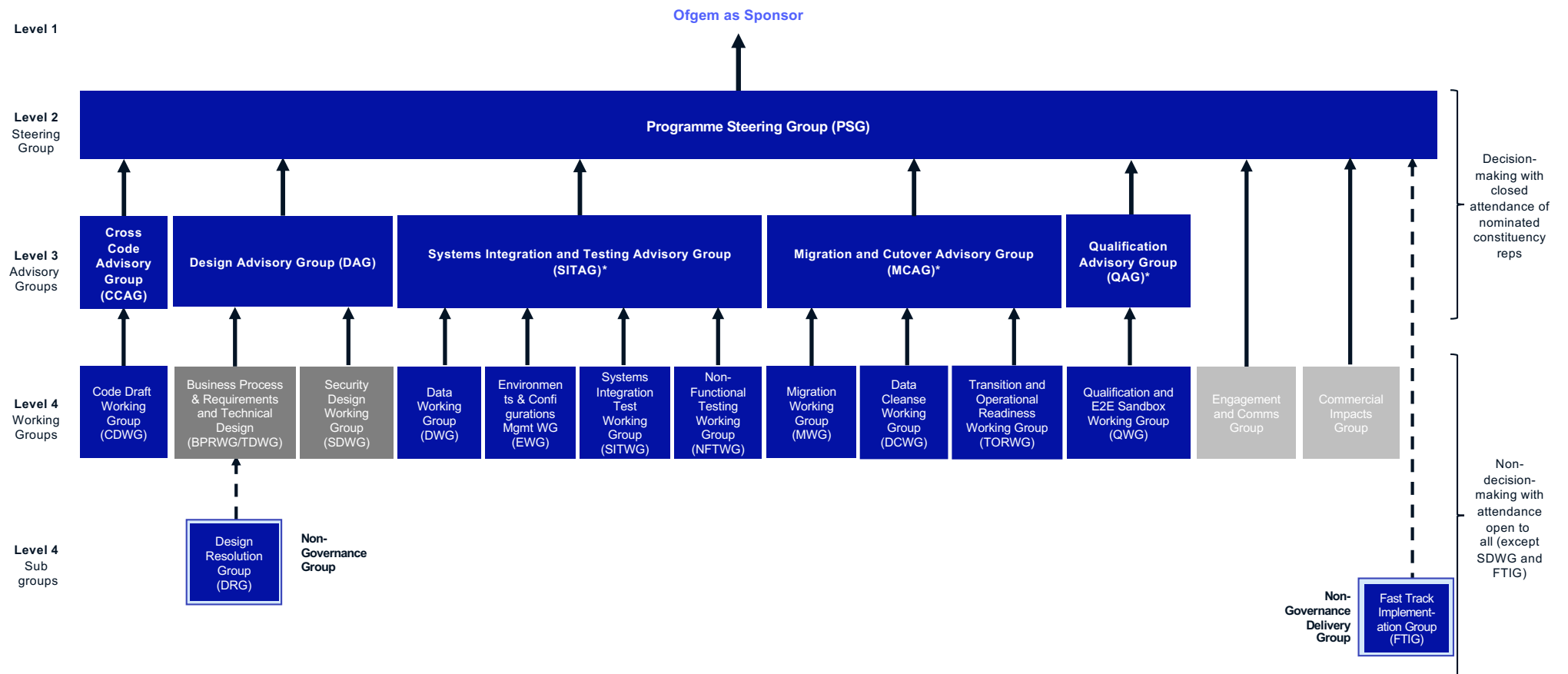


MHHS Governance and Decision-Making Structure



Key	Mobilised	Mobilisation in progress	To be mobilised in future	May be mobilised	Available for any ad hoc meetings
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*SITAG, MCAG, QAG replaced the Testing and Migration Advisory Group (TMAG) in Q1 2024.

