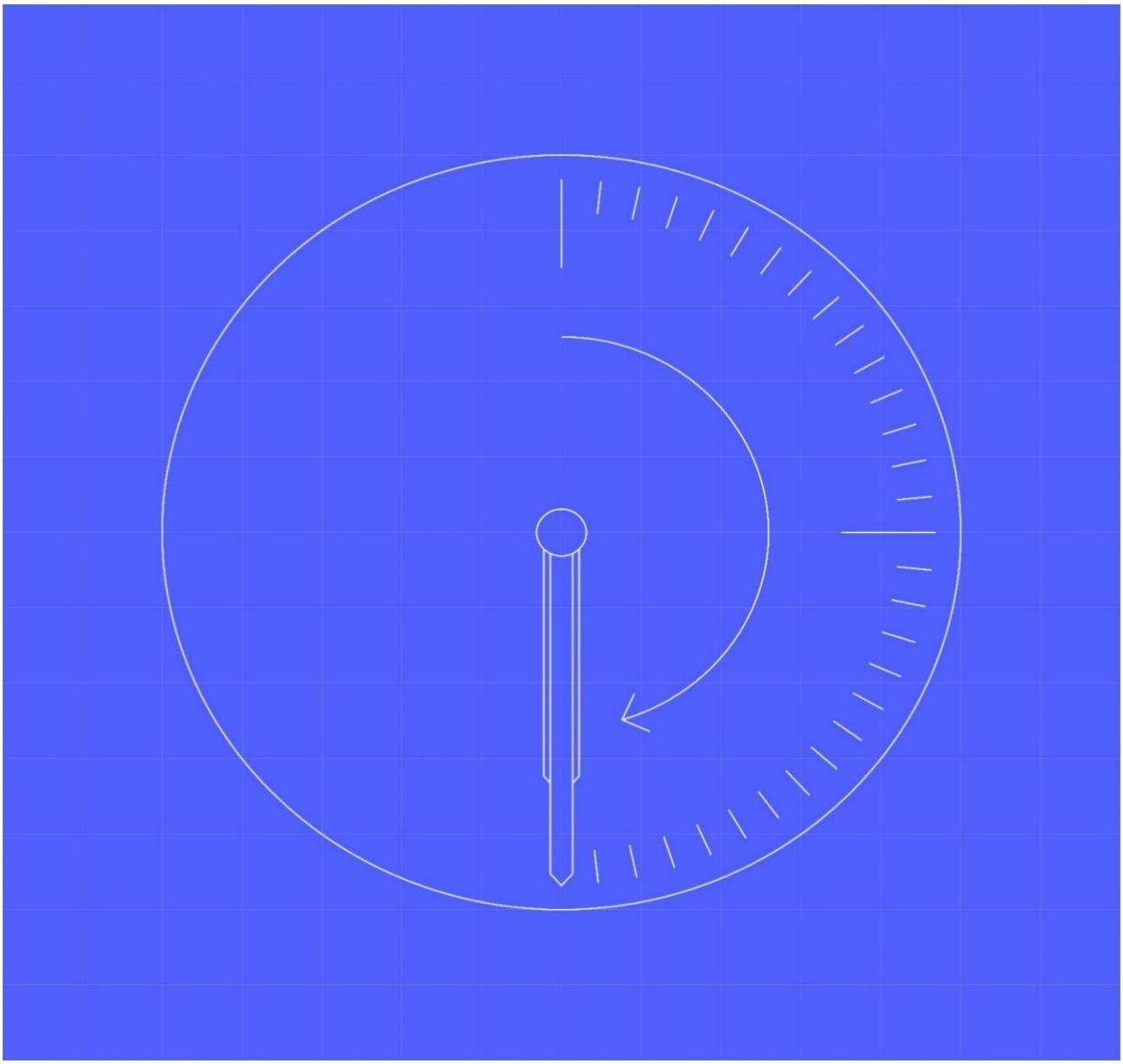
MHHS PROGRAMME
Industry-led, Elexon facilitated

