

26 September, 2025

Elexon Hypercare Overview



Elexon Hypercare Overview

Elexon have created a detailed approach and process for managing the Hypercare activities, this is summarised within the following slides.

Purpose

- To ensure successful completion of pre-defined deliverables to allow fulfilment of ELS exit criteria.
- Provide enhanced operational support during early adoption of MHHS services
- Ensure rapid issue resolution, transparency, and stakeholder confidence.

Scope

- DIP soft launch (Aug 2025) / M10 (Sept 2025) / M11 migration (Oct 2025).
- Covers all Helix services, integrations, and suppliers.

Phases

- Phase 1: DIP go-live & early milestones.
- Phase 2: M10/M11 transition.
- Phase 3: Wider participant onboarding (post Feb 2026).

Hypercare Model

Support layers:

- L1 Service Desk (CGI).
- L2 Technical Triage (Elexon experts).
- L3 Supplier Resolver Teams (Avanade, Cognizant/BJSS, CGI).

Escalations:

- IRG (Issue Resolution Group) for programme-impacting issues.
- Gold Team (Elexon Execs) for crisis/DR.
- Dedicated Control Room facility available.

Key Roles & Responsibilities

- **Hypercare Manager** leads meetings, reporting, comms.
- **Technical Triage Team:** validates priorities, routes cases.
- **Supplier Resolver Teams:** resolve technical issues.
- **IRG & Gold Team:** escalation & programme protection.

Meetings & Governance

Meetings

- Daily Stand-Up (Mon–Thu, 09:15, 15–30 mins)
 - New incidents, priorities, MIs, service requests, changes, AOB.
- Supplier Daily Check-Ins – per supplier.
- Weekly Review (Fri, 10:00, 1 hr)
 - Metrics, risk log, feedback, changes, AOB.
- TORWG Review – weekly metrics presented.
- Ad-Hoc Calls – Major Incidents / urgent issues.
- Control Room – for P1/P2 response.

Communication Channels:

- MS Teams (Hypercare Core, Hypercare Updates).
- Hypercare Dashboard (ServiceNow). Daily/weekly reports.
- MI comms (Teams, email, SMS for Exec). Circulars / Industry Status updates.
- Escalation: IRG and Gold Team as needed.
- Exec Updates: 1–2 slides weekly (high-level metrics + key issues).

Weekly Metrics & Exit Criteria

Weekly Metrics (targets):

- < 1 P1 & < 5 P2 MIs per month.
- MI response time < 15 mins.
- Resolution times: P1 ≤ 6h, P2 ≤ 1 day, P3 ≤ 5 days, P4 ≤ 20 days.
- Re-open rate: < 5%.
- Failed changes: < 1.
- Uptime: in line with NFRs.
- DIP throughput reporting.
- Communication Channels:

Exit Criteria

- All core Elexon business processes stable.
- All P1/P2 defects resolved + stability 1–2 weeks.
- Knowledge transfer complete & accepted by BAU.
- BAU teams confirm ownership.

Elexon Hypercare Monitoring & Reporting

Type	Name	Purpose	Frequency/Duration	Audience
Meeting	Daily Stand-Up	New Incidents. Tracking open major issues. AOB internal communication within hypercare team.	Daily @ 09:15. 15-30 minutes.	Elexon Service Manager & Owners
Meeting	Weekly Service Review	Review ELS KPI Metrics. Review Risk Log. Review Change Planned. Review Feedback. Q&A. AOB.	Weekly @ 10:00 on Friday. 1 hour	Elexon Service Manager & Owners
Meeting	Control Room (Virtual or Physical)	Real-time collaboration and rapid resolution of P1/P2 incidents.	As required.	Elexon Service Manager & Owners
Live Dashboard	Hypercare Dashboard	Live status, KPIs, Issue counts (New, Open, In-Progress, Resolved & Closed).	Always Available.	Elexon Service Manager & Owners
Report + Analysis	Daily Metrics Report	Summary of incidents and resolution daily period & trend analysis reporting	Daily	Elexon Service Manager & Owners
Report + Analysis	Weekly Report	ELS KPI Metrics (see detail in section x.xx)	Weekly	Elexon Service Manager & Owners
Operational Comms	Dedicated 2 MS Teams Channel	Dedicated channel for ELS/hypercare Core team updates	Always Available	Elexon Service Manager & Owners
		Dedicated channel for wider stakeholder general update.		Elexon colleagues
Operational Comms	Major Incident Communications	MI communications per BAU process for internal and external stakeholders. Dedicated MIM Teams Channel per MI for Resolver Group Email update using MIM template for Participants who have opted in to receive MI updates Single SMS update for Exec team on confirmation of new MI. Circular and Elexon Status Update for Industry as required.	As required	Elexon Industry
Executive & Project Comms	Executive Updates	Strategic updates for senior stakeholders: One or two slides max, showing high level metrics, with services affected as required and key bullet points on service.	Weekly or as required	Elexon Exec MHHS Programme