Overview for Level 2-4 Groups (1/2)

Workstream	Governance Group	L	Purpose	Attendees	Status	Timeframe	Schedule
Programme	Programme Steering Group (PSG)	2	Owns the delivery of Programme plan and scope. Senior level group. A delivery-focussed Programme Board for decision-making and monitoring of delivery against time, quality, cost	Closed attendance of senior Programme leads, constituency representatives, Ofgem, consumer representative, IPA	Mobilised	Duration of the Programme	1 st Wednesday of each month, 1000-1200
	Fast Track Implementation Group (FTIG)	NA	Non-governance forum with strict focus on unblocking obstacles to SIT and supporting participant readiness/progress through testing	Closed attendance of core Programme leads, Core Capability Providers, SIT Volunteers, IPA	Mobilised	Ongoing	2 nd and 4 th Friday of each month, 1000-1130
Design	Design Advisory Group (DAG)	3	Oversee, review, consult and approve the MHHS Programme development of the end-to-end business processes, systems, and data architecture that delivers the detailed system design and MHHS Target Operating Model (TOM)	Closed attendance of Programme design leads, constituency representatives, Ofgem, consumer representative, IPA	Mobilised	To Q1 2024	2 nd Wednesday of each month, 1000-1300
	Business Process & Requirements and Technical Design WG (BPRWG/TDWG)	4	Open forum responsible for the business processes and requirements for the end-to-end MHHS Design and the technical requirements for the Data Integration Platform and specifying the technical design to enable participants to commence system development	Open to all. Primarily design leads and business process leads / SMEs	Available for ad hoc meetings	N/A	Ad-hoc only, no regular schedule at present
	Security Design Working Group (SDWG)	4	Open forum responsible for developing security requirements within the MHHS Design	Closed attendance of security design leads	Available for ad hoc meetings	N/A	Ad-hoc only, no regular schedule at present
	Design Resolution Group (DRG)	NA	Non-governance forum open to all focused on the development of solutions to Design Issue Notifications (DINs) raised in relation to the MHHS Design	Open to all. Primarily design leads and participant design SMEs	Mobilised	Ongoing	Ad-hoc only, no regular schedule at present
Test	Systems Integration and Testing Advisory Group (SITAG)	3	Oversee, review, consult and approved the MHHS Programme development and delivery of System Integration Test (SIT)	Closed attendance of Programme testing leads, constituency representatives, Ofgem, consumer representative, IPA	Mobilised	Ongoing	3 rd Wednesday of each month, 1000-1200
	Data Working Group (DWG)	4	Open forum defining the test data required to support the successful testing of the MHHS solution	Open to all. Primarily data and test data leads and leads and SMEs	Mobilised	Ongoing	1 st Thursday of each month, 1000-1130
	Environments and Configurations Mgmt Working Group (EWG)	4	Open forum defining the Programme's environments approach and plan for environments to be used across test phases	Open to all. Primarily environments leads and SMEs	Mobilised	Ongoing	1 st Tuesday of each month, 1000-1130
	Systems Integration Testing Working Group (SITGW)	4	Define the approach to SIT for the Programme, informing participants of the SIT they must carry out	Open to all. Primarily SIT leads and SMEs	Mobilised	Ongoing	1 st Thursday of each month, 1400-1600
	Non-Function Test Working Group (NFTWG)	4	Develop and maintain the approach to Non-Functional (NF) testing for the MHHS Programme and for oversight of the test preparation and execution	Open to all. Primarily Non-Functional Testing leads and SMEs	Mobilised	Ongoing	3 rd Tuesday of each month, 1400-1530

Overview for Level 2-4 Groups (2/2)