Issue Resolution Group (IRG)



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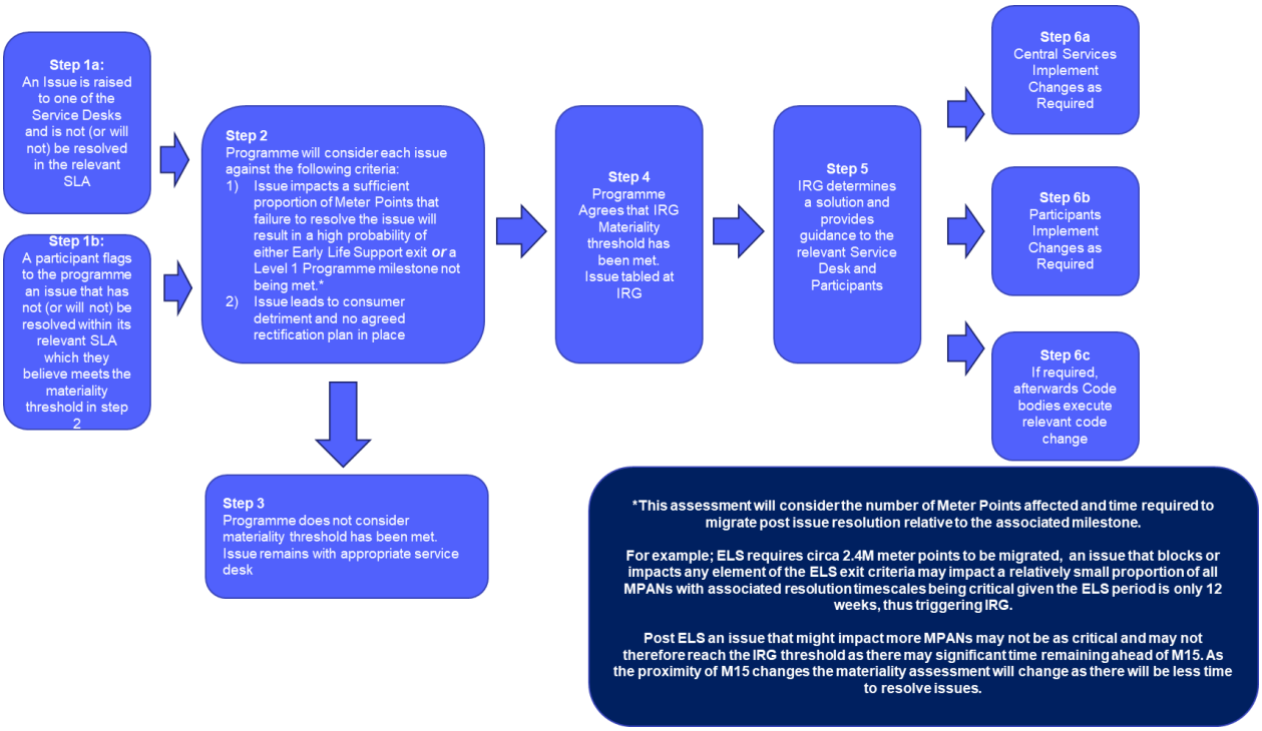
IRG Role and Responsibilities

The IRG group will be convened at short notice. The IRG responsibilities are to be the 'resolver of last resort' and may be invoked by the SRO to expedite the resolution of an issue that i) Has exceeded the service management resolution thresholds and is sufficiently material that a) The Exit Date for ELS is compromised or b) the migration schedule is compromised placing M15 at risk or issue leads to consumer detriment and no agreed rectification plan in place.

(Service management will be fully operational and responsible for managing all incidents. IRG is an exceptional crisis management process, to expedite the resolution of high priority issues).

