



**MHHS  
PROGRAMME**

Industry-led, Elexon facilitated

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# Non-SIT Supplier and Agent Qualification Testing Defect Management Process

21 July 2025

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Version 1.0

MHHS-DEL4053

Document Classification: Public

# Agenda

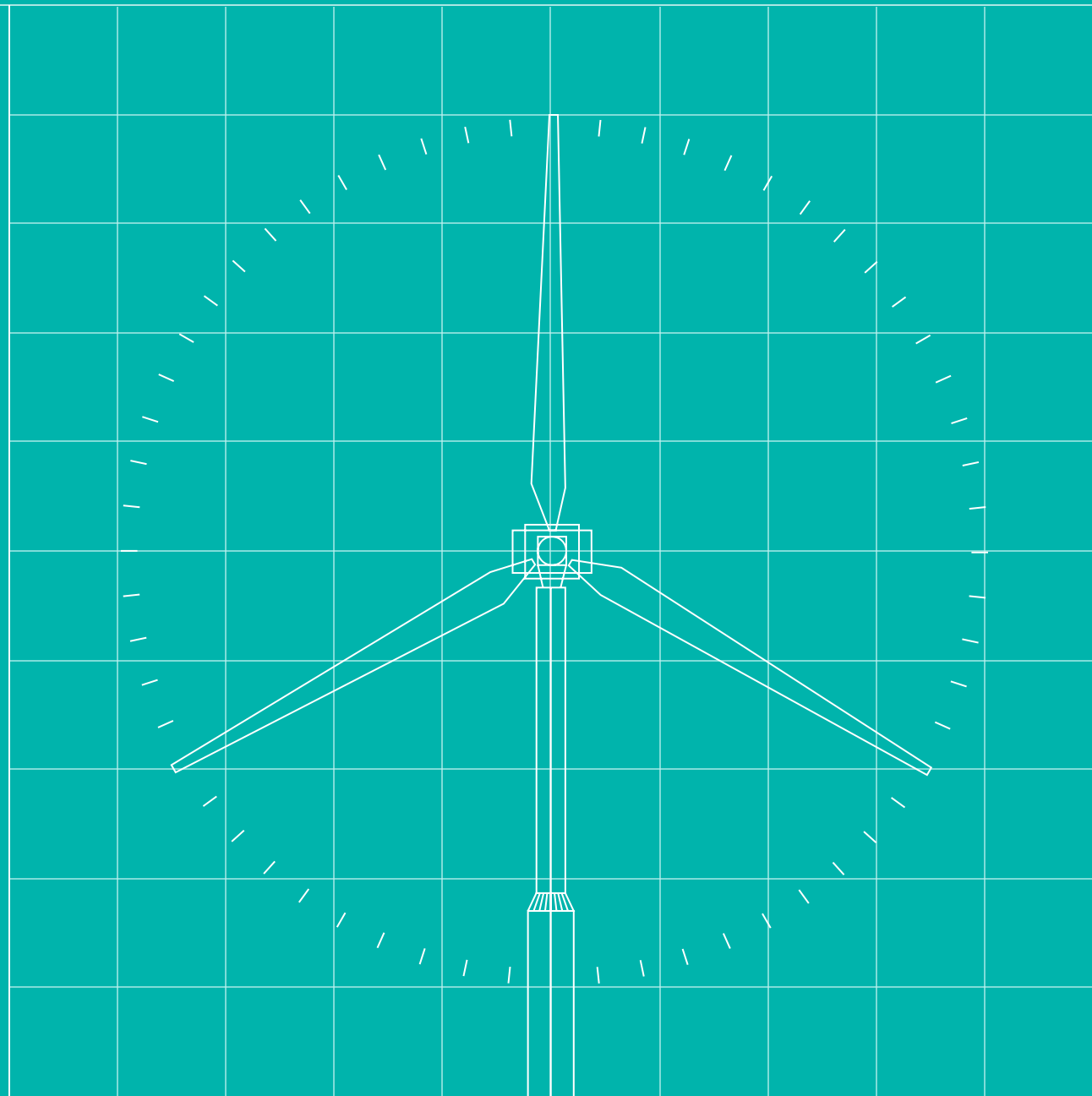
#	Item	Objective	Type	Lead	Time	Page
1	Welcome		Introduction	Chair Devon Leslie/Andy Dawson	10:00 - 10:05 5 mins	1
2	Defects in Qualification Testing	Knowing when to identify and when to report.	Information	Devon Leslie	10:05 - 10:30 25 mins	3
3	Raising Defects in ADO	Demonstration of the QTF/ADO Defect process.	Information	Andy Dawson	10:30 – 10:45 15 mins	8
4	The QT Triage Process	Outline and Discussion around the QT Defect Triage Process.	Information	Devon Leslie	10:45 – 11:05 20 mins	9
5	Checkpoint Calls and Comms	How we will stay in touch.	Information	Devon Leslie	11:05 – 11:20 15 mins	12
6	Q&A	Questions from Participants. (Please use SLIDO)	Q&A	Chair Devon Leslie/ Andy Dawson	11:20 – 11:40 20 mins	15
Attachments						