Workstream	Governance Group	L	Purpose	Attendees	Status	Timeframe	Schedule
Migration	Migration & Cutover Advisory Group (MCAG)	3	Govern and advise on all MHHS matters related to migration, transition and cutover.	Closed attendance of Programme migration leads, constituency representatives, Ofgem, consumer representative, IPA	Mobilised	Ongoing	4th Tuesday of each month, 1400-1600
	Migration Working Group (MWG)	4	Open forum defining the migration process taking industry into the new MHHS arrangements	Open to all. Primarily migration leads and SMEs	Mobilised	Ongoing	2 nd Thursday of each month, 1400-1600
	Data Cleanse Working Group (DCWG)	4	Open forum to support the delivery of the data improvement activities set out within the Data Cleanse Plan, and monitor the progress being made by Programme Participants against the activities set out within the Data Cleanse Plan	Open to all. Primarily migration & data leads and SMEs	Mobilised	Ongoing	4th Thursday of each month, 10:00-12:00
	Transition and Operational Readiness Working Group (TORWG)	4	Open forum to act as a home for the discussion of all MHHS transition and operational readiness-related items going forwards.	Open to all. Primarily migration & data leads and SMEs	Mobilised	Ongoing	2 nd Wednesday of each month, 1500-1700
Qualification	Qualification Advisory Group (QAG)	3	Govern and advise on all Qualification matters related to MHHS. This covers both Non-SIT LDSO qualification and Supplier and Agent Qualification.	Closed attendance of Programme and industry Code Body qualification leads, constituency representatives, Ofgem, consumer representative, IPA	Mobilised	Ongoing	3 rd Thursday of each month, 1000-1200
	Qualification and E2E Sandbox Working Group (QWG)	4	Open forum run with industry Code Bodies for defining the approach to Qualification Testing including processes around how Participants will qualify under MHHS.	Open to all. Primarily qualification leads and SMEs	Mobilised	Ongoing	2 nd Tuesday of each month, 1400-1530
Code	Cross Code Advisory Group (CCAG)	3	Central coordination, monitoring and management of regulations, Code changes and modifications under the MHHS Programme	Closed attendance of Programme and industry Code Body code drafting leads, constituency representatives, Ofgem, consumer representative, IPA	Mobilised	Ongoing	4 th Wednesday of each month, 1000-1200
	Code Draft Working Group (CDWG)	4	Open forum responsible for drafting and review of code changes to reflect the baselined design. Recommends code changes to CCAG when complete	Open to all. Primarily code drafting leads from industry Code Bodies and participants code drafting / regulatory SMEs	Mobilised	Ongoing	2 nd and 3 rd Tuesday of each month, 1000-1130

