MHHS PROGRAMME
Industry-led, Elexon facilitated

Defect Logging & Triage Guidance Q&A

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Change Record

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Monday 21 July 2025	Hannah Barker	0.1	Initial draft
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Reviewers

Reviewer	Role
Devon Leslie & Andy Dawson	Senior Consultants

1. Questions on Defect Logging & Triage Guidance

Q1. If we can implement a workaround for the defects within a day, should we report them in ADO?

When we say workaround, this means that the defect is going to persist. At face value, the answer would be yes, we would expect you to report as this implies that there is a persistent defect. If you've chosen to do something in a different way and you're happy to continue doing it this way until the end of time, and the old way which was causing problems can be discarded, we would not necessarily consider this as a defect that needs to be raised. If it is an error on the system that's forced a workaround, as something is not working as intended, we would expect this to be raised in ADO. If this was to persist until the end of Qualification Testing, this would need to be included as part of your work-off plan.

Q2. How can we get a view of the defects that are raised by other participants during the QT phase so that we can plan to delay those tests?

Defects raised by other participants that impact ALL participants (as these are 'Central Defects') will be communicated out via the 'General' channel of MHHS Microsoft Teams. Your appointed Test Assurance Analyst will also discuss and provide updates on any central defects during your bi-weekly checkpoint calls.

Q3. Is the same caution needed here regarding the use of correct status, as selecting an incorrect one in SIT could result in needing to restart the test?

We are not executing tests in ADO. All test execution is via the QTF. The QTF will get to a pass or fail for a test case. There is a one-way synchronisation of the test result from the QTF to ADO. You are raising a defect against that test case within ADO. Any state changes to the defect within ADO do not have an impact on the test result the QTF.

Q4. Could you talk a bit more about the triage process? Participants performing their own triage may wish to capture the results of this whilst raising the defect.

If it's a participant-side defect and/or if a participant has uncovered an issue that they are doing due diligence to try to identify in case it's something on their side, the priority is to try and capture this information as much as possible when the defect is raised. If the triage is happening after you've raised the defect, please keep the defect up to date within ADO by adding comments and by moving the defect through the defect 'Progress Status' (which is editable after the initial logging of the defect has been saved. Your Test Assurance Analyst will be available for any help needed with the ADO defect progress states and/or process flow.

Q5. Defects for internal participant issues are unlikely to require triage by the QT Assurance Team. Does the triage process allow for this?

The triage process is a standard flow. Where defects are identified as coming from the participant's side, there is nothing the Non-SIT S&A Team can do from a triage perspective that can add any value for a participant's system and/or their providers. The triage would therefore conclude quickly determining the Participant as the resolver. When a participant raises the initial defect and saves it, the 'Progress Status' field then becomes editable, and participants can move their defects through the defect states as and when they progress. For awareness, it is also possible for a participant to raise a defect against a test case that has Passed or is In Progress within the QTF, as a test run ID is available for every execution run, regardless of the test result.

Q6. Will defects be discussed in a daily defect call?

We are not proposing daily calls with participants. We are looking to hold twice weekly checkpoint calls; however, this position may be changed if we believe the twice weekly checkpoints are not adequate. We are open to suggestions. If you believe we need something more frequent, we advise participants to let us know through MHHS Teams channels and through discussions with their Test Assurance Analyst for rapid responses.

Q7. Will a resource within a DCP be able to access multiple projects for the parties they support?

Yes, provided that each participant has identified that resource within their proforma (contained within MHHS-DEL3447 Qualification Test Catalogue) as authorised to do so. We fully anticipate that DCPs will need to access multiple environments. However, it is important to note that as a Non-SIT S&A team, we cannot communicate internal (participant-side) defects from one participant to another. It is therefore up to DCPs to manage this accordingly within their customer base.

Q8. If we passed a test without seeing a defect but another participant found an issue afterward in data quality/QTF/DTN, how does that work?

The Programme would communicate, and risk assess this with Code Bodies to decide how serious that impact is. We would then understand if this were a test that participants all need to rerun. If it's something that is rooted in the QTC, we will up version these QTCs and you will only be able to see the most current version. If you wish you execute a new test, you will see the current version and any past versions that you may have executed will be visible. The Non-SIT S&A Team would need to evaluate, understand the nature of the issue, ensure we have an agreement with the Code Bodies and go through a consultation with participants to explain what we believe the issue would be and the appropriate action to take.

Q9. How many consultants from the supplier side can access QTF and ADO? For example, test managers and consultants may need access for various reasons.

By principle, we are trying to limit access to 5 accounts on the QTF and 2 accounts on ADO. We do understand that this may not be adequate in all cases. If you are using a DCP that is slightly different, we can deploy one more accounts for a DCP representative across multiple participants. There is a commercial cost attached to this (ADO) and for awareness, if we have too many accounts using the QTF it may cause issues due to performance constraints. We are however flexible and would encourage you to reach out to mhhsqualification@elexon.co.uk if you require an account arrangement that exceeds the limits set out in the QT Pro-Forma.