# Defects in QT

**Information: Knowing when to raise a defect**

*Devon Leslie*

*25 mins*



# What is considered a defect in Qualification Testing?

Participants are required to report defects regardless of where they may occur during Qualification Testing. A defect should be raised where one or more of the following is true:

- A failure is generated while running a Qualification Test Case.
- Regardless of QTC pass/fail, an error is observed in the Participant system including:
  - Unhandled exceptions or errors within the Participant architecture and applications (including Third-Party systems).
  - Corrupt or incorrect data received from the DIP/DTN/QTF.
  - Corrupt or incorrect data processed into an end-point system.
  - An error observed in the QTF application itself.
  - Incorrect or inappropriate steps uncovered in a QTC.
  - Connectivity issues preventing execution of QTCs.
  - Any errors identified in the QTC run logs.

Exceptions:

- Defects that are resolvable within the working day within Participant architecture/applications.
- A central defect found in the QTF, QTC or DIP which has already been identified and flagged by the Assurance team to Wave Participants.

## When to raise a defect:

- Any defect found within the QTF, QTC or DIP should be raised immediately.
- Participant-side defects not resolvable within the working day must be raised in ADO and communicated to the assigned Test Assurance Analyst for Triage.

## If in doubt, contact the Test Assurance Analyst...

Participants are encouraged to stay in touch with the Test Assurance Analyst if issues are encountered or discovered. In some cases, the Analyst may already be aware of defects already reported and can advise accordingly.

The Test Assurance Analyst may also provide guidance or investigate the correct course of action for Participants who require advice for defect reporting on Participant-side architecture or applications.

# Defect Checklist:

The following details indicate which fields are mandatory and which are optional when raising a new defect in ADO.

- **Title** (Mandatory) – enter a concise summary of the issue that is meaningful and includes key words making it easily identifiable when read in list format. If the test is failed in the QTF, the defect Title MUST be prefixed with the QTC reference e.g. QT-066 along with the summary.
- **Owner** – a new defect should always be assigned to the QT Assurance Analyst for initial triage.
- **State** – one of the four main states that are defined for the Defect Management process, that describe a defects progression. When a new defect is raised, this will be set to 'Proposed' by default.
- **Description** (Mandatory) – enter a description of the Defect so that it is clear what is being addressed or requested. It should include the following information:
  - A clear summary of the defect with sufficient detail to explain the issue uncovered.
  - Include any data used or impacted such as MPAN, corrupted information received or external error logs (can be provided as an attachment)
- **Repro Steps** – steps to reproduce the issue found, including expected and actual results. This information will be taken from the Test Case being ran when the defect is raised.
- **Defect Priority** (Mandatory) – choose a Priority for the issue, based on the defined Priority levels.  
(refer to 'DEL466 – Defect Management Plan' for priority and severity classification guidance)
- **Defect Severity** (Mandatory) – choose a Severity for the defect, based on the defined Severity levels.
- **Defect Type** – (Mandatory) to be completed at the time a defect is raised, where possible. This will be reviewed during triage and before Defect closure.