IRG Stand Up Thresholds



Membership

The IRG membership is the SRO as Chair, empowered technical experts from each constituency who have sufficient system and design expertise, plus the IPA as an observer. Ofgem shall also have the right to attend IRG meetings as an observer. The programme will endeavour to convene IRG in working hours. There may be exceptional circumstances where out of hours IRG may need to meet. The Programme will endeavour to give as much notice as possible to ensure the require representation is available to attend that IRG instance. The IRG member representatives are responsible for ensuring suitable service providers (and related parties) are appropriately resourced at the meetings. Technical expert representatives will flex depending on the issue, ensuring empowered technical resources are available to input and develop issue resolution.

Regardless of the issue, central parties and core capability providers (LDSOs) must be represented at IRG. Depending on the issue, the central party and core capability providers will call on their relevant service providers and impacted parties to attend.

Other member representatives from other constituencies will be engaged to ensure appropriate technical attendance is present from their system service providers.

a) SRO as Chair
b) Ofgem (observer)
c) SRO
d) LDP
e) Independent Programme Assurance (IPA) Manager (observer)
f) Elexon Representative (as Code Manager and service manager)
g) (BSCCo Central systems provider(s))
h) RECCo Representative (as central party and service manager)

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i) (Smart meter central system provider)
j) DIP Manager (as Code Manager)
k) (DIP service provider)
l) LDSO Representative(s) (DNO and iDNO) (as Core Capability Providers)
m) (SMRS service provider(s)
n) Supplier Representative
o) (Supplier Service Providers)
p) Supplier Agent Representative
q) (Supplier Agent Service Providers)

The SRO can invite any other party, as they see fit.

The PMO will attend and act as meeting secretariat.

As per previous governance framework processes, a nomination and appointment process will be run to establish the IRG membership and SME contacts.

Decision Powers

As per the MHHS SCR direction, participant licence obligations and participant Code obligations[1], where the IRG has been convened to discuss a major incident, the IRG will have authority to make decisions about the solution to the issue, and to drive those solutions at pace. All Programme participants will accept and if applicable implement the IRG decision within agreed timescales.

IRG will discuss and explore all identified solutions options. All relevant detail and information will be shared with all IRG members. This will enable members to send the appropriate SMEs and for the decision to be fully consulted. IRG will consider the matter and will consider solutions options proposed by IRG members.

IRG decisions will wherever possible be made through consensus and if consensus cannot be reached, the Chair (SRO) will make the decision after considering all views expressed.

IRG decisions will be determined against Programme objectives[2] including consumer benefits and include cost benefit analysis of solution(s) identified.

Operating on a fix first codify later principle, IRG have authority to take decisions that parties can immediately implement, with codification being undertaken in parallel.

Where relevant, Programme artefacts will be updated by the relevant Programme team to align with IRG decision making and communicated in a timely manner.

Dual Governance (Programme and Code Governance)

It may be that the IRG's solution requires consequential amendments to one or more industry codes. Where relevant, the IRG will identify the code changes that need to be made. In all cases, it will be for the relevant code body rep(s) of the IRG to arrange for the development of robust legal drafting (and prepare the relevant Proposal Form), which will need to endorsement at IRG.

It is intended that IRG will have powers to raise changes to the industry codes from the point at which the IRG is first convened until M15. Alternatively, the IRG may take the view that it would be preferable for Ofgem to raise the modification using its Significant Code Review powers.

In any event, if the IRG raises a modification, the relevant code body will notify Ofgem seeking its view as to whether the IRG proposal should be exempted from the Settlement Reform SCR and granted urgent status, or whether Ofgem wishes to subsume the proposal within the Settlement Reform SCR and raise an Authority-led modification directing the timetable for progression.

[1] BSC Section C12
[2] 10 November 2021 PSG Meeting; Slide 7

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Work groups and Sub-groups

IRG will have authority to create and delegate tasks to lower-level groups and sub-groups and should seek to do so where appropriate. Lower-level workgroups can be open to all or be formed of specific skill sets. All outputs from lower-level groups, must be escalated to and approved at IRG.

IRG timescales

IRG will be created before M10 to ensure it is established and on standby before go-live (M10).

IRG will be able to stand up until M15.

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