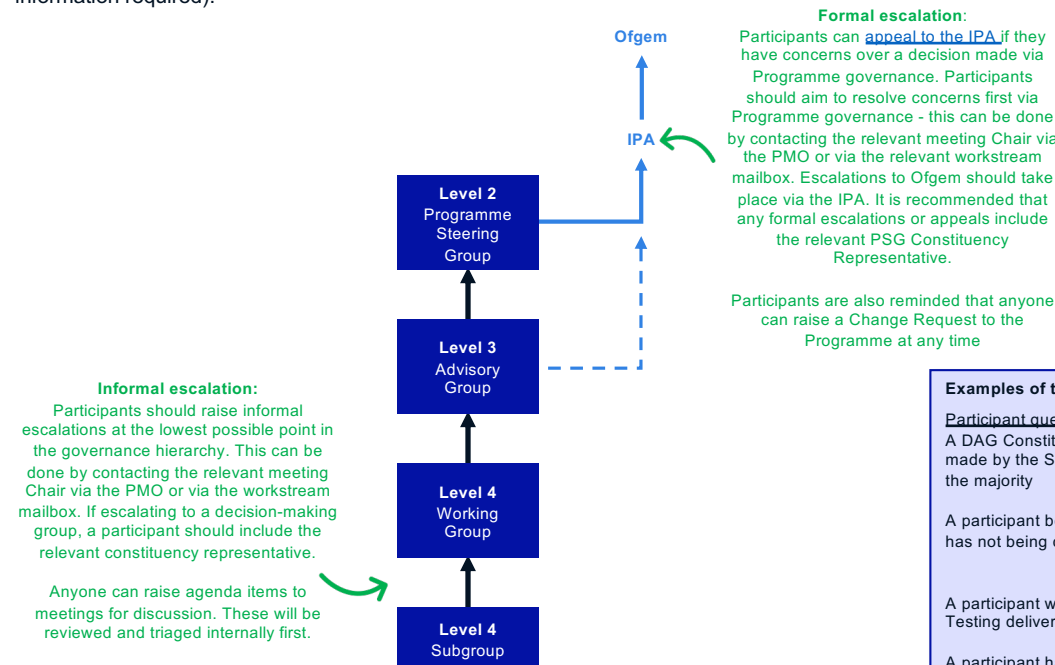
Monthly schedule by week of the month

Workstream	Week 1		Week 2		Week 3		Week 4	
Programme Steering	Programme Steering Group (PSG)	Weds, 1000-1230					Programme Steering Group (PSG) pre-meeting webinar	Thurs, 1130-1200
Design			Design Advisory Group (DAG)	Weds, 1000-1300				
Test	Environments and Configurations Management Working Group (EWG)	Tues, 1000-1130			Non-Functional Testing Working Group (NFTWG)	Tues, 1400-1530		
	Data Working Group (DWG)	Thurs, 1000-1130			System Integration & Testing Advisory Group (SITAG)	Weds, 1000-1200		
	Systems Integration Test Working Group (SITWG)	Thurs, 1400-1600						
Migration			Transition and Operational Readiness Working Group (TORWG)	Weds, 1400-1600			Migration & Cutover Advisory Group (MCAG)	Tues, 1400-1600
			Migration Working Group (MWG)	Thurs, 1400-1600			Data Cleanse Working Group (DCWG)	Thurs, 1400-1600
Qualification			Qualification and E2E Sandbox Working Group (QWG)	Tues, 1400-1530	Qualification Advisory Group (QAG)	Thurs, 1000-1200		
Code			Code Draft Working Group 1 (CDWG)	Tues, 1000-1200	Code Draft Working Group 2 (CDWG)	Tues, 1000-1200	Cross Code Advisory Group (CCAG)	Weds, 1000-1200

MHHS query and escalation processes

Escalation process

Formal escalations relating to a decision made via Programme governance should be escalated to the next level of Programme governance or to the IPA. **Informal** escalations on items such as general activity or approach should be escalated to the lowest level of Programme governance for the relevant workstream. The governance structure should be used for all escalations and participants should avoid directing concerns to specific points of contact. When raising an escalation, participants should provide clear context, rationale and any impacts if no action is taken (the format of the Change Request form could be used as a guide for the information required).



Informal escalation:

Participants should raise informal escalations at the lowest possible point in the governance hierarchy. This can be done by contacting the relevant meeting Chair via the PMO or via the workstream mailbox. If escalating to a decision-making group, a participant should include the relevant constituency representative.

Anyone can raise agenda items to meetings for discussion. These will be reviewed and triaged internally first.

Formal escalation:

Participants can **appeal to the IPA** if they have concerns over a decision made via Programme governance. Participants should aim to resolve concerns first via Programme governance - this can be done by contacting the relevant meeting Chair via the PMO or via the relevant workstream mailbox. Escalations to Ofgem should take place via the IPA. It is recommended that any formal escalations or appeals include the relevant PSG Constituency Representative.

Participants are also reminded that anyone can raise a Change Request to the Programme at any time

General queries

General queries can be directed to the relevant Programme workstream by email. Each workstream owns a mailbox. An update-to-date list of workstream email addresses is available on the Website and Collaboration Base.

If you do not know where to direct a query, the Programme Party Coordinator (PPC) team can happily help at PPC@mhsprogramme.co.uk

Contact Us

Programme email addresses have been set up to support participants. To help triage as quickly as possible, please use the most suitable email address below:

PMO@mhsprogramme.co.uk for business related queries relating to Programme meetings or planning, including dPMO.

Design@mhsprogramme.co.uk for queries on Design documents, comments or meetings.

Testing@mhsprogramme.co.uk for queries on Testing documents, comments or meetings.

Code@mhsprogramme.co.uk for queries on the Code workstream or code-related documents or meetings.

Migration@mhsprogramme.co.uk for any queries on Migration Design.

Sims_Ems@mhsprogramme.co.uk for queries on Simulators & Emulators, the DIP Simulator demo or to join our Sims & Ems Show & Tell sessions.

SRO@mhsprogramme.co.uk for correspondence or information on strategy, governance or the Programme as a whole.

Comms@mhsprogramme.co.uk for queries on the MHHS website, The Clock, Design Newsletter or media relations.

Extract of 'Contact us' webpage

Examples of this in action:

Participant query
A DAG Constituency Representative believes a decision was made by the SRO at DAG without solid rationale and against the majority

A participant believes a significant activity required in SIT has not been considered by the Programme at the SITWG

A participant wants to know more detail about an upcoming Testing deliverable

A participant has proposals on how to improve the communications process for consultations

Appropriate action
The participant should escalate to the PSG Chair via the PMO and via their PSG Constituency Rep. If this does not resolve their concern, they should escalate to IPA.

The participant should escalate to the TMAG by contacting their TMAG Constituency Rep and the TMAG meeting chair via the PMO and the workstream mailbox.

The participant should contact the Testing mailbox

The participant should contact the PPC mailbox

Note: this process is separate to Ofgem decision-making escalation criteria

Workstream structure