# Defect Checklist:

- **Test Phase** (Mandatory) – choose the relevant test phase i.e. UIT - Qualification.
- **Ownership** (Mandatory) – choose the system or service which is associated with the failed test scenario e.g. Supplier.
- **Environment** (Mandatory) – Enter the environment the defect was found in i.e. UIT. The build version will be provided on commencement of qualification testing for each Wave and will be communicated at each release hence forth.
- **Triage Status** – will be used by the QT Assurance Analyst to determine the status of triage. When a new defect is raised this will be set to 'Pending'.
- **Progress Status** – Provides clarity on the defects current progress. When a new defect is raised this will be set to 'New'.
- **Attachment** – (Mandatory) – attach any relevant documents in support of the defect including the exported QTF Test Run Log. (For example, payloads, transactional messages received, screenshots, log files, test data for a Defect). These attachments must comply with GDPR and any other relevant security requirements.

# ADO – New Bug Work Item screen

Azure DevOps

MHHSProgramme / MHHS Non-SIT Supplier an... / Boards / Work items

MD MHHS Non-SIT Suppli... +

Overview

Boards

Work items

Boards

Backlogs

Sprints

Queries

Delivery Plans

Analytics views

Retrospectives

State Visualizer

SpecMap

Repos

Pipelines

Test Plans

Artifacts

Project settings

Work Items

Back to Work Items

NEW BUG \* Field 'Title' cannot be empty.

Enter title

Defects

0 Comments Add Tag

Save

Details

0

0

Defect Status

Created By

Dawson, Andrew

Changed Date

Select a date...

Assigned to Group

No one selected

Resolver Group

Triage Status

Progress Status

Deferred

Programme Wide Defect

Impacting

Impacting additional

CR required

Planning

Defect Priority

Defect Severity

Defect Type

Test Phase

Business Process

Classification

IF

False

PUB

False

IF / PUB Messages e.g.: 001, 037

Duplicate ID

Closure Reason

Defect Root Cause

Ownership

System or Service

Programme Subject Matter Expert

Deployment

To track releases associated with this work item, go to [Releases](#) and turn on deployment status reporting for Boards in your pipeline's Options menu. [Learn more about deployment status reporting](#)

