live Operation issues.	• Established operational capability with secured resource, skilled staff and contingency in place to support increased supplier migrations and direct queries.	• Readiness dependency on migrating MPANs meeting expected data-quality standards, with higher-than-expected exceptions potentially affecting workflow stability.

Workstream Readiness Summary (3/3)

Workstream	Central Party	RAG	Evidence Strength	Summary	Areas of Strength	Areas of Risk
Operational issues & cross-party Service Management	• DIP Manager	Green	Strong	DIP Manager's analysis, based on historical ticket data modelling and increased team capacity, indicates resourcing is sufficient for projected demand, though outcomes still depend on participant behaviour.	• Experience resources in ITIL & ServiceNow familiar with the operation & use of DIP Portal. • Increased team size and growing technical knowledge strengthen ability to manage volumes.	• Forecasts rely on participant behavior matching historical patterns and assumptions.
Operational & Migration volumes	• REC Code Manager	Green	Strong	REC shows operational capability to manage MHHS Migration volumes through a well-tested EES service, supported by robust SLAs, proven performance at threshold levels, and established Performance Assurance oversight.	• EES has been technically proven to handle upper migration-threshold volumes through SIT and peak-of-peak testing. • Robust SLA reporting and Performance Assurance governance provide strong oversight and escalation pathways. • REC obligations ensure Switching Provider performance (CRS) is monitored and held to account during migration.	• Performance is dependent on migration volumes remaining within the agreed thresholds. • IF-040 message flows may create pressure without improved balancing from Elexon. • Any upstream data or Switching Provider performance issues could impact REC-dependent services.
	• DCC	Green	Strong	DCC's capacity and capability are supported by tested system performance, established BAU service-management teams, and proven Hypercare operations, though stability remains dependent on migration volumes staying within agreed thresholds.	• Systems validated through CSS/DSP performance testing and live Hypercare peak-volume operation. • MHHS work handled within mature BAU processes across established operational teams. • Cross-industry issues actively managed through participation in IRG and programme governance.	• Service stability cannot be guaranteed if migration volumes exceed thresholds. • Cross-party issues require coordinated industry engagement to resolve effectively. • Ongoing reliance on SEC/REC-mandated processes.
	• Electralink	Green	Strong	ElectraLink has long-standing DTS operational capability, MHHS-specific system readiness, and strong governance, providing a stable platform for supporting Migration and Live Operation across high-volume industry traffic.	• 25+ years of DTS operation demonstrates proven 24/7 industry-critical capability. • HHSConnect passed DIP testing early demonstrating readiness for MHHS high-volumes. • Strong governance with joint MPAN data service delivery through collaboration with Elexon.	• High-volume data-flow operations depend on continued system performance and infrastructure investment. • Routing or data-quality issues across industry parties can create operational load. • Dependence on cross-party coordination may affect incident visibility and resolution.
	• LDSOs	Green	Strong	Operational readiness across parties is strong, with proven performance from SIT, established processes, resilient systems and sufficient capacity to manage Migration and Live Operation activity.	• Sufficient capacity and capability across teams and service providers to manage Migration and Live Operation activity. • Strong third-party support.	• Readiness is dependent on external factors such as data quality, participant behaviour and system performance under peak load.
	• DIP Manager	Green	Strong	DIP Manager's analysis, based on historical ticket data, conservative wave modelling and increased team capacity, indicates resourcing is sufficient for projected demand, though outcomes still depend on participant behaviour and wave distribution.	• Ticket forecasts are grounded in historical ServiceNow data across key phases. • Conservative wave-based modelling gives additional confidence in capacity planning. • Increased team size and growing technical knowledge strengthen ability to manage volumes.	• Forecasts rely on participant behaviour matching historical patterns and assumptions. • Four-wave modelling may still obscure short-term spikes or uneven ticket distribution. • A five-person team may face pressure if volumes exceed projections.

Summary Risks & Potential Contingency Measures

- *Risks have been captured from the responses and have been mapped to existing RAID or being considered for new RAID.*

Risk ID	Risk / Dependency	Description
R1220	**Peak-Volume Overload and Concurrent Operations [IPA 1.5]**	• As migration volumes peak and Live Operation runs concurrently, operational teams may face overload, slowing incident resolution and creating timing pressure on M14/M15 readiness.
R1269 - New	**Participant Capability Variance and Behavioural Dependency [IPA 1.5]**	• Resource assumptions are underpinned by historical patterns, therefore if the volume or complexity of issues are significantly higher than previously, this would introduce significant resourcing risk. There could be a wide variation in participant capability including misunderstanding of processes, misrouted issues, or reliance on Code Bodies creates uneven readiness, higher support demand and risk of unresolved issues during migration peaks.
R1220	**Resourcing Pressure and Key Role Dependencies [IPA1.5]**	• Operational capacity remains sensitive to high-volume periods, triage team transition, ad-hoc programme demand and dependency on flexible staffing models, all of which could constrain timely resolution as M14/M15 approaches. There are still dependencies on key expert staff within particular teams.
R1221	**Cross-Party Coordination, Ownership and Routing Gaps [IPA 4]**	• The hybrid service model still shows weaknesses in ownership clarity, routing consistency and cross-party collaboration creating a risk of slow, inconsistent or uncoordinated incident resolution as volumes increase.
R1200	**Clarity of Responsibility across different Elexon teams [IPA 1.1, 1.4, 4]**	• Whilst RACI has been set out for service management processes, it is generic to Resolver Groups without setting out what type of case/incident should go to which team. This lack of clarity could still lead to misallocation of issues and slower resolution. Some participants bypass established processes by defaulting to Code Bodies.
R1200	**Complex Incidents from MHHS Design or Code Ambiguities [IPA S2]**	• Gaps or unclear interpretations in the MHHS design or BSC may trigger complex, multi-party incidents that are slow to diagnose and resolve, especially under peak volumes.
R1270 - New	**Late or Poor-Quality Participant Submissions (Testing & QAD)**	• Delays or sub-optimal evidence in Qualification Testing or QAD drive rework cycles and increase the likelihood of slippage into the M14/M15 critical path.

Potential Contingency Measures

There are flexible resourcing models set out in a number of instances and preparation should be made to monitor and trigger these early before back-logs build up. Additional measures such as extending contractor resource should be considered.