Environment

Defect Found Environment

Found in Build Version

Build

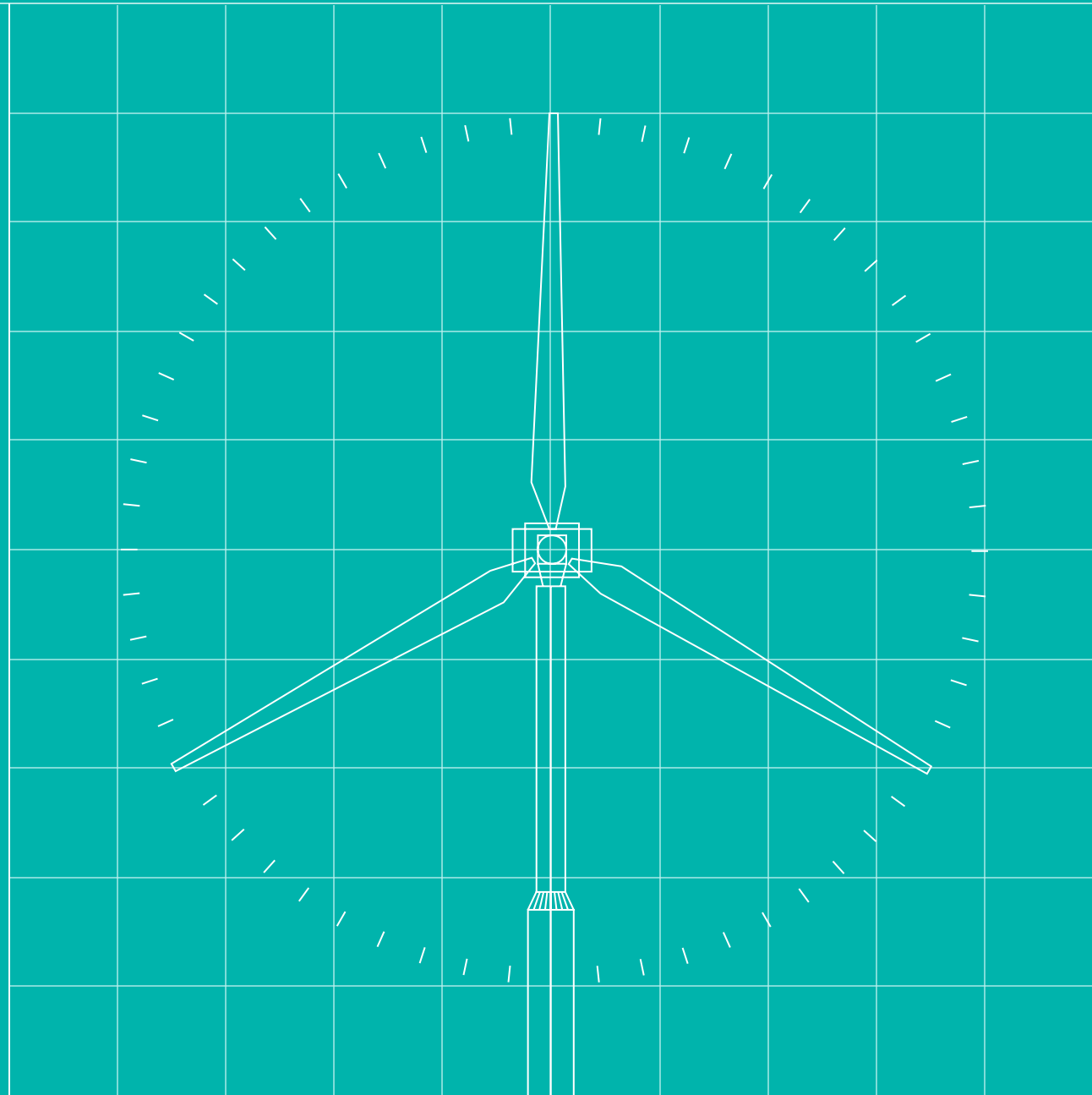


# Raising Defects in ADO

**Information: LIVE DEMO**

*Andy Dawson*

*15 mins*



# ADO Access

To log in to ADO, access the URL:

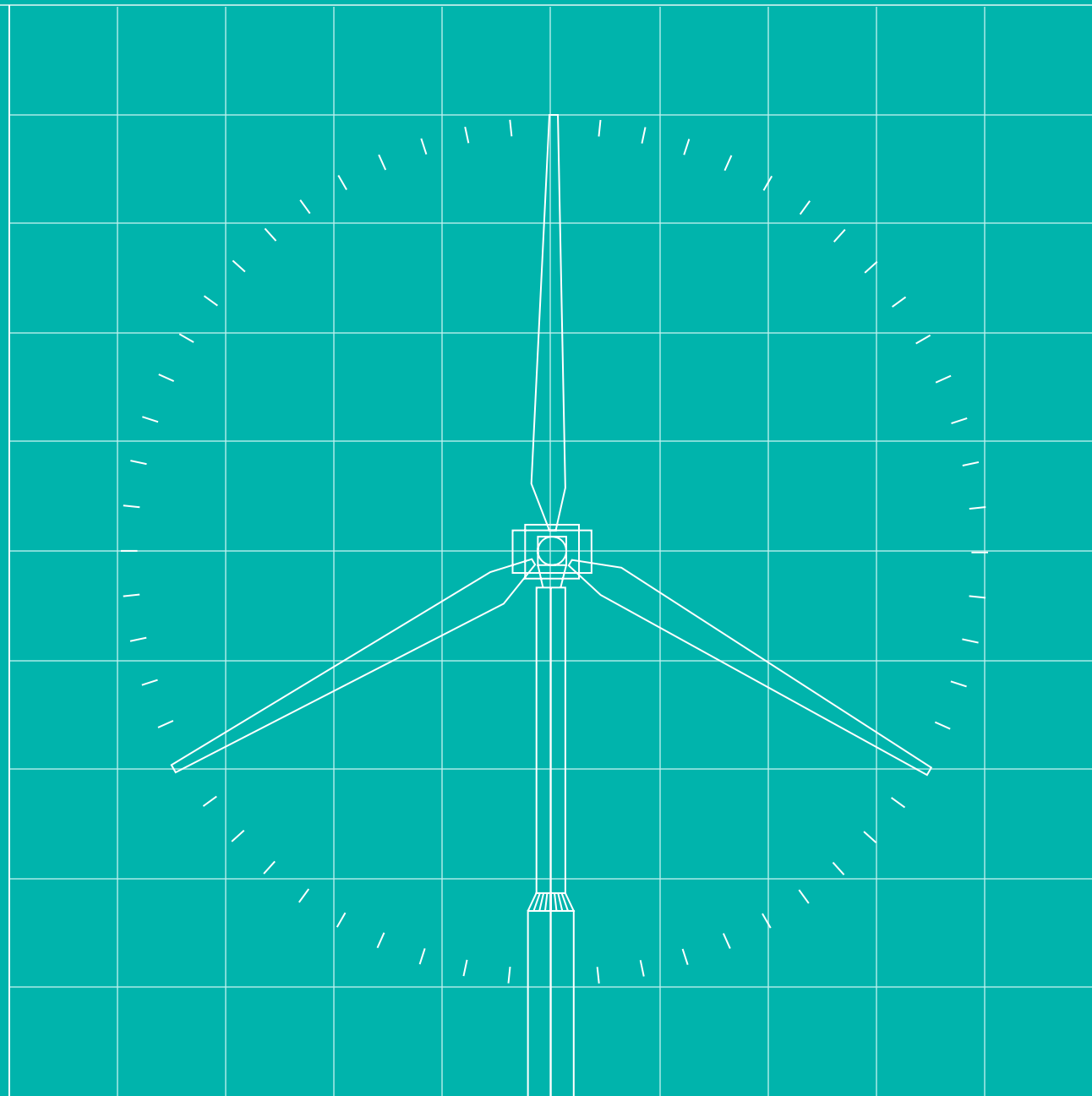
<https://dev.azure.com/MHHSProgramme/>

Sign in using your username as provided on the MHHS-DEL 3447 Qualification Test Catalogue 'Pro Forma' tab and the associated domain password.

# The QT Defect Management & Triage Process

**Information: How defects will be triaged in QT**  
*Devon Leslie*

*20 mins*



The process map opposite articulates the MHHS Programme's **Defect Management Process**.

**Triage:**

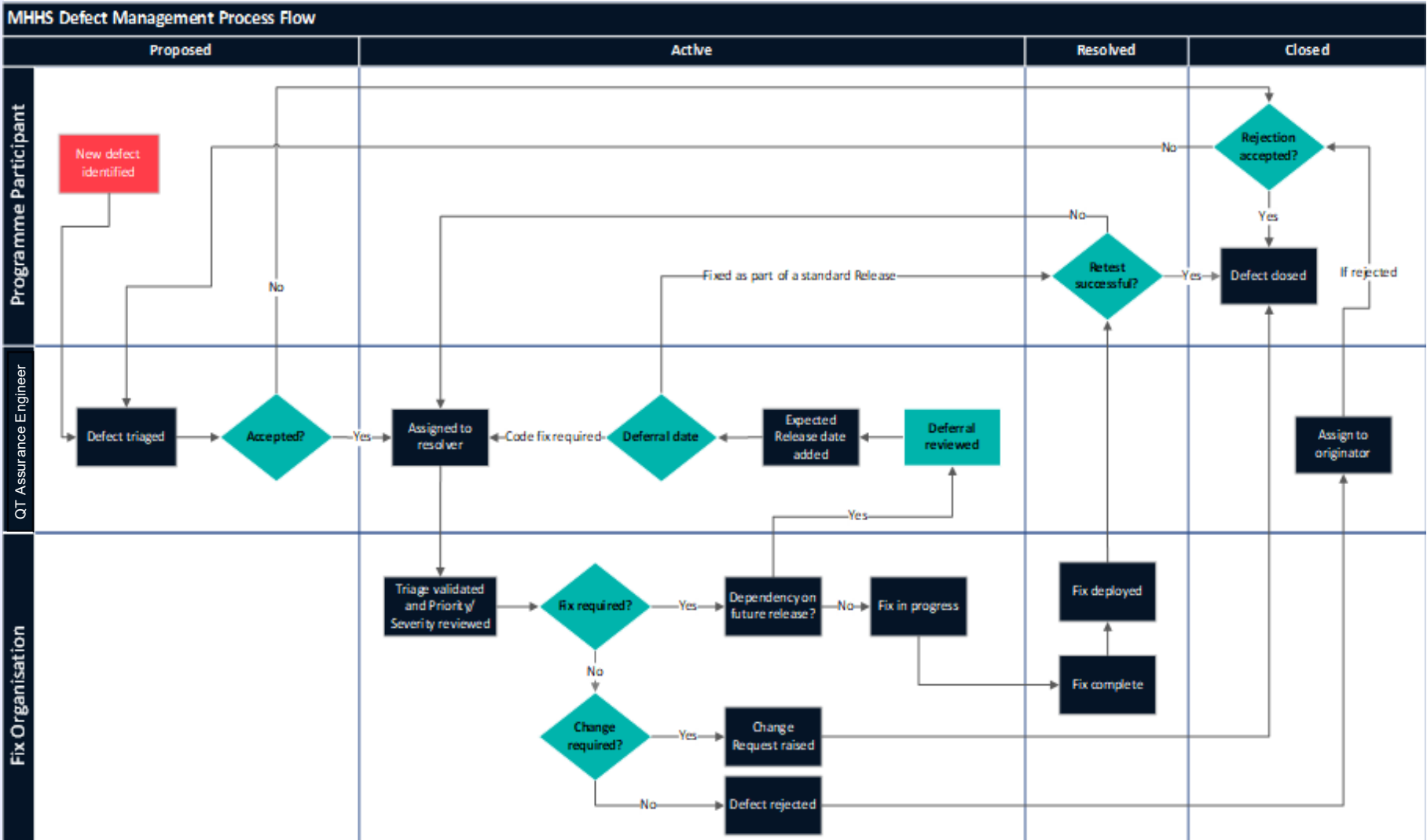
- When a defect is raised by the QT participant, the defect will be reviewed by the QT Assurance Analyst and the Participant during the scheduled Defect Call.
- Defects that are not immediately identifiable as Participant system issues will be triaged by the Qualification Team to determine which 'resolving team' is required to resolve the defect.
  - This will be determined at a Defect Triage Meeting.

**Assignment:**

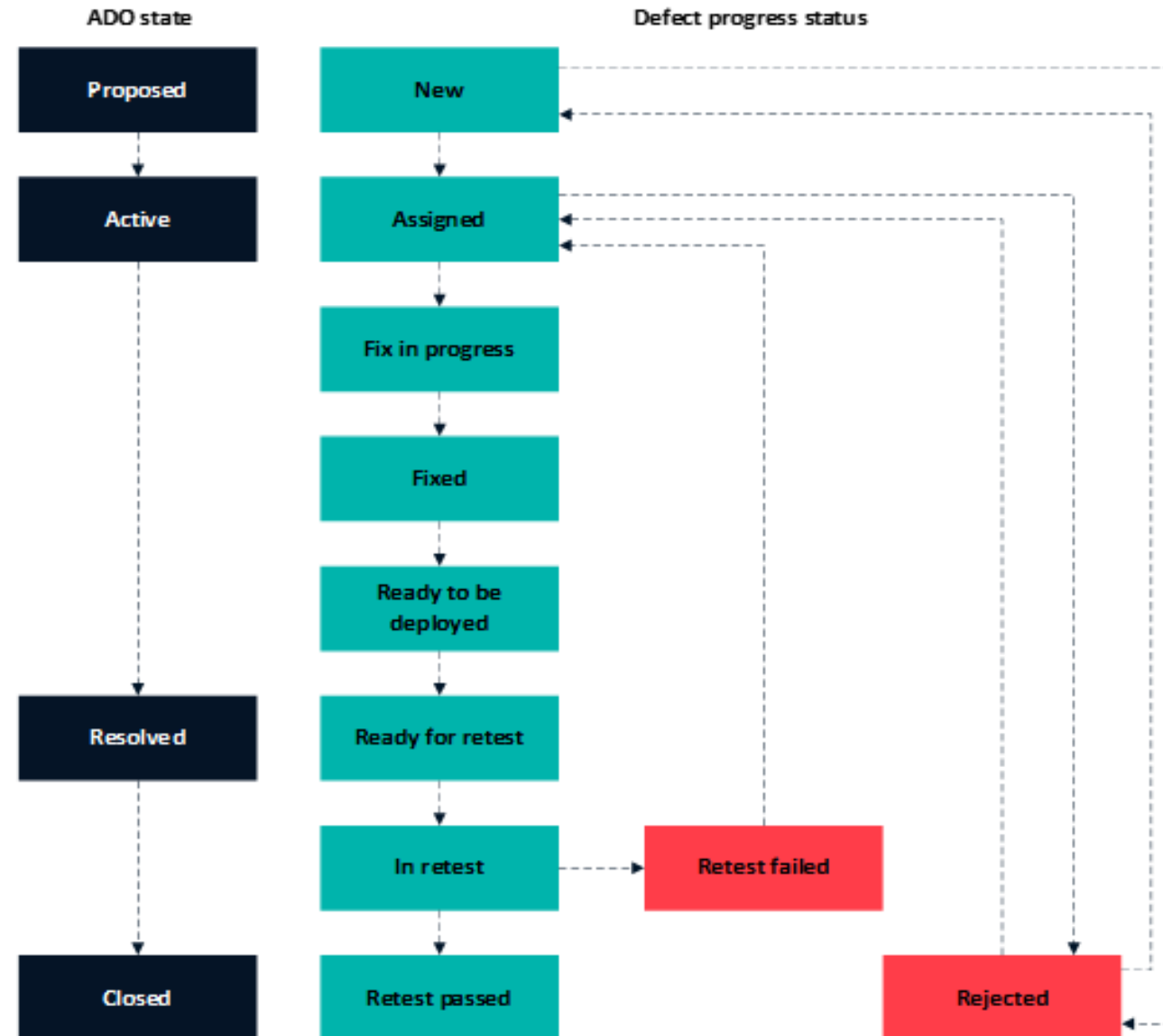
- Defects will be assigned to one of the Resolving Teams. This could be the Participant if a defect is deemed to be an internal rather than central defect.

**Resolution:**

- The responsible Resolving Team will undertake Root Cause Analysis to determine how to resolve the defect.
- For central defects, the Test Assurance Team will communicate expected resolution times following assessment by the Resolving Team.
- For Participant defects, Participants must identify resolution times where possible or articulate where resolution cannot be determined.
- When resolved, the defect status will be changed. The final status is 'Ready for Retest'.
- Central Defects are then bundled into a Release, and 'Request for Change' is submitted to the Qualification Test Team for Release Approval.



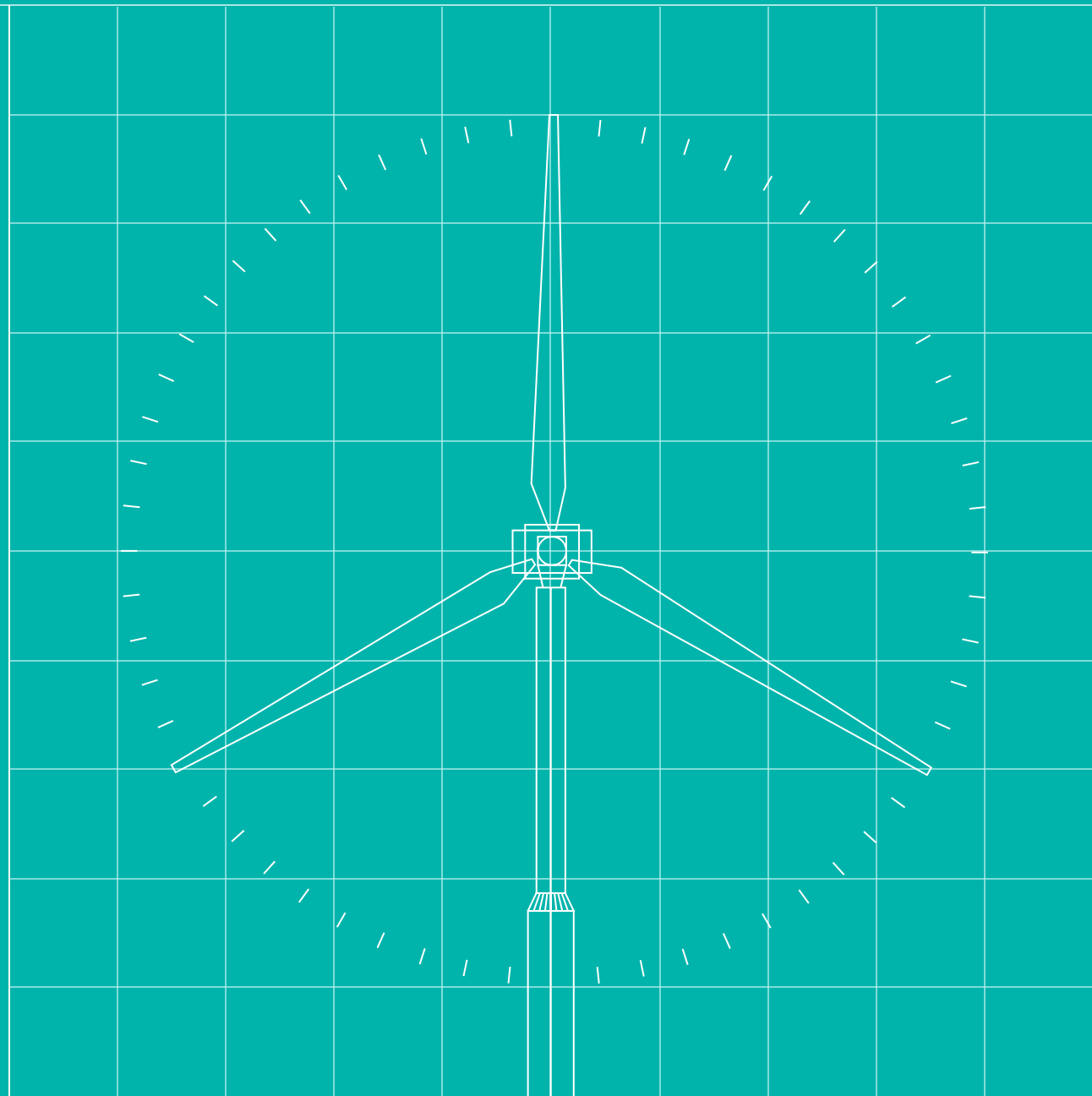
- Defects progress through four states with associated progress statuses.
- A defect raised by a Participant will remain at the Proposed state until Triage can be completed; with the state and status updated accordingly as the defect is progressed through its lifecycle.
- A defect state and status will always be visible to a Participant within ADO.
- Participants are ONLY required to update status if the Participant is the resolver.



# Checkpoint Calls and Communication

**Information: How we will stay in touch during QT**  
*Devon Leslie*

*15 mins*



# Checkpoint Call Agenda

During Onboarding, the Assigned Test Assurance Analyst shall work with Participants to arrange a twice-weekly checkpoint call schedule. The length of these calls are proposed at 30 min but can be altered subject to requirement if more time is required (depending on Participant needs and test scope).

Participants may suggest their preferred time slots ahead of QT and the Test Assurance Team will do their best to accommodate or propose alternates where needed.

The general agenda for these calls will be:

- Progress against Test Execution Plan including blockers or delays.
- New defects uncovered in testing.
- Status/updates of outstanding defects.
- Update on any central defects impacting Participants.
- Evidence queries.
- Data requests as required.
- Any issues arising from testing (concerns, questions or escalations).
- AOB.

# General Communication

During Qualification Testing, the MHHS Teams channel shall serve as a primary resource for Participants:

- Central issues impacting all Participants will be posted in the 'General' area for the Wave.
- Participant-specific queries can be posted by either the Participant or the Assurance Analyst in the dedicated private channel including;
- Any queries or concerns requiring response outside of checkpoint calls should be posted in the private channel.

# Reporting

- A defect query within ADO will be established for each Participant showing open defects.
- A high-level defect dashboard within ADO will also be established for each Participant showing the defect breakdown.
- Test Progress can be monitored using the Participant dashboard in the QTF (Qualification Testing Framework).
- An individual Test Execution report will be reviewed with each Participant on a fortnightly basis covering track-to-plan, variance-to-plan and issues of significance; the outcome of these reviews shall be reported to Ofgem.



# Q&A

## INFORMATION:

*Devon Leslie / Andy Dawson*

*15 